

National Tenant Satisfaction Survey (NTSS) 2002 - 2003

November 28, 2002

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SI_STR

TIME CHECK

SI_I01

We are doing a survey of Federal Government employees in buildings under the responsibility of Public Works and Government Services Canada (PWGSC) concerning the quality of services.

SI_I02

This information will help PWGSC to better understand your needs and use the information to improve the services in your building. Your opinion is very important. Your answers will be kept confidential under the Statistics Act and will be used only for statistical purposes.

SI_I03

While participation is voluntary, your assistance is essential if the results of the survey are to be accurate. (Registration#: STC/SSD-040-75221).

SI_Q04

How many people are using ^TELNUM ^TELEXT? [Min: 1 Max: 995]

Note: ^TELNUM and ^TELEXT come from Database. If ^TELEXT is blank then show ^TELNUM only.

SI_Q05

Is the name of your building ^NAMEBLDG ?

- <1> Yes
- <2> No go to SI_Q05S
- <8> Refusal go to SI_Q06
- <9> Don't know go to SI_Q06

Default Next Question: SI_Q06

Note: ^NAMEBLDG comes from Database. Display only first 80 alpha-numeric characters. If blank then go to SI_Q05S.

SI_Q05S

(What is the name of your building?)

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SI_Q06

Is the address of your building ^BLDGADD?

- <1> Yes
- <2> No go to SI_N06
- <8> Refusal go to SI_Q07
- <9> Don't know go to SI_Q07

Default Next Question: **SI_Q07**

Note: ^BLDGADD comes from database. Display only 5 characters for civic number, 50 characters for street name, 30 characters for city name and 2 characters for province.

SI_N06

INTERVIEWER: Enter address

NUM Enter the civic number STREET Enter the street name CITY Enter the city name PROV
Enter the province

Note: Accept only 5 characters for civic number, 50 characters for street name, 30 characters for city name and 2 characters for province.

SI_Q07

Is the name of your department ^NAMEDEPT?

- <1> Yes
- <2> No go to SI_Q07A
- <8> Refusal go to TY_Q01
- <9> Don't know go to SI_Q07A

Default Next Question: **SI_STP**

Note: ^NAMEDEPT comes from Database. Display only first 80 alpha-numeric characters. If blank then go to SI_Q07S.

SI_Q07A

(What is the name of your department?)

Note: Programmer Note: Use Excel spread sheet to create trigram. A four digit code should be returned. See note on trigram spec for further instructions.

SI_Q07S

(What is the name of your department?)

SI_STP

TIME CHECK

WS_STR

TIME CHECK

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WS_Q01

Which of the following best describes your workspace?

INTERVIEWER: Read categories to respondent.

<01> **A single office in open concept (cubicle)**

<02> **A shared office in open concept (shared cubicle)**

<03> **A closed office, not shared**

<04> **A closed office, shared**

<05> **A warehouse**

<06> **A laboratory**

<07> Other - Specify go to WS_Q01S

<98> Refusal

<99> Don't know

Default Next Question: **WS_Q02**

WS_Q01S

(How do you best describe your workspace?)

WS_Q02

How many years have you worked in this building?

<1> Less than a year

<2> Equal to and greater than 1 year but less than 3 years

<3> Equal to and greater than 3 years but less than 5 years

<4> Anything greater than 5 years

<8> Refusal

<9> Don't know

Note: The following was used to answer the question:

1) Less than 1 year

2) 1 to 2 years

3) 3 to 5 years

4) More than 5 years

WS_Q03

How long have you been in your current office?

<1> Less than a year

<2> Equal to and greater than 1 year but less than 3 years

<3> Equal to and greater than 3 years but less than 5 years

<4> Anything greater than 4 years

<8> Refusal

<9> Don't know

Note: The following was used to answer the question:

1) Less than 1 year

2) 1 to 2 years

3) 3 to 5 years

4) More than 5 years

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Ws_E03

The answer in WS_Q03 should be less than or equal to the answer in WS_Q02. If not, pop up hard edit with the following text: "**Time spent in your current office is more than number of years working in the building, this is incorrect. Please correct value.**".

WS_Q04

Would you like to see any improvements made to your physical work environment and related services in your building?

- <1> Yes go to WS_Q05
- <2> No go to WS_STP
- <8> Refusal
- <9> Don't know

WS_Q05

Which ones?

INTERVIEWER: Mark all that apply.

