

Client Satisfaction Report

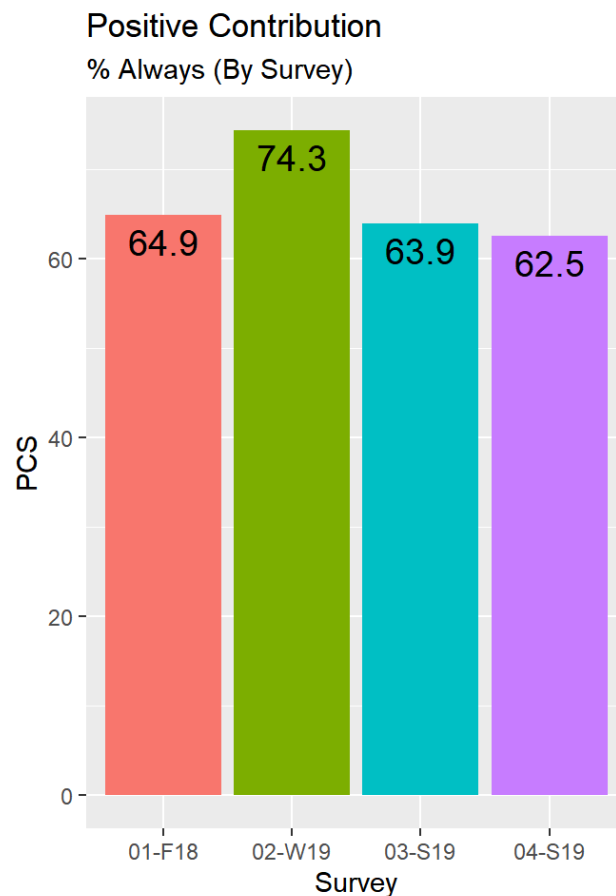
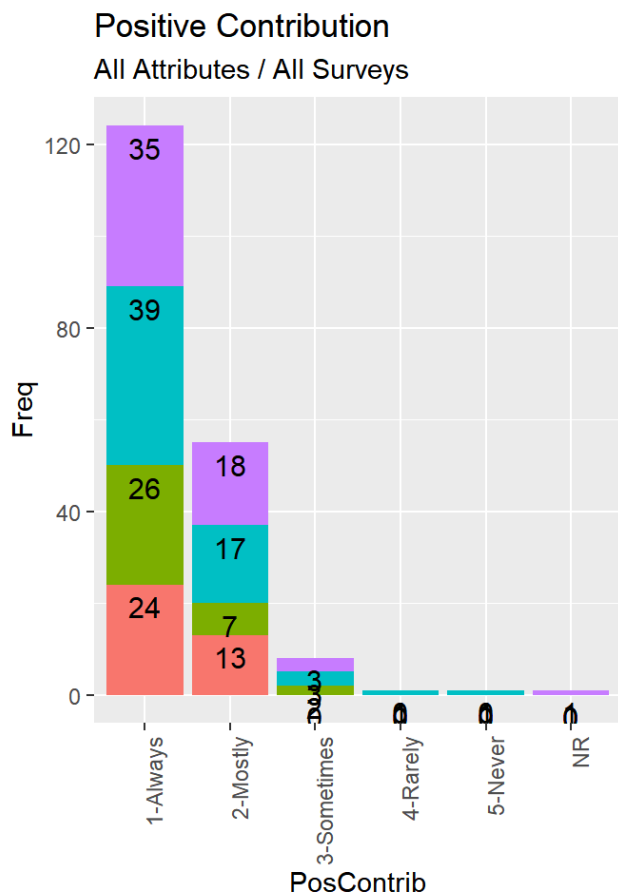
Part 2 of 3: Percents View

August 2019 (Surveys 1-4)

Experience Attribute 1: Makes a Positive Contribution

Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 4-Rarely | 5-Never | NR |
|--------|----------|----------|-------------|----------|---------|----|
| 01-F18 | 24 | 13 | 0 | 0 | 0 | 0 |
| 02-W19 | 26 | 7 | 2 | 0 | 0 | 0 |
| 03-S19 | 39 | 17 | 3 | 1 | 1 | 0 |
| 04-S19 | 35 | 18 | 3 | 0 | 0 | 1 |

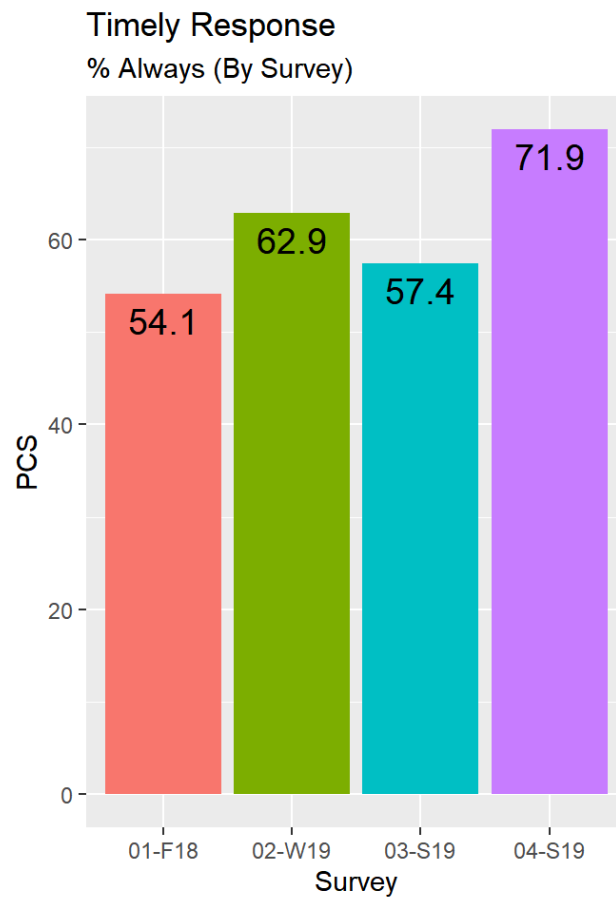
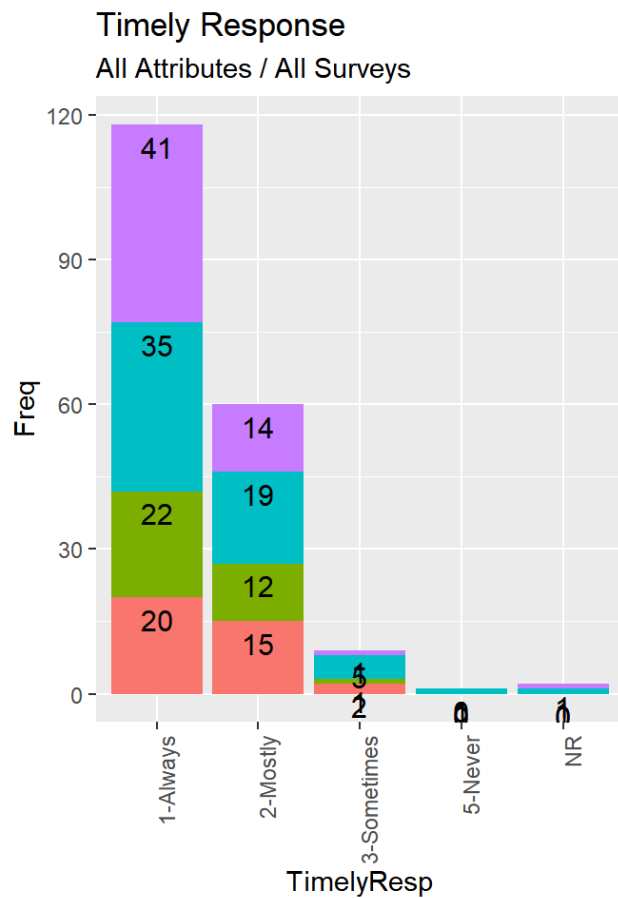


