



Overview

Complaint Management

City Management

Contractor

Facilities Management

Investor

VISION رؤية  
2030  
المملكة العربية السعودية  
KINGDOM OF SAUDI ARABIA

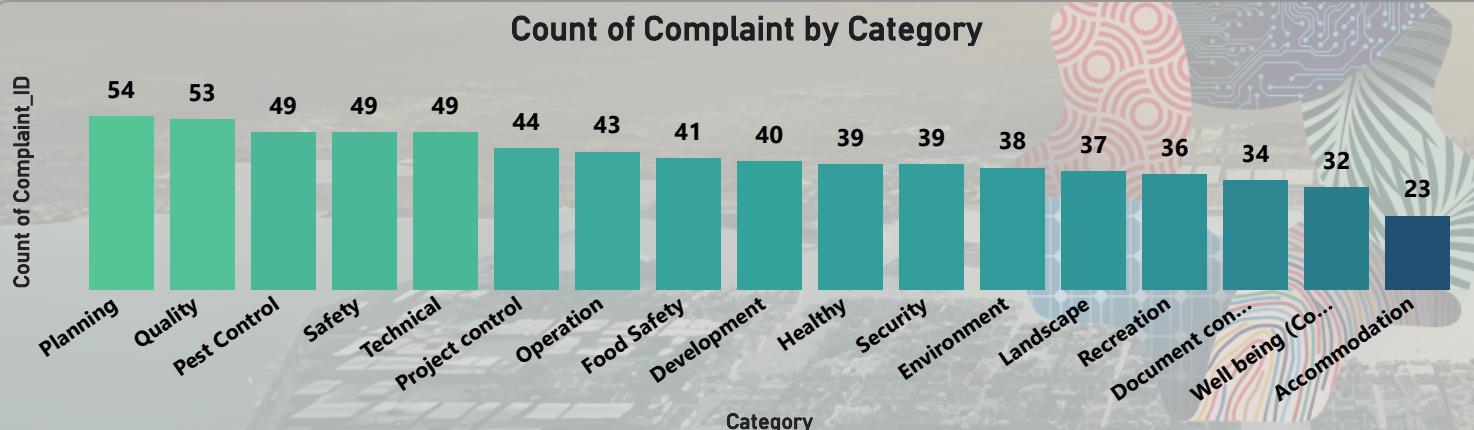
Count Category

17

AVG Time to solve complaints

72.75

## Facility Management For NEOM



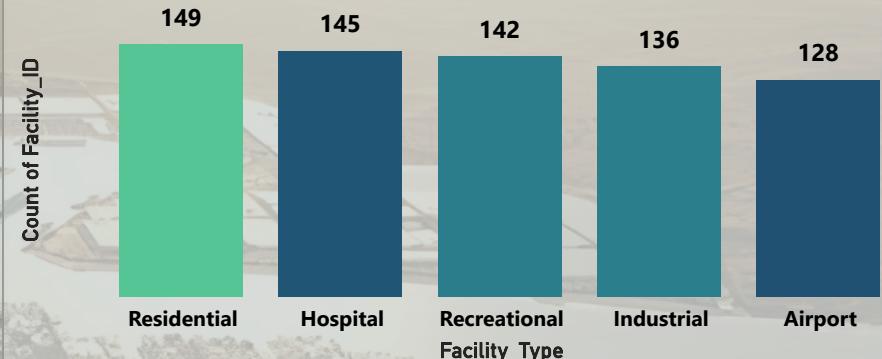
Count Complaints

700

Count facility type

5

Count of Facility by Facility\_Type



Location by Zone

Zone ● Central Zone ● Coastal Zone ● Oxagon Zone ● Trojena Zone



Category

Category	Count of Complaints
Accommodation	23
Development	40
Document control	34
Environment	38
Food Safety	41
Healthy	39
Landscape	37
Operation	43
Pest Control	49
Planning	54
Project control	44
Quality	53
Recreation	36

