Environmental Health and Safety

Customer Satisfaction Survey
June 2012

The Customer Satisfaction Survey was sent to 27 staff of which 16 responded for a 60% response rate. There were responses from all colleges. 68.8% of the respondents were Managers (Vice Presidents/Administrative Services or Directors of Facilities) and the balance were General Foremen.

There were 10 questions regarding a variety of specific services that the EH&S unit performs to assist the colleges. For all 10 questions the EH&S unit was ranked as performing at a level that either “exceeds expectations” or “meets most expectations” for 87.5% of the time. Indeed, the only comments were all of a positive nature:

1. “Dave Martin is always responsive and very knowledgeable”
2. “Dave Martin has worked very well [with the college Facilities] for years and I look forward to working together for many more”
3. “Everything is well done and no issues were observed”
4. “I find this department to be a great asset”

Inexplicably (since there were no comments) there were 5 “needs improvements” in the areas of:

- Hazardous waste was not efficiently coordinated
- Analytical records were not provided to college in a timely manner
- A variety of compliance options to correct deficiencies were not offered
- Telephone and/or email was not answered in a timely manner

Business Services has sent a copy of this report to all those surveyed. We have requested that if there was a particular problem or there was a suggestion on what would have been a more satisfactory performance where a “needs improvement” had been noted, that EH&S would appreciate more direct feedback so we could improve.

A graphic presentation of the survey results follows on the next pages.
Environmental Health and Safety

Customer Satisfaction Survey

1. At which campus do you work?
2. What is your area of responsibility?

- **Supervisor**: 31.3% (5)
- **Manager/Administrator**: 68.8% (11)
3. Please rate quality of services provided by the District Office Environmental and Occupational Health and Safety Department.

1. Telephone and/or email inquiries are responded to in a timely manner.
   - Exceeds Expectations: 37.5% (6)
   - Meets Most Expectations: 56.3% (9)
   - Meets Some Expectations: 6.3% (1)
   - Needs Improvement: Not Applicable

2. Training is presented in such a manner as to be informative, instructive, and easy for employees to understand.
   - Exceeds Expectations: 37.5% (6)
   - Meets Most Expectations: 50% (8)
   - Meets Some Expectations: 12.5% (2)
   - Needs Improvement: Not Applicable

3. Provides compliance options to correct deficient work practices that are efficient, effective, and appropriate
   - Exceeds Expectations: 31.3% (5)
   - Meets Most Expectations: 56.3% (9)
   - Meets Some Expectations: 12.5% (2)
   - Needs Improvement: Not Applicable

4. Analytical records and summary reports are made available to me and affected employees in a timely manner
   - Exceeds Expectations: 31.3% (5)
   - Meets Most Expectations: 50% (8)
   - Meets Some Expectations: 12.5% (2)
   - Needs Improvement: 6.3% (1)
   - Not Applicable: Not Applicable
5  Responds to college-requested field investigations (such as indoor air sampling) in a timely manner.

Exceeds Expectations  62.5% (10)
Meets Most Expectations  31.3% (5)
Meets Some Expectations  6.3% (1)
Needs Improvement  Not Applicable

6  Hazardous waste operations are coordinated efficiently on campus.

Exceeds Expectations  56.3% (9)
Meets Most Expectations  31.3% (5)
Meets Some Expectations  6.3% (1)
Needs Improvement  Not Applicable

7  The asbestos, lead abatement, and/or encapsulation programs are effective in reducing exposure to asbestos fibers and lead particles.

Exceeds Expectations  56.3% (9)
Meets Most Expectations  37.5% (6)
Meets Some Expectations  6.3% (1)
Needs Improvement  Not Applicable

8  Indoor air quality investigations are effective in identifying chemical or biological sources that may contribute to indoor air quality complaints.

Exceeds Expectations  56.3% (9)
Meets Most Expectations  43.8% (7)
Meets Some Expectations  Not Applicable

Needs Improvement  Not Applicable
9  Occupational and public health services (such as respirator, TB, hearing conservations, asbestos screenings, etc.) are coordinated efficiently on campus.

Exceeds Expectations 62.5% (10)
Meets Most Expectations 31.3% (5)
Meets Some Expectations 6.3% (1)
Needs Improvement
Not Applicable

10  Coordinates in a collaborative manner with the campuses in determining what supplies and equipment to purchase with District Environmental Health and Safety budget.

Exceeds Expectations 43.8% (7)
Meets Most Expectations 43.8% (7)
Meets Some Expectations 12.5% (2)
Needs Improvement
Not Applicable