Change in 'Always' rating over period is:-2.4%

Experience Attribute 2: Provides a Timely Response

Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 5-Never | NR |
|--------|----------|----------|-------------|---------|----|
| 01-F18 | 20 | 15 | 2 | 0 | 0 |
| 02-W19 | 22 | 12 | 1 | 0 | 0 |
| 03-S19 | 35 | 19 | 5 | 1 | 1 |
| 04-S19 | 41 | 14 | 1 | 0 | 1 |

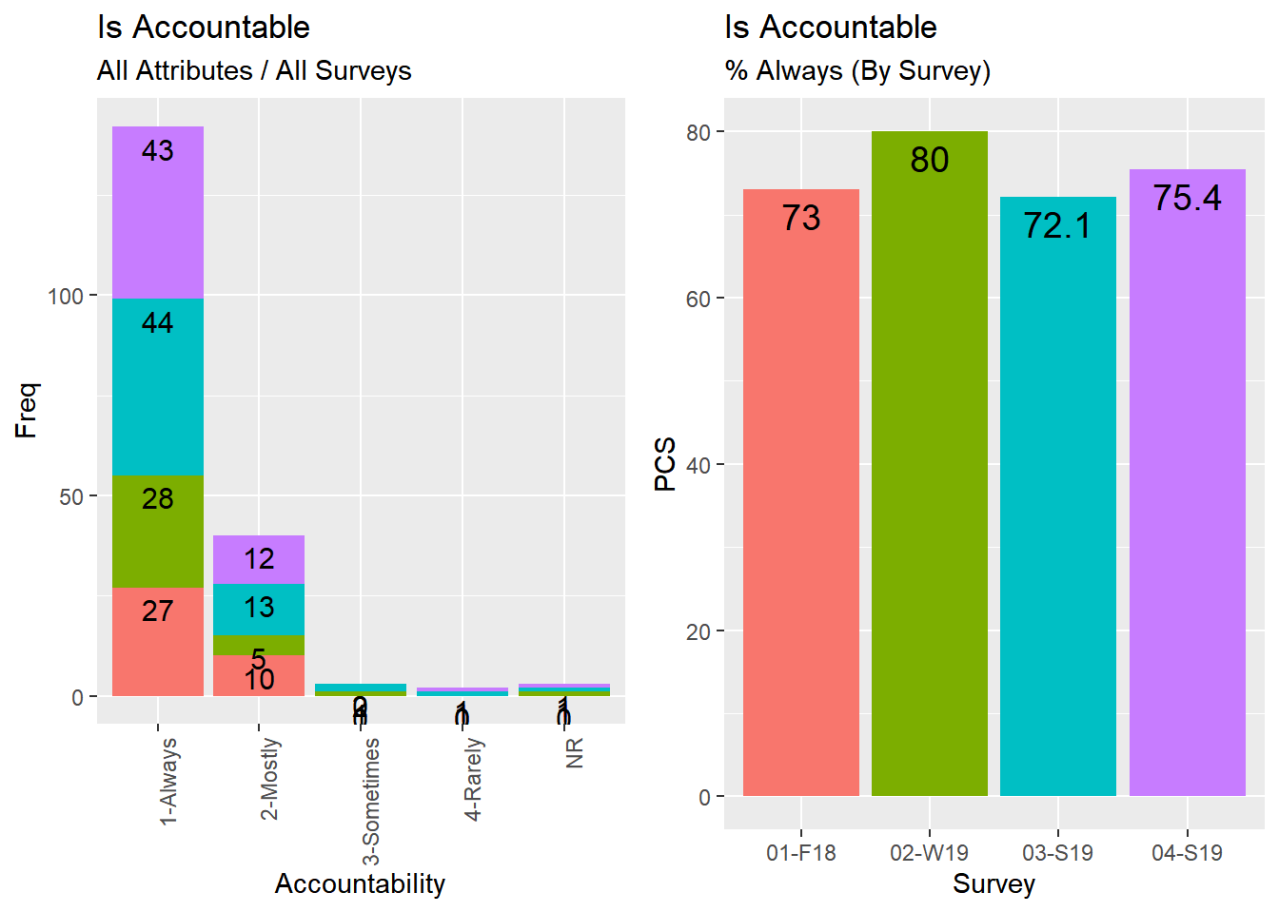


Change in 'Always' rating over period is:17.8%

Experience Attribute 3: Staff is Accountable

Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 4-Rarely | NR |
|--------|----------|----------|-------------|----------|----|
| 01-F18 | 27 | 10 | 0 | 0 | 0 |
| 02-W19 | 28 | 5 | 1 | 0 | 1 |
| 03-S19 | 44 | 13 | 2 | 1 | 1 |
| 04-S19 | 43 | 12 | 0 | 1 | 1 |

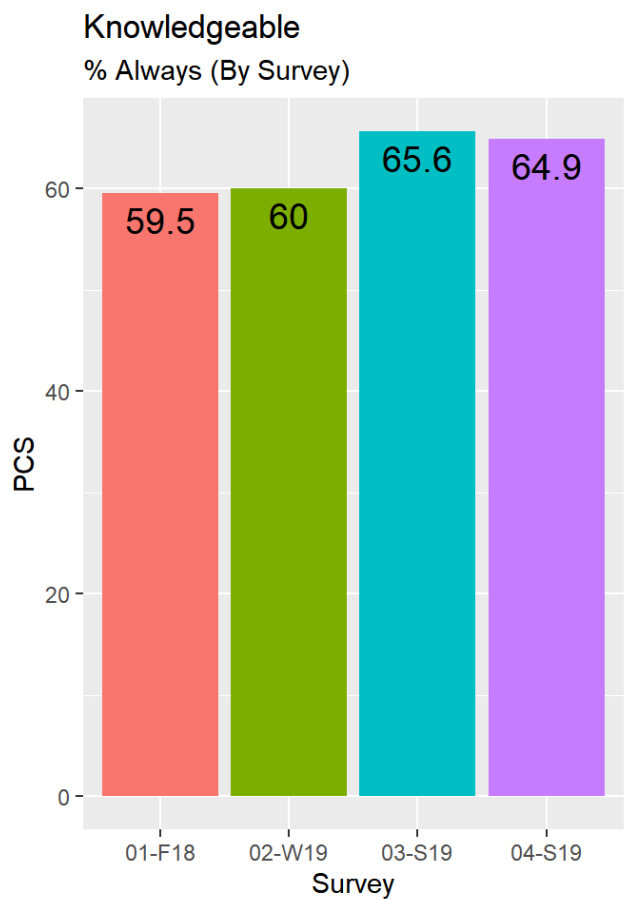
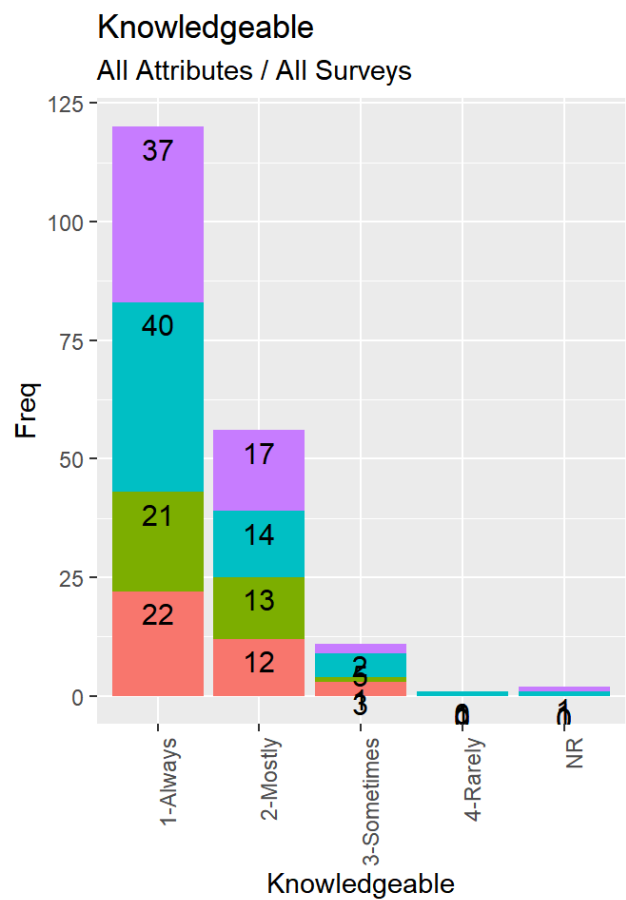