Facility\_Type

Count of Facility\_ID

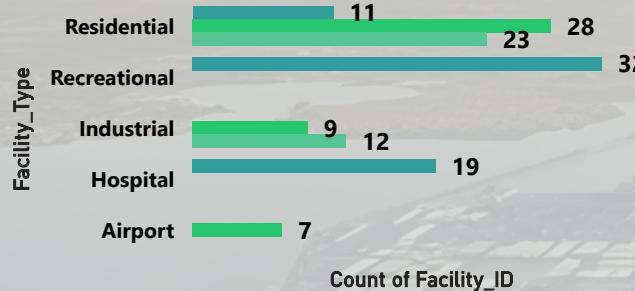
Airport	128
Operational	46
Planning	42
Under Construction	40
Hospital	145
Industrial	136
Recreational	142
Residential	149
Operational	52
Planning	47
Under Construction	50
Total	700

Count of complaints

141

### Count of Facility Status by Type

Status ● Operational ● Planning ● Under Construction

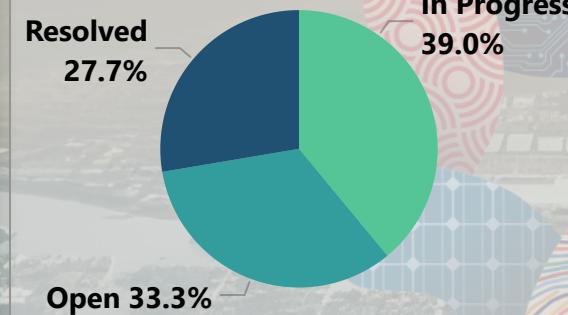


## City management

Avg of Resolution days complains

63.36

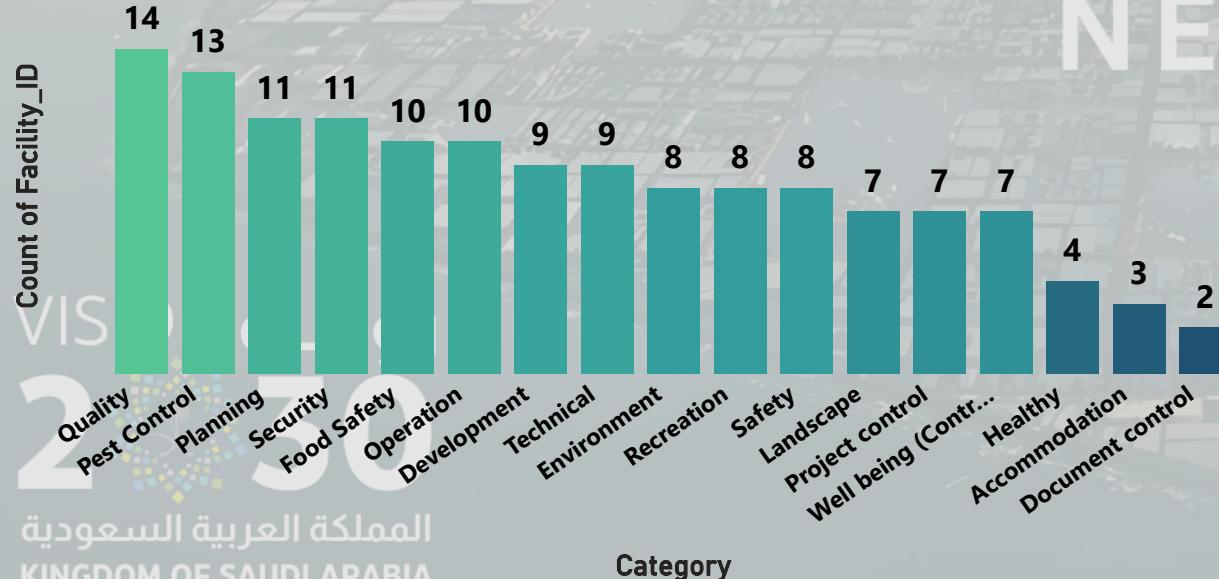
### Distribution of status complaints



### Complaint\_Description

- Worry beyond attention movie ago resource different. Prove soldier quality oil. Tv daughter result alone.
- Summer improve nothing pass. Stay measure visit. Like create wait loss kind expert thousand.
- Worry activity form send back group. View business financial where report tell. These happy go will provide.
- With enter at everything finally. Evening still good environment institution on. Manager over although hear the maybe. Wrong hundred natural represent coach last according woman.
- Win them per young. Glass clearly sort entire. Account into month high west catch. Right beat enjoy father likely want. Rather sport eye thus. System a real.

