University Facilities Information:

Building	Sq Ft.		

Data as of July 1, 2013

University Facilities Information:

Building Age 6 – 20

Building	Sq Ft.	Year Built	Age

Building Age 21 – 40

Building	Sq Ft.	Year Built	Age

Data as of July 1, 2013

University Facilities Information:

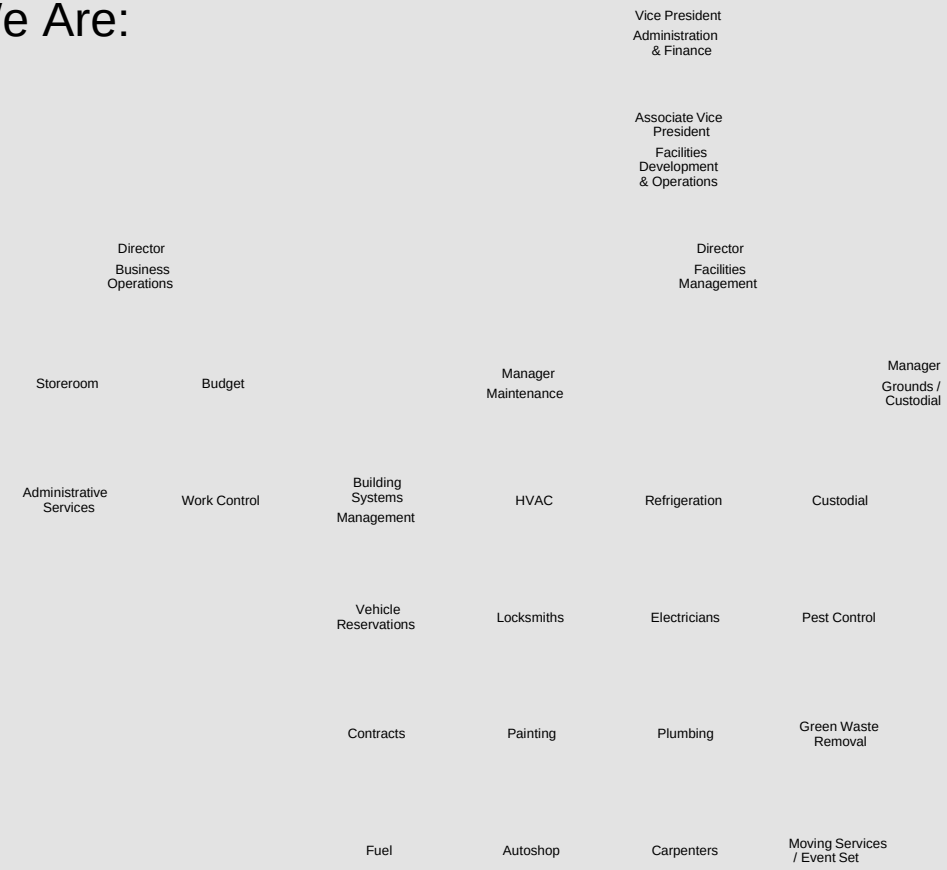
Building Age 41 +

Building	Sq Ft.	Year Built	Age

Data as of July 1, 2013

Facilities Development & Operations Dashboard/Metrics

Who We Are:



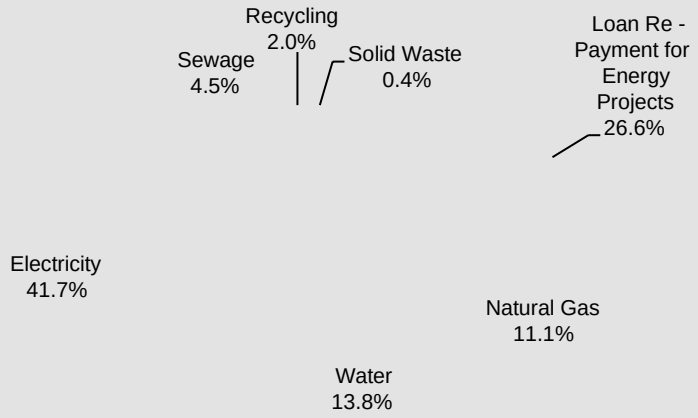
Who We Are:

LABOR STATISTICS	

Data as of July 1, 2013

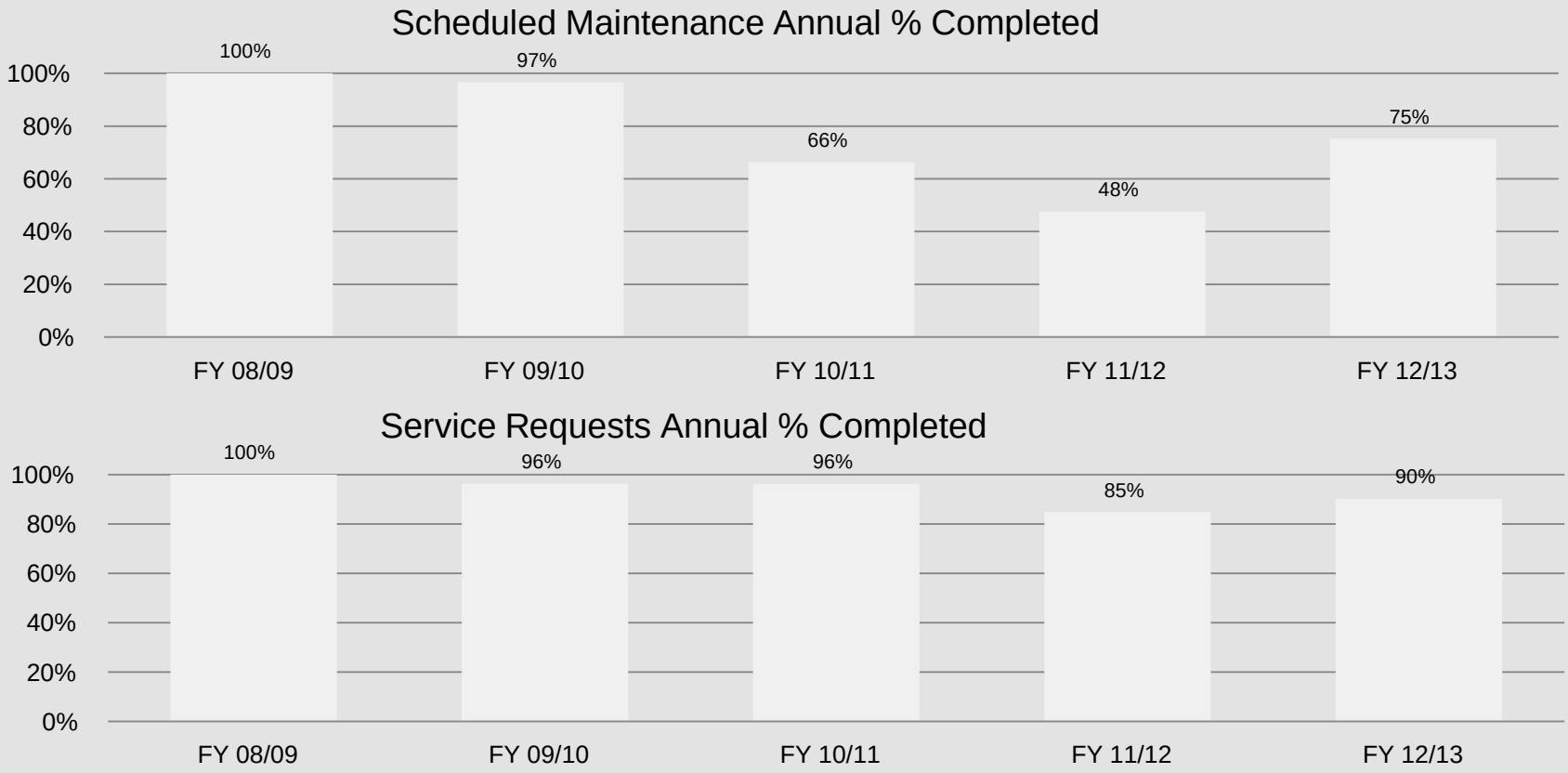
What We Spent:

UTILITY STATISTICS	

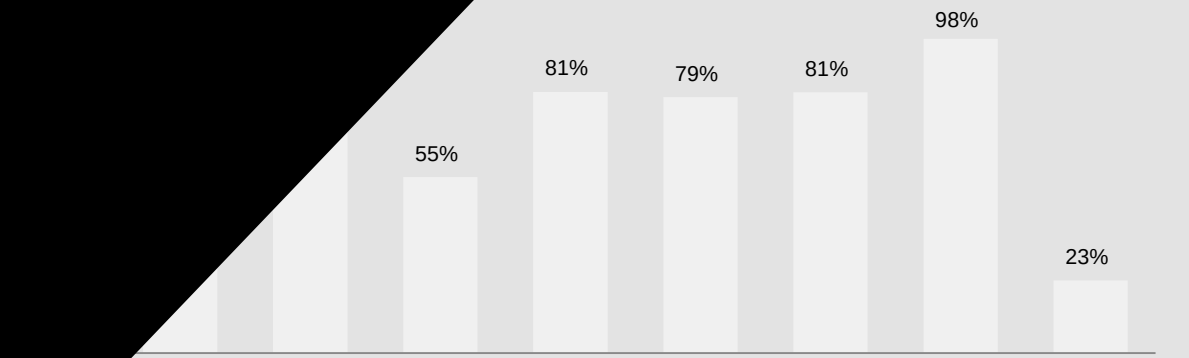


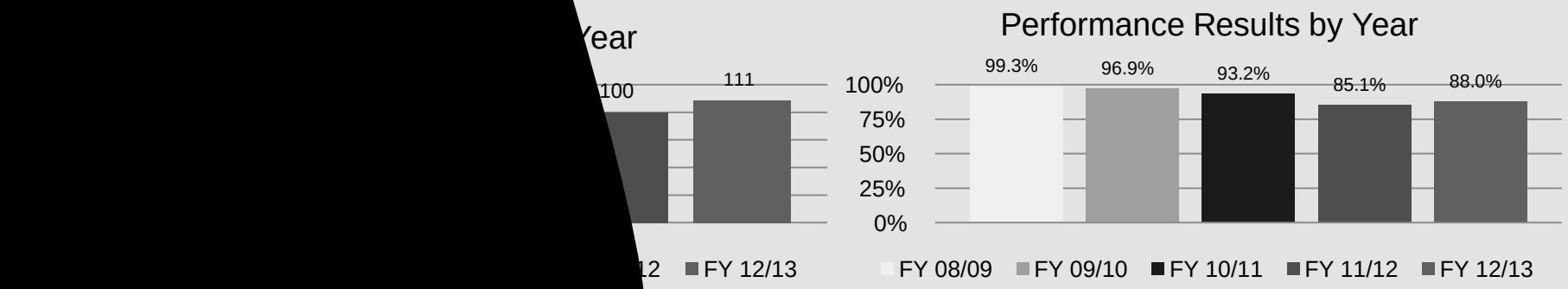
Data as of July 1, 2013

Annual Work Order Comparisons



Data as of July 1, 2013


98%
81%
79%
81%
55%
23%


Year
100
111
12
FY 12/13
Performance Results by Year
100%
75%
50%
25%
0%
99.3%
96.9%
93.2%
85.1%
88.0%
FY 08/09
FY 09/10
FY 10/11
FY 11/12
FY 12/13

Average Days and Average Hours to Complete Service Calls

Fiscal Year 2012/2013		
	Avg. Days to Complete Work Order	Avg. Staff Hours to Compete Work Order

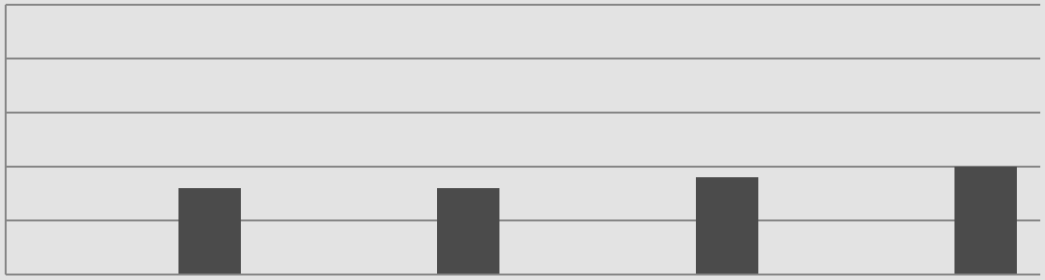
Data as of July 1, 2013

Annual Work Order Customer Satisfaction Survey

CUSTOMER SURVEY STATISTICS Questions	Average Score
Average Score	**1.8**

Response Rate	
Response Rate %	**3.6%**

Response Legend	



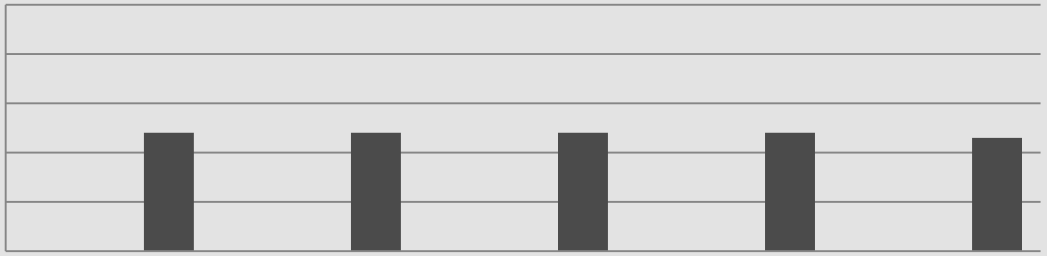
Data as of January 30, 2013

Annual FD&O Employee Satisfaction Survey

CUSTOMER SURVEY STATISTICS Questions	Average Score
Average Score	**2.4**

Response Rate	
Response Rate %	**56.8%**

Response Legend	



Data as of July 1, 2013

Annual Planning For Distinction Satisfaction Survey

Data as of July 1, 2013