Change in 'Always' rating over period is: 2.4%

Experience Attribute 4: Staff is Knowledgeable

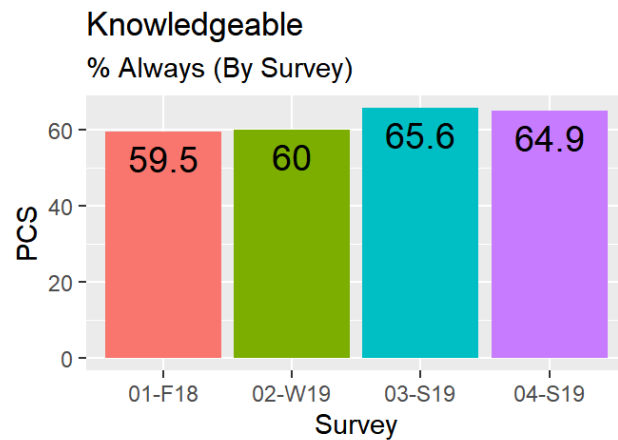
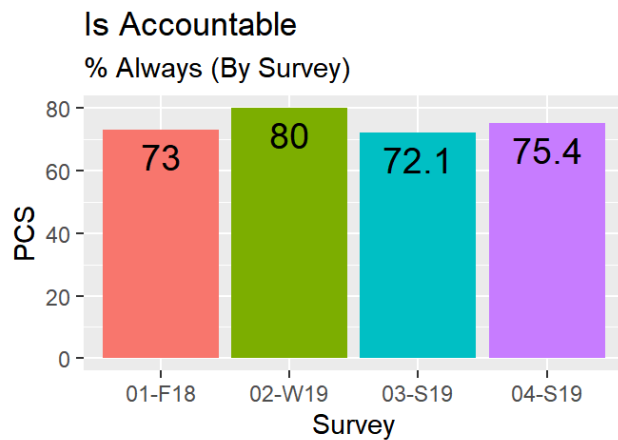
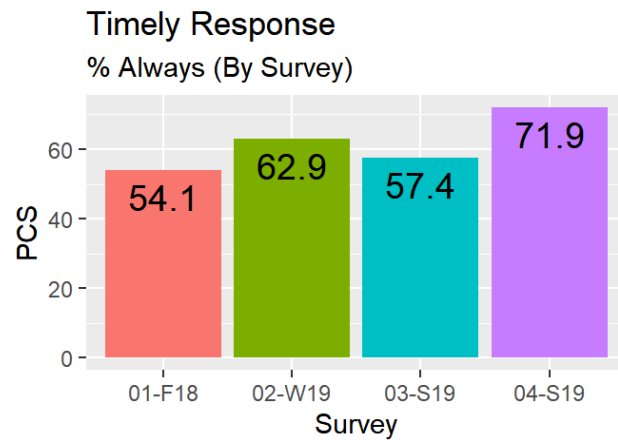
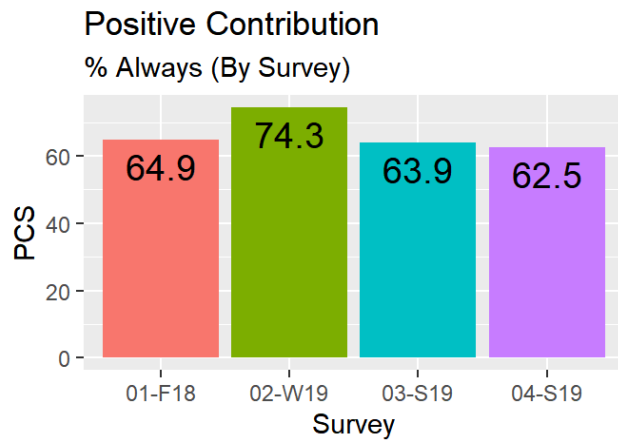
Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 4-Rarely | NR |
|--------|----------|----------|-------------|----------|----|
| 01-F18 | 22 | 12 | 3 | 0 | 0 |
| 02-W19 | 21 | 13 | 1 | 0 | 0 |
| 03-S19 | 40 | 14 | 5 | 1 | 1 |
| 04-S19 | 37 | 17 | 2 | 0 | 1 |