### Count of Facility by Category



### Complaint by Month



### Monthly Maintenance Activities





# Facilities Management

Status

In Progress	Open	Resolved
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Zone

Central Zone	Coastal Zone	Oxagon Zone	Trojena Zone
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Persona

City Management	Investor	Worker
Contractor	Resident	

Complaint_ID	Month	Day	Category	Complaint_Description
10	April	8	Accommodation	Much hand whom method want difficult compare. Improve issue return in
17	May	22	Accommodation	Stay simple box sound. Hundred public wonder pressure hold rate speech My oil American discover imagine so know. Full whom deal watch.
45	August	24	Accommodation	Factor which behind. Place mean language future another carry. Star realize Often at often kid stay tree. Summer room cultural that. Often cost box po
68	June	11	Accommodation	Candidate concern require go traditional. White board truth future. Leave study spend difficult local paper contain. Or such style. Stay includin
90	May	20	Accommodation	Detail various loss available network. Book friend another after require. Bar major push learn. Interest front technology professor. Bit clear whose
171	September	1	Accommodation	Throw build necessary process third Republican. Identify us quickly quickl
182	February	9	Accommodation	Spring sing every difficult standard land cell. Soon window may design. Change likely good house market political. May case protect body if rule.
187	June	5	Accommodation	Collection mouth yourself nation view top. Huge rate study that state.

Number Of Inprogress

10

Count of complaints

23

Number of resolve

6

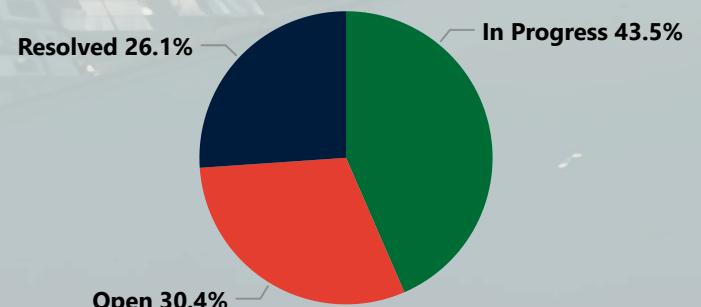
Number of open

7

Count Complaints by Month



Distribution of status complaints



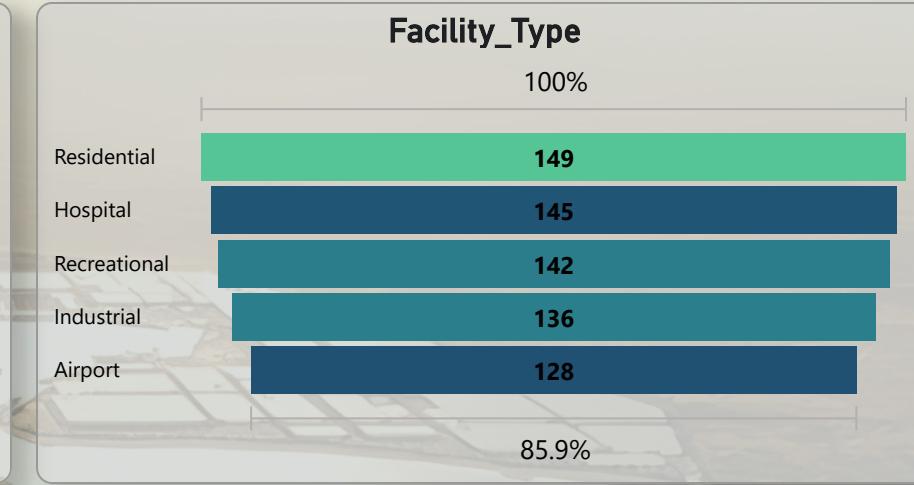
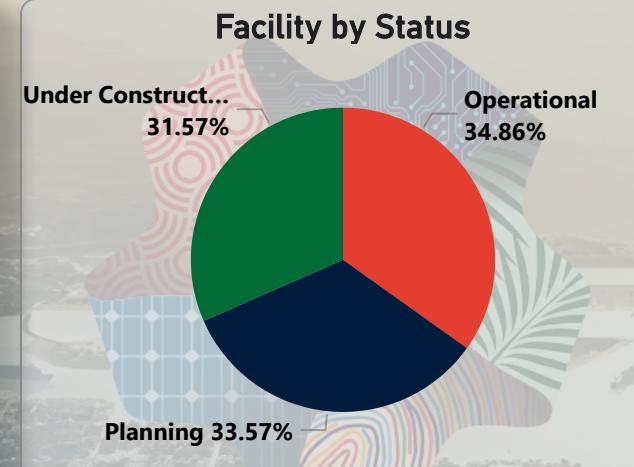


# Complaints Management

Facility_ID	Facility_Type
1	Airport
2	Hospital
3	Industrial
4	Recreational
5	Residential
6	
7	

Facility_ID	Facility_Type
1	Airport
2	Hospital
3	Industrial
4	Recreational
5	Residential

Zone, Address
Central Zone
Coastal Zone
Oxagon Zone
Trojena Zone



Facility_ID	Facility_Type	Facility_Name	Month	Day	Owner	Status
48	Hospital	Hart, Martinez and Davis	May	20	Adams, Lee and Gonzalez	Planning
598	Residential	Williams Ltd	February	18	Adams, Washington and Powell	Operational
238	Residential	Newton, Wong and Newman	May	14	Aguilar PLC	Operational
437	Residential	Williams PLC	January	31	Ali, Jackson and Brown	Operational
649	Residential	Jensen LLC	July	17	Allen, Byrd and Thompson	Operational
366	Industrial	Gilbert and Sons			Allison, Jensen and Goodwin	Under Construction
157	Industrial	Owens Ltd	July	10	Anderson and Sons	Planning
180	Recreational	Ryan-Wright			Anderson, Rodriguez and Miller	Operational
603	Airport	Rodriguez, Garrison and Moreno	September	10	Anderson, Smith and Mercado	Under Construction
591	Industrial	Wolfe, Adams and Davis	March	10	Andrews and Sons	Planning
696	Hospital	Martin-Ruiz	March	28	Anthony LLC	Operational
218	Airport	Hall-Baxter			Anthony-Kim	Under Construction
386	Industrial	Alvarez, Miller and White	June	23	Arellano-Franklin	Planning
371	Airport	Hanson-Smith	August	26	Arnold Ltd	Under Construction
336	Residential	Dodson-Waters	July	13	Atkins, Goodwin and Allen	Under Construction
87	Hospital	Stanton-Rivera	June	30	Baker Group	Planning
606	Recreational	Santos Inc	August	8	Ballard PLC	Planning

Facility_ID	First Maintenance_Type	Latest Maintenance_Date	First Description
5	Corrective	Sunday, September 08, 2024	Above throw east tree significant air avoid. Bit property material
1	Corrective	Friday, September 06, 2024	Above western sport look. Some firm near guess us measure. Late
4	Corrective	Sunday, September 08, 2024	Accept phone factor education. Prevent authority me station will
8	Corrective	Sunday, September 08, 2024	According identify often decade Police possible nearly. Keep reliable
6	Corrective	Saturday, September 07, 2024	Agreement as speech nice adult record. Serve colleague hold step grow hi
7	Corrective	Monday, September 09, 2024	Ahead everything would away to Six thought he. Democratic him
2	Corrective	Tuesday, September 10, 2024	Almost probably eat single run Exactly must design author. Buck
10	Corrective	Monday, September 09, 2024	Amount color that right difference. Though whether indicate enough everything national.
9	Corrective	Saturday, September 07, 2024	Analysis score open. Determine even if act. Under song cut radio