Change in 'Always' rating over period is: 5.4%

Experience Attributes Summary



Experience Attributes - Improvement Over Period of Surveys

Positive Contribution: -2.4%

Timely Response : 17.8%

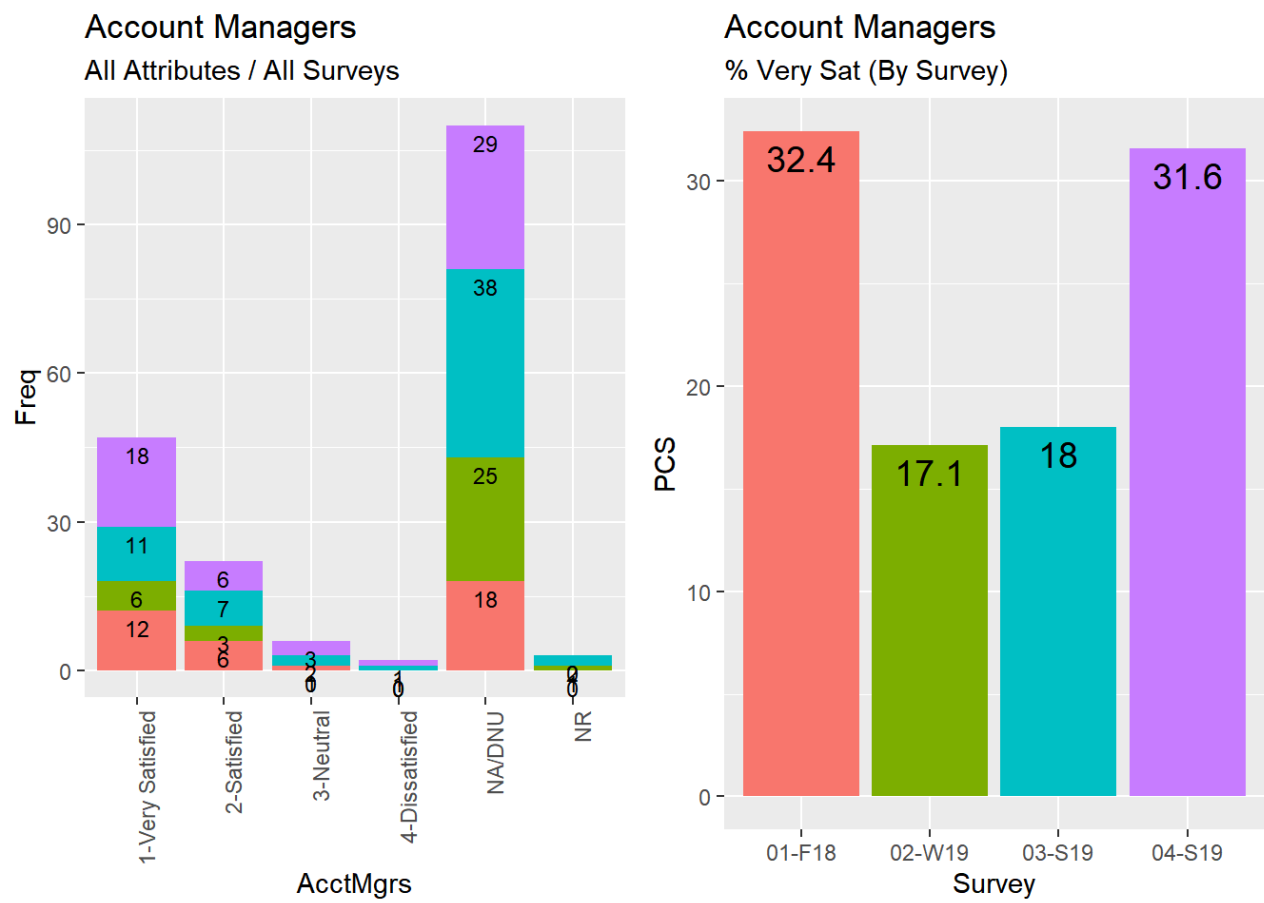
Is Accountable : 2.4%

Knowledgeable Staff : 5.4%

Group Performance: Account Managers

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|--------|----|
| 01-F18 | 12 | 6 | 1 | 0 | 18 | 0 |
| 02-W19 | 6 | 3 | 0 | 0 | 25 | 1 |
| 03-S19 | 11 | 7 | 2 | 1 | 38 | 2 |
| 04-S19 | 18 | 6 | 3 | 1 | 29 | 0 |

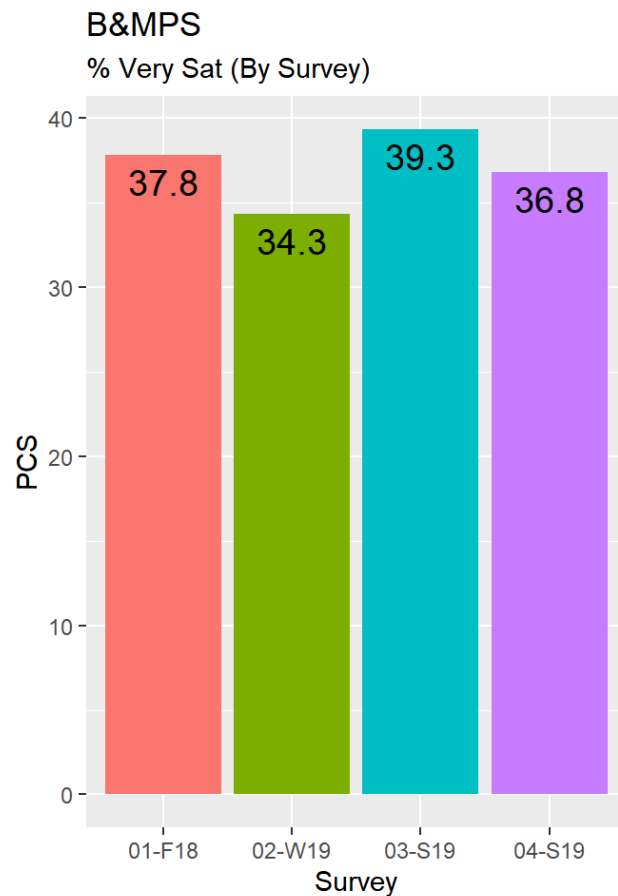
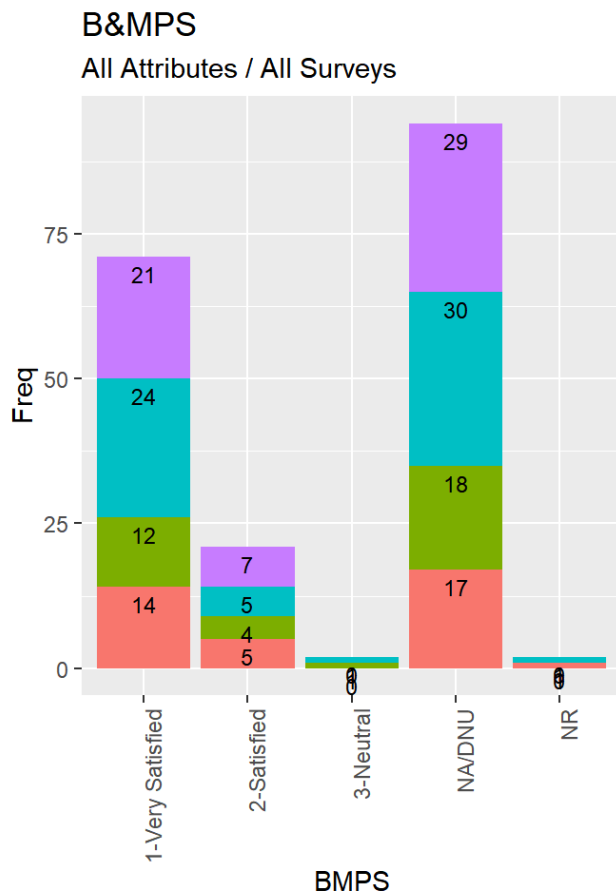


Change in ‘Always’ rating over period is: -0.8%

Group Performance: B&MPS

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | NA/DNU | NR |
|--------|------------------|-------------|-----------|--------|----|
| 01-F18 | 14 | 5 | 0 | 17 | 1 |
| 02-W19 | 12 | 4 | 1 | 18 | 0 |
| 03-S19 | 24 | 5 | 1 | 30 | 1 |
| 04-S19 | 21 | 7 | 0 | 29 | 0 |