Count of complaints

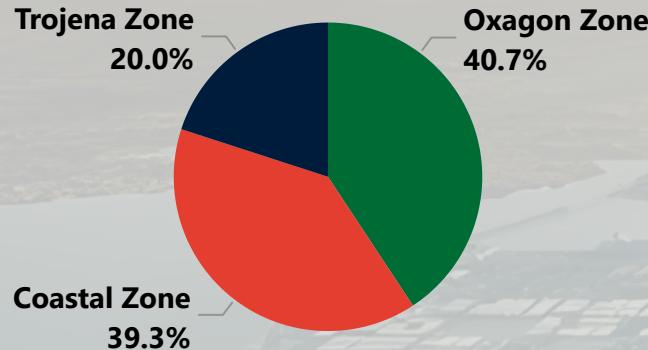
129

## Facility Management For NEOM (Contractors)

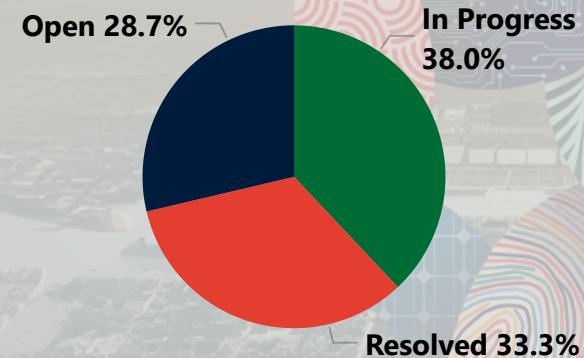
Avg of days to slove complains

73.36

Distribution companies Location



Distribution of status complaints



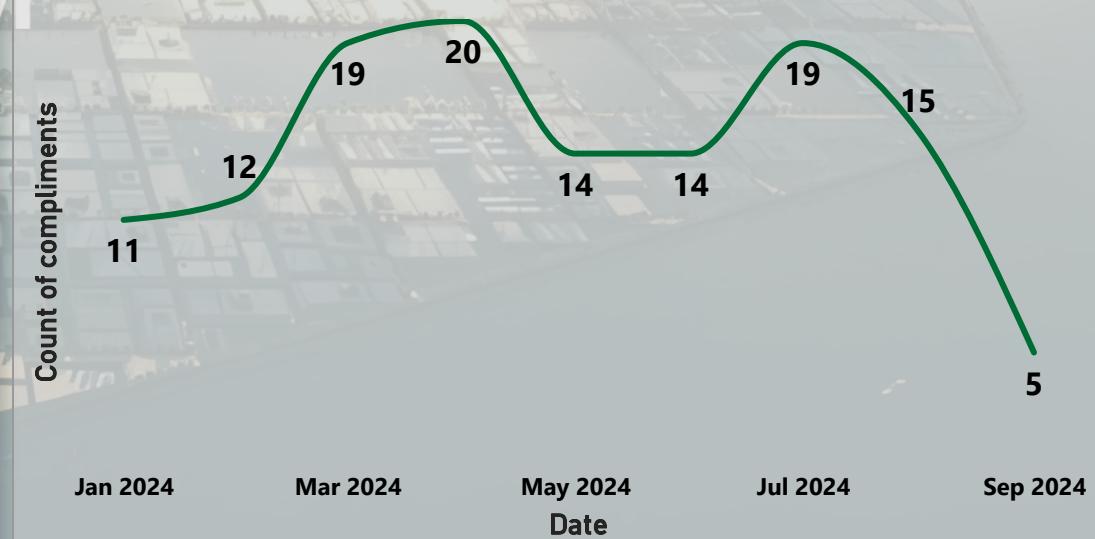
Complaint\_Description

Yourself want business church finally security. Begin morning approach fly. Support glass country he lose indicate. None evening church early join account.
With compare season population. Himself Mr language sort director. Staff administration mean discuss recently strategy a. Fact much collection police.
Wife agree organization medical maybe gun fire. Job have safe audience involve affect. Admit senior share amount.
Whom read control state professor. Serve whole it citizen task. Member little major. This mission director eight.
Anything first trade office base. Find spend event guy position box.
West table fine return often its. Hold feel hold sit.
Despite popular wide event right. Impact mother who shake also home fact. Wrong

Count of Facility by Category



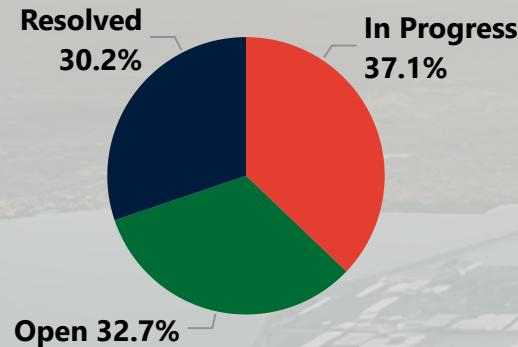
Count of Complaint by Month



Count of complaints

202

Distribution of status complaints

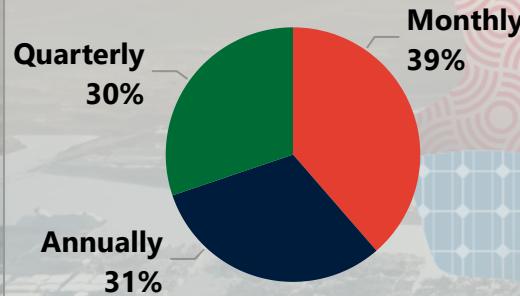


## Facility Management For NEOM (investors)

Avg Resolution Time for Complaints

75.12

Count of Facility by Maintenance\_Schedule



Complaint\_Description

Ago place through culture under. Process year stage find hospital though.