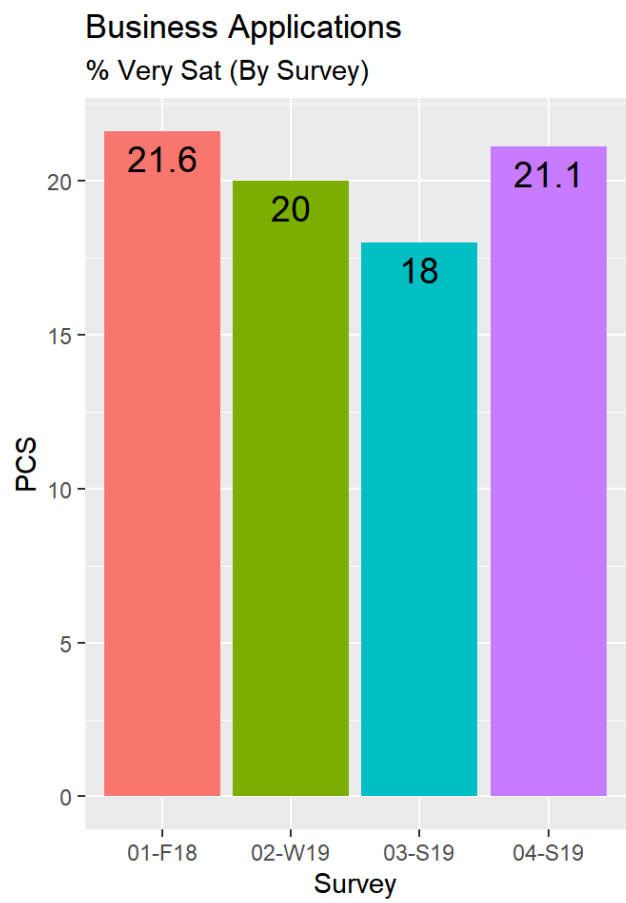
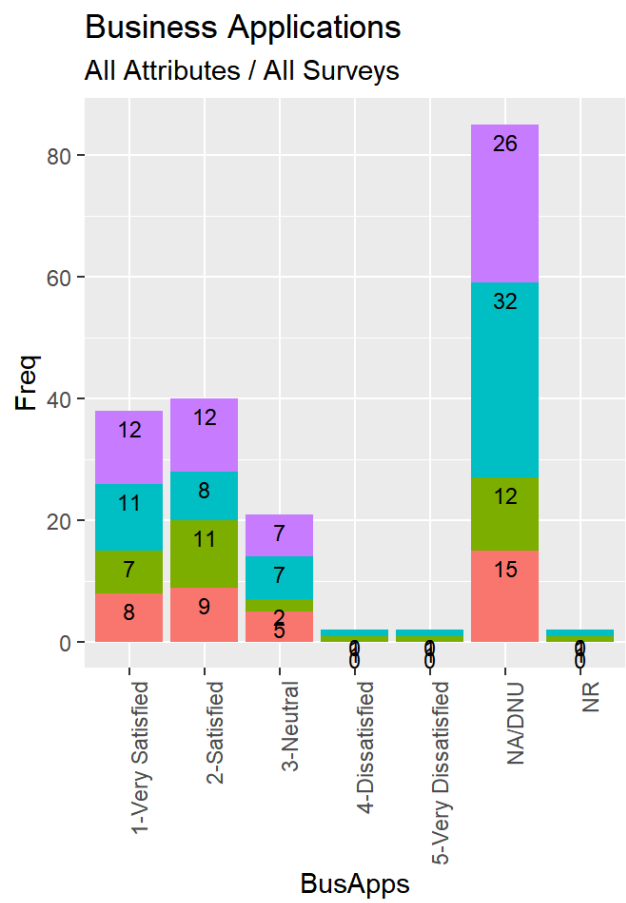


Change in 'Always' rating over period is: -1%

Group Performance: Business Applications

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | 5-Very Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|---------------------|--------|----|
| 01-F18 | 8 | 9 | 5 | 0 | 0 | 15 | 0 |
| 02-W19 | 7 | 11 | 2 | 1 | 1 | 12 | 1 |
| 03-S19 | 11 | 8 | 7 | 1 | 1 | 32 | 1 |
| 04-S19 | 12 | 12 | 7 | 0 | 0 | 26 | 0 |



Change in 'Always' rating over period is: -0.5%

Group Performance: Event Services

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | NA/DNU | NR |
|--------|------------------|-------------|-----------|--------|----|
| 01-F18 | 10 | 0 | 0 | 26 | 1 |
| 02-W19 | 8 | 2 | 0 | 25 | 0 |
| 03-S19 | 15 | 5 | 1 | 39 | 1 |
| 04-S19 | 13 | 4 | 5 | 35 | 0 |

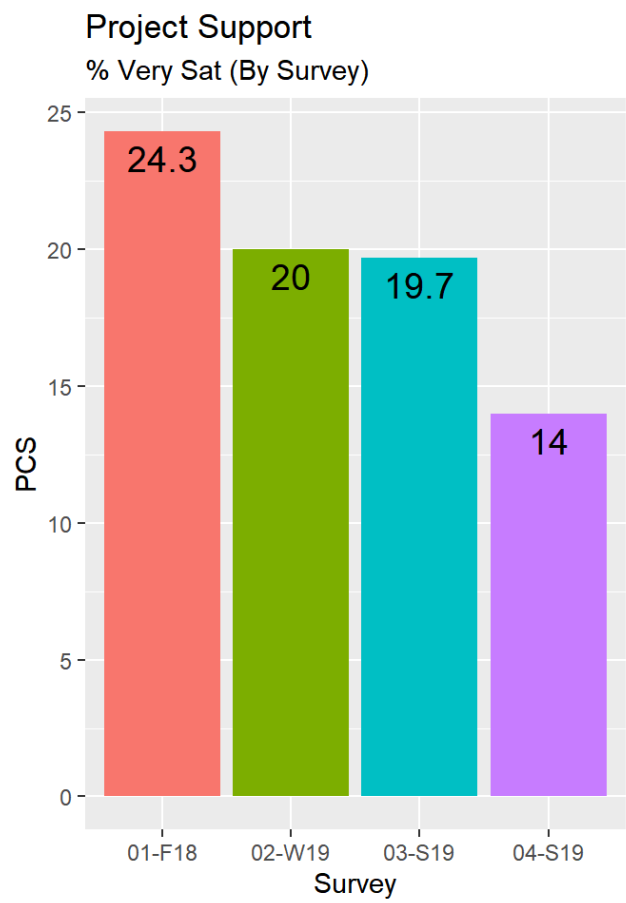
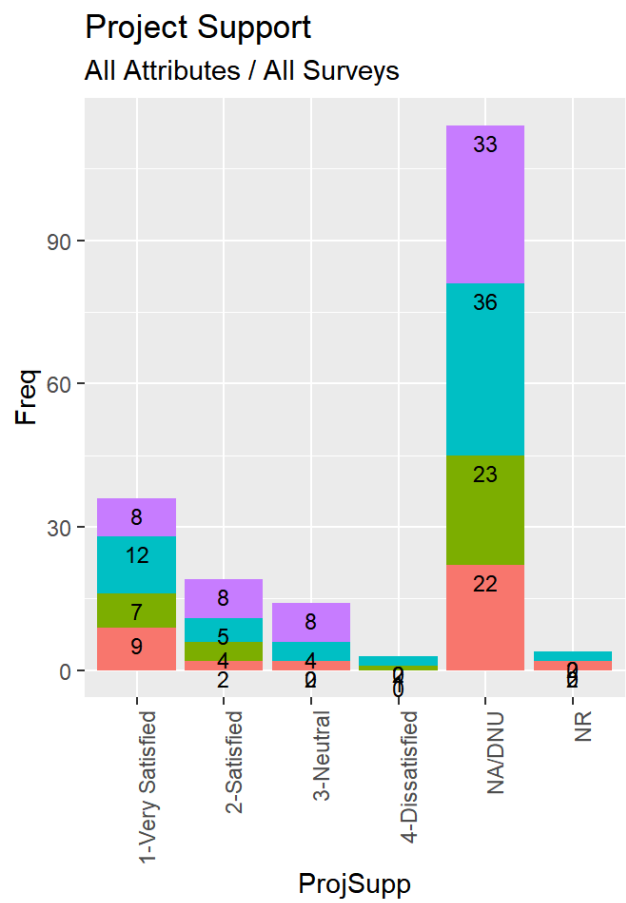