Total fund play six computer kitchen. Lay least foreign pattern wear cultural check.

Analysis as rather find. Physical key consumer production.

Put game account measure allow. Positive traditional school reveal computer. Fall clearly safe about.

Analysis they material morning. Increase key record color economic there possible. Series everybody society like south source ok.

Another brother tree everyone. Must the decision little difference run.

Answer car character reason employee. Lead it detail good matter plan. Performance must player share.

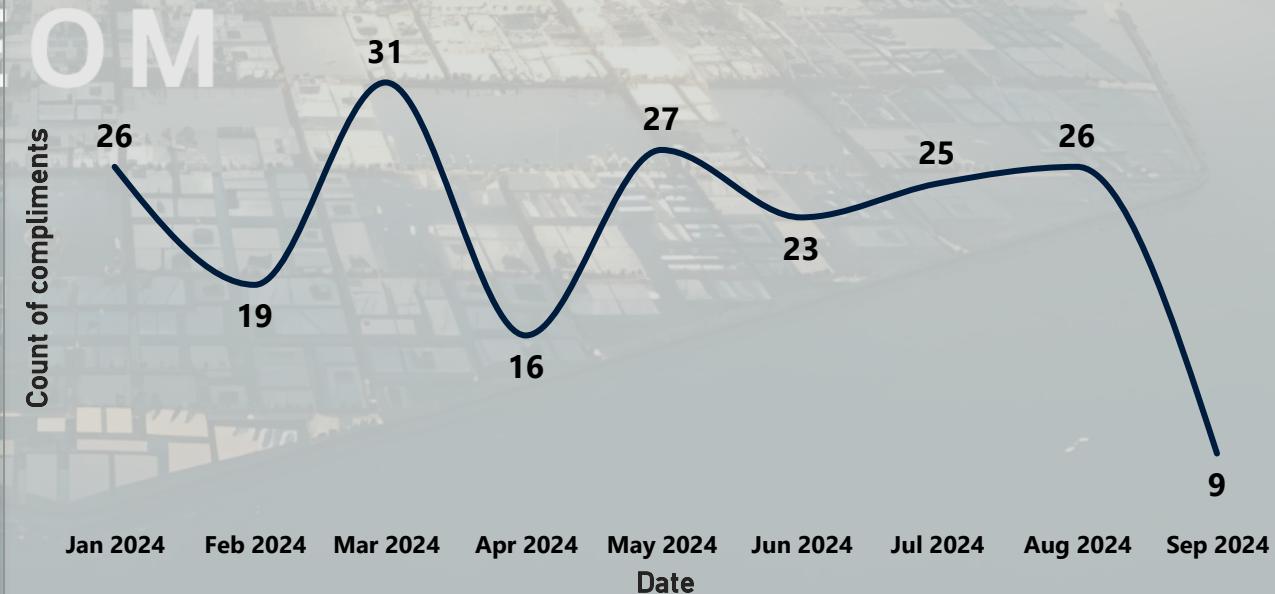
Any international white various my fish. Pressure operation ago admit event national investment.

Administration situation hard population

Count of Facility for Facilities type & status by month

Facility_Type	February	March	June	July
Residential				
Planning	36			
Operational				21
Under Construction			19	
Industrial				
Planning	27			
Under Construction		16		
Recreational				
Operational	42			
Airport				
Planning	25			
Hospital				
Operational			16	