Change in 'Always' rating over period is: -4.2%

Group Performance: Project Support

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|--------|----|
| 01-F18 | 9 | 2 | 2 | 0 | 22 | 2 |
| 02-W19 | 7 | 4 | 0 | 1 | 23 | 0 |
| 03-S19 | 12 | 5 | 4 | 2 | 36 | 2 |
| 04-S19 | 8 | 8 | 8 | 0 | 33 | 0 |

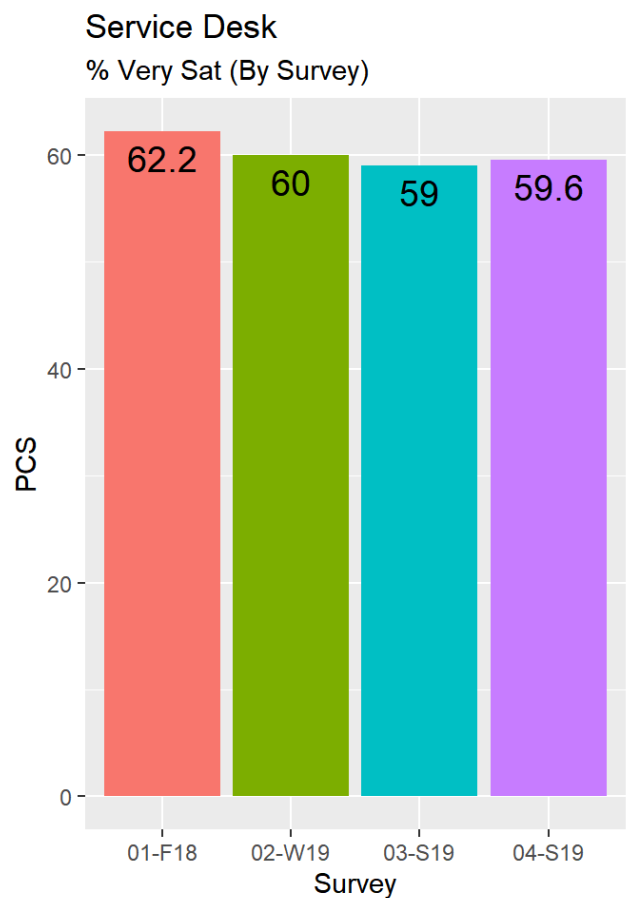
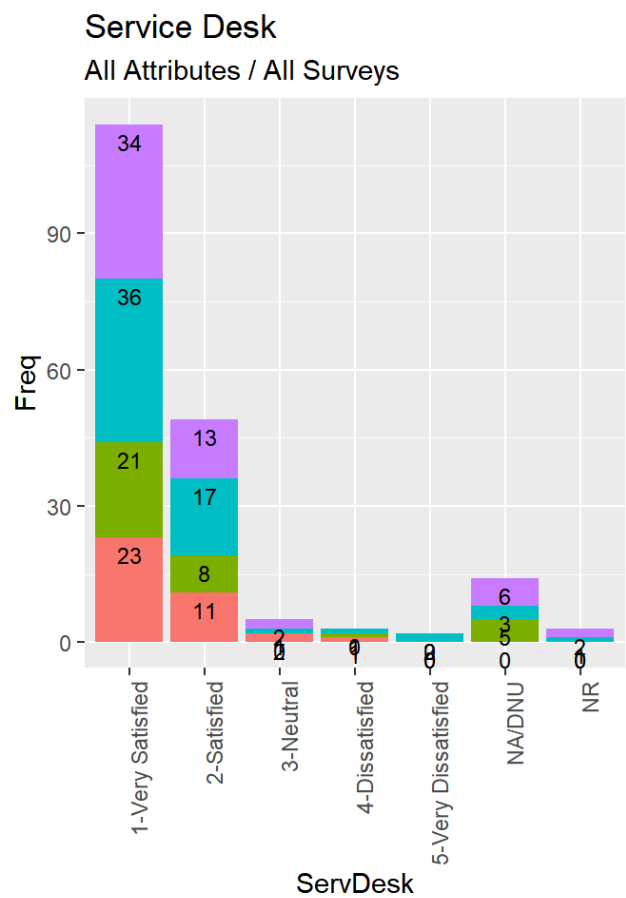


Change in 'Always' rating over period is: -10.3%

Group Performance: Service Desk

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | 5-Very Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|---------------------|--------|----|
| 01-F18 | 23 | 11 | 2 | 1 | 0 | 0 | 0 |
| 02-W19 | 21 | 8 | 0 | 1 | 0 | 5 | 0 |
| 03-S19 | 36 | 17 | 1 | 1 | 2 | 3 | 1 |
| 04-S19 | 34 | 13 | 2 | 0 | 0 | 6 | 2 |

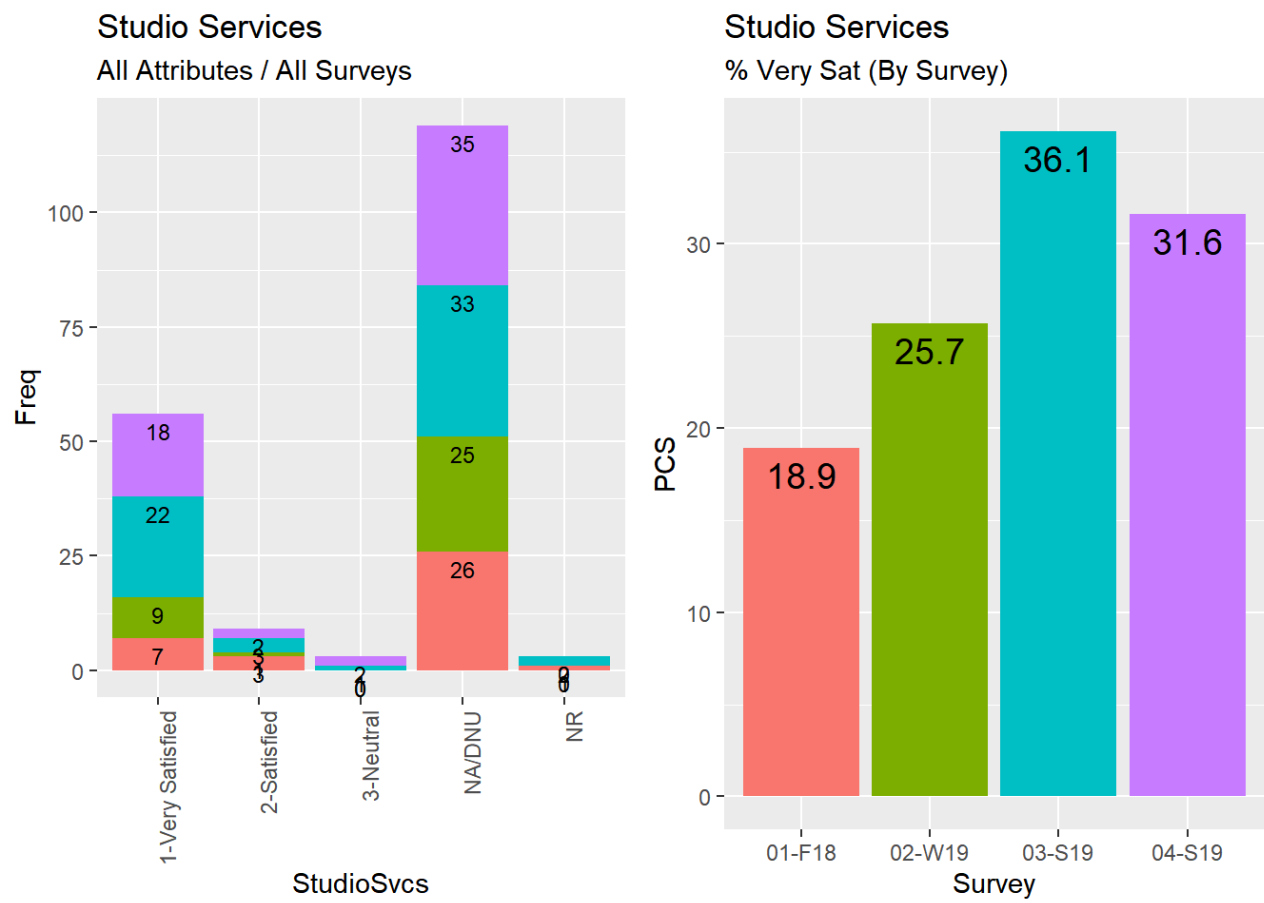


Change in 'Always' rating over period is: -2.6%

Group Performance: Studio Services

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | NA/DNU | NR |
|--------|------------------|-------------|-----------|--------|----|
| 01-F18 | 7 | 3 | 0 | 26 | 1 |
| 02-W19 | 9 | 1 | 0 | 25 | 0 |
| 03-S19 | 22 | 3 | 1 | 33 | 2 |
| 04-S19 | 18 | 2 | 2 | 35 | 0 |