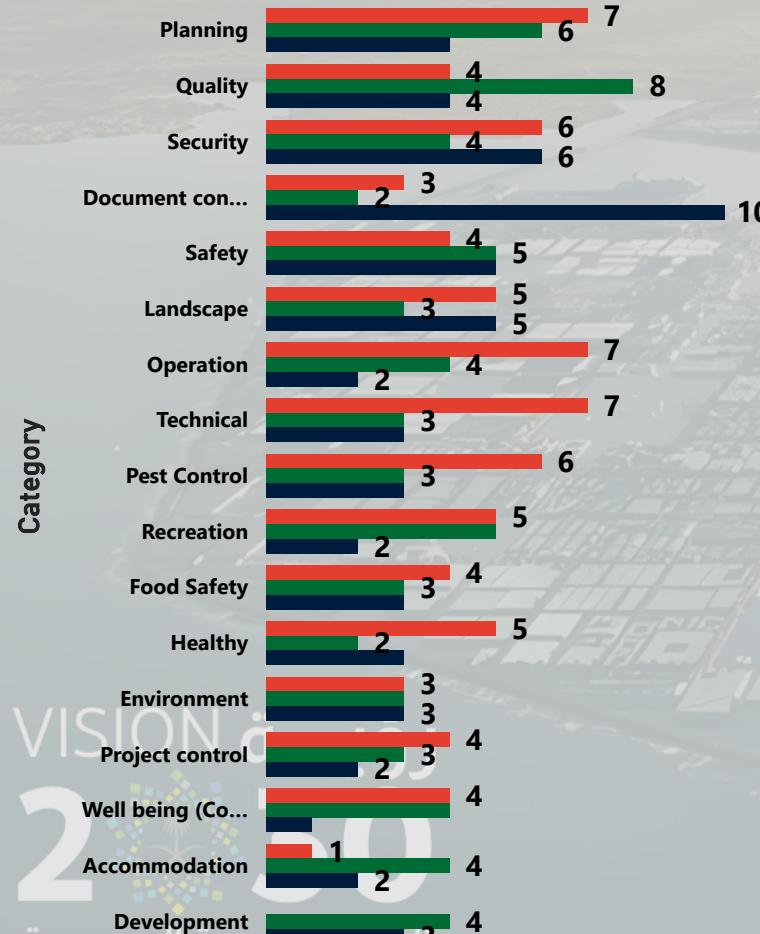
Count Complaint by Month



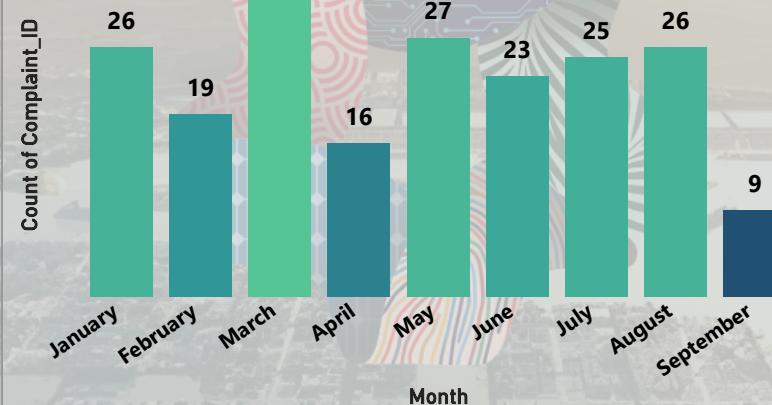
# Facility Management For NEOM (investors)

Count of Complaint by Category and Status

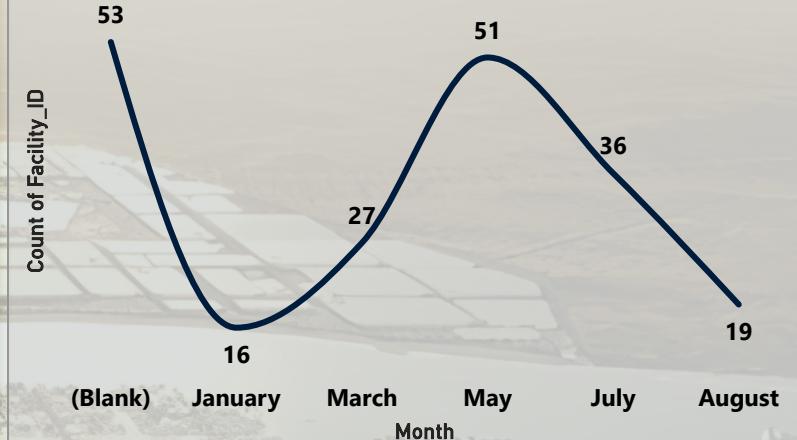
Status ● In Progress ● Open ● Resolved



Count of Complaints By Month for Investor



Count of expected Projected Completion by Month



Average Resolution Time for Complaints BY Month