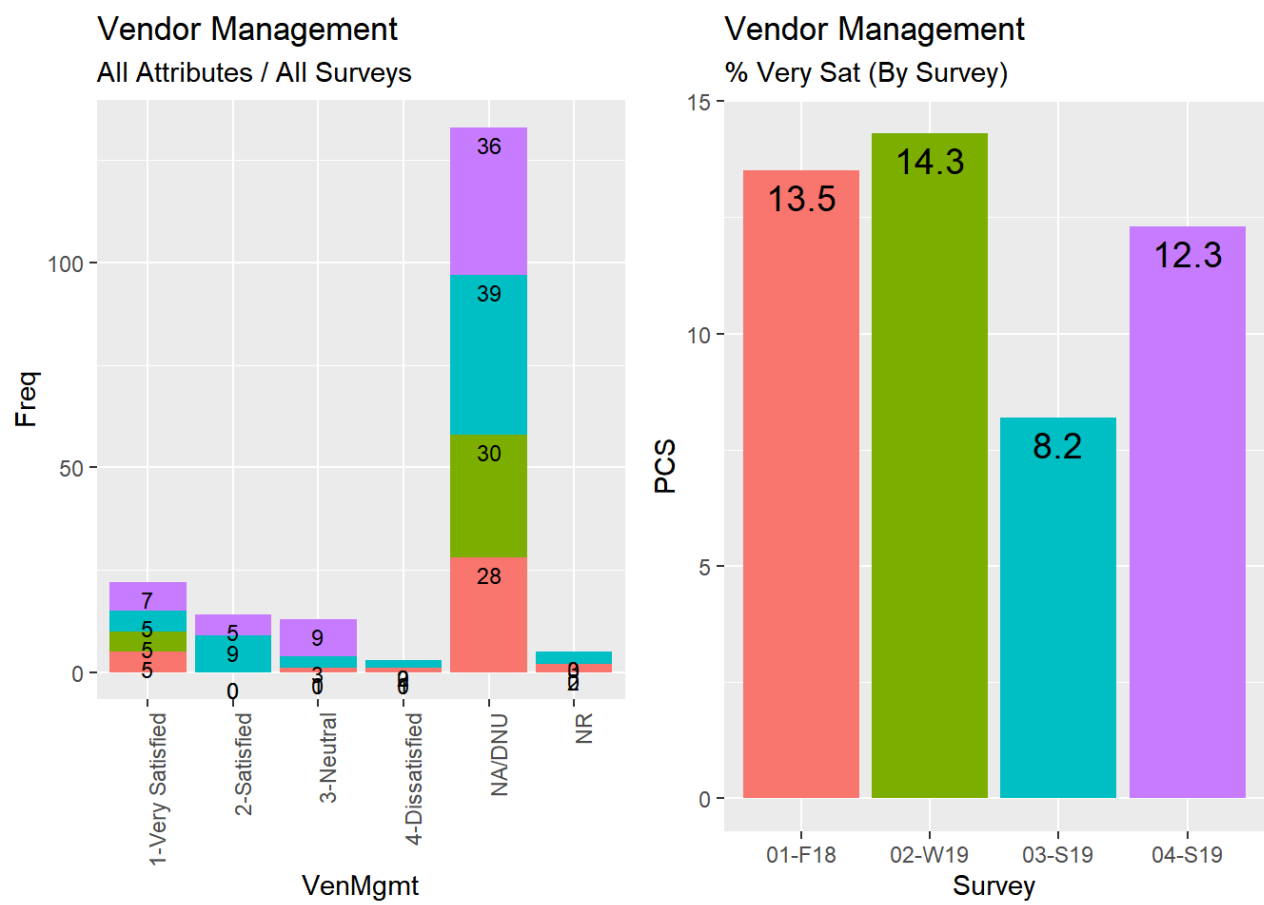


Change in ‘Always’ rating over period is: 12.7%

Group Performance: Vendor Management

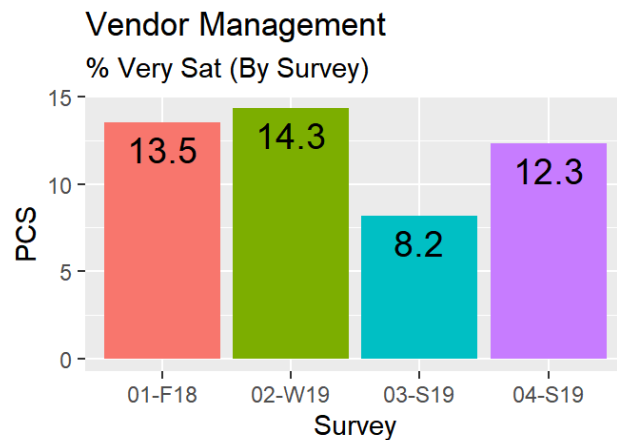
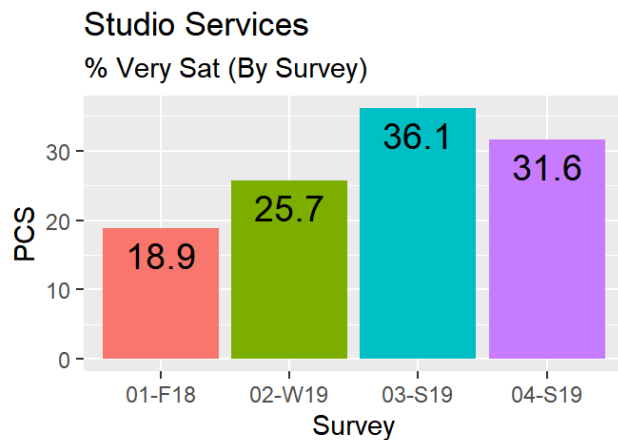
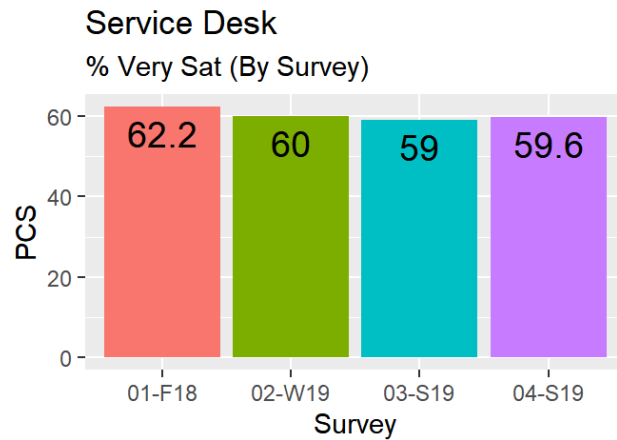
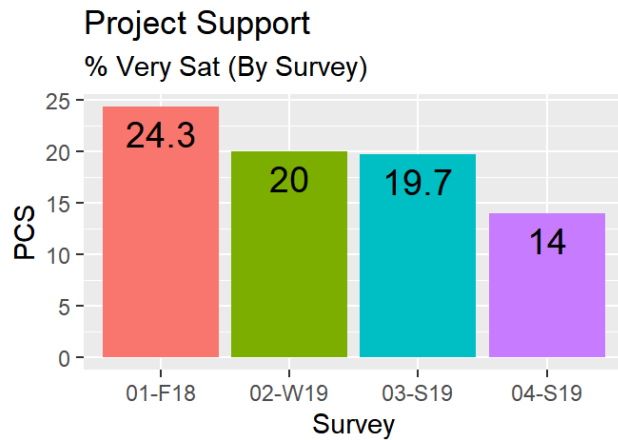
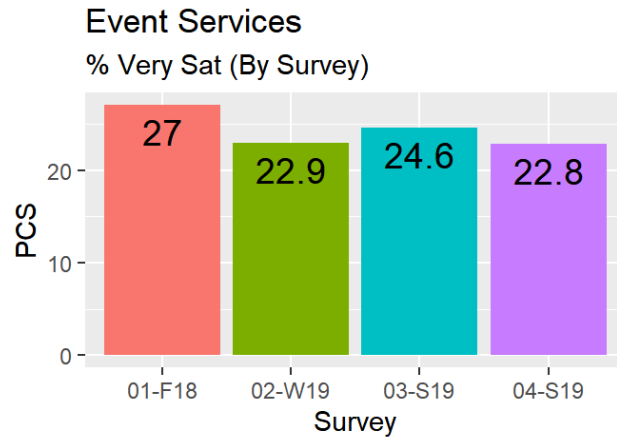
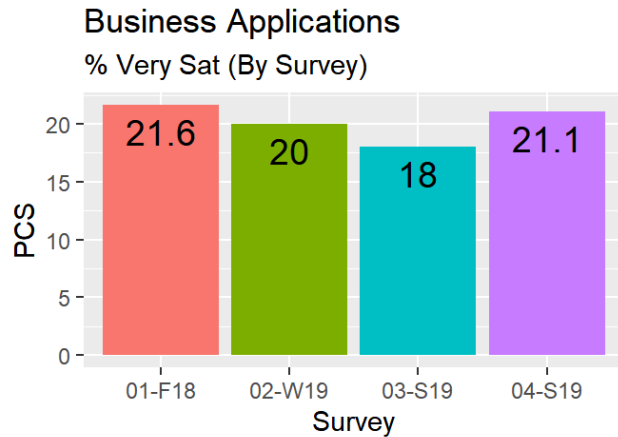
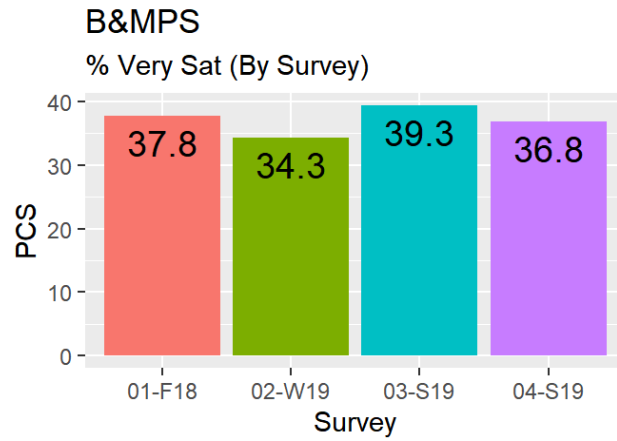
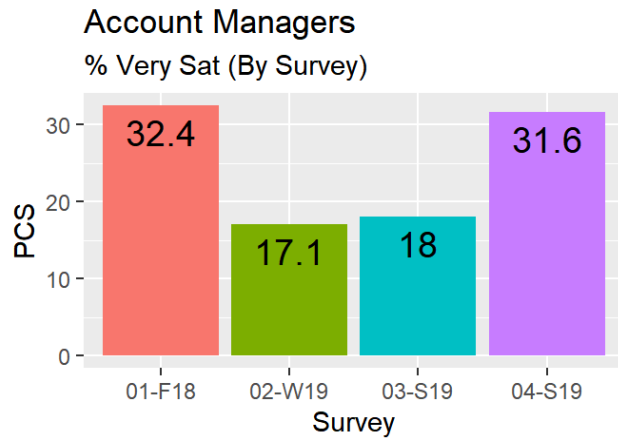
Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|--------|----|
| 01-F18 | 5 | 0 | 1 | 1 | 28 | 2 |
| 02-W19 | 5 | 0 | 0 | 0 | 30 | 0 |
| 03-S19 | 5 | 9 | 3 | 2 | 39 | 3 |
| 04-S19 | 7 | 5 | 9 | 0 | 36 | 0 |



Change in 'Always' rating over period is: -1.2%

Group Performance Summary



Group Performance - Improvement Over Period of Surveys

Account Managers: -0.8%

BMPS: -1%

Business Applications:-0.5%

Event Services: -4.2%

Project Support: -10.3%

Service Desk: -2.6%

Studio Services: 12.7%

Vendor Management: -1.2%

[End of Report]