- <01> Air circulation
- <02> Temperature
- <03> Office cleaning services
- <04> Office space
- <05> Washroom cleaning services
- <06> Cleaning services for hallways, elevators and common areas
- <07> Natural lighting
- <08> Reliability of elevator
- <09> Privacy
- <10> Overhead lighting
- <11> Building system noise levels
- <12> Food services
- <13> Parking availability
- <14> Drinking water
- <15> Building security services
- <16> Task lighting
- <17> Shower Facilities
- <18> Snow removal
- <19> Accessibility of buildings for people with disabilities
- <20> Outside lighting
- <21> Other - Specify go to WS_Q05S
- <98> Refusal
- <99> Don't know

Default Next Question: **WS_STP**

Note: Attached is the contents to be displayed on the help screen for this question.

WS_Q05S

(Which improvements would you like to see made to your physical work environment and related services in your building?)

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WS_STP

TIME CHECK

SS_STR

TIME CHECK

SS_I01

In the following section, you will be asked to rate specific services in terms of their importance to you personally and your level of satisfaction regarding these services. If some services do not apply to you, please answer 'Service does not apply to me'.

SS_Q01

**On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:
... the importance of natural lighting (for you)?**

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q03
- <98> Refusal
- <99> Don't know

SS_Q02

**On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:
... your level of satisfaction with the natural lighting?**

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SS_Q03

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of task lighting?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q05
- <98> Refusal
- <99> Don't know

SS_Q04

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the task lighting?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q05

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of overhead lighting?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q07
- <98> Refusal
- <99> Don't know

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SS_Q06

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the overhead lighting?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q07

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of temperature (too hot or too cold)?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q09
- <98> Refusal
- <99> Don't know

SS_Q08

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the temperature (too hot or too cold)?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SS_Q09

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of air circulation?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q11
- <98> Refusal
- <99> Don't know

SS_Q10

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the air circulation?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q11

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of parking availability?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q13
- <98> Refusal
- <99> Don't know

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SS_Q12

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the parking availability?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q13

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of outside lighting?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q15
- <98> Refusal
- <99> Don't know

SS_Q14

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the outside lighting?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SS_Q15

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of building security services (after hours access & security guards)?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q17
- <98> Refusal
- <99> Don't know

SS_Q16

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the building security services (after hours access & security guards)?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q17

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of snow removal?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q19
- <98> Refusal
- <99> Don't know

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SS_Q18

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the snow removal?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q19

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of office cleaning services?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q21
- <98> Refusal
- <99> Don't know

SS_Q20

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the office cleaning services?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SS_Q21

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of washroom cleaning services?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q23
- <98> Refusal
- <99> Don't know

SS_Q22

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the washroom cleaning services?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q23

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of cleaning services for hallways, elevators and common areas?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q25
- <98> Refusal
- <99> Don't know

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SS_Q24

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the cleaning services for hallways, elevators and common areas?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q25

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of reliability of elevators?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q27
- <98> Refusal
- <99> Don't know

SS_Q26

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the reliability of elevators?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SS_Q27

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of accessibility of building for people with disabilities?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q29
- <98> Refusal
- <99> Don't know

SS_Q28

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with accessibility of building for people with disabilities?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q29

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of building system noise levels?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q33
- <98> Refusal
- <99> Don't know

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SS_Q30

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the building system noise levels?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q33

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of the food services?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q35
- <98> Refusal
- <99> Don't know

SS_Q34

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the food services?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SS_Q35

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of privacy?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q37
- <98> Refusal
- <99> Don't know

SS_Q36

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the privacy?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q37

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of drinking water?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_Q39
- <98> Refusal
- <99> Don't know

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SS_Q38

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the drinking water?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_Q39

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of shower facilities?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SS_STP
- <98> Refusal
- <99> Don't know

SS_Q40

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the shower facilities?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SS_STP

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SA_STR

TIME CHECK

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SA_I01

Using the same scales, we would like to know the importance of having specific services available in your building or in the surrounding areas and your level of satisfaction regarding their availability.

SA_Q01

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:
... the importance of access to public transportation?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SA_Q03
- <98> Refusal
- <99> Don't know

SA_Q02

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:
... your level of satisfaction with the access to public transportation?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SA_Q03

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:
... the importance of access to daycare?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SA_Q05
- <98> Refusal
- <99> Don't know

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SA_Q04

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to daycare?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SA_Q05

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to fitness facilities?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SA_Q07
- <98> Refusal
- <99> Don't know

SA_Q06

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to fitness facilities?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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SA_Q07

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to shopping areas?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SA_Q09
- <98> Refusal
- <99> Don't know

SA_Q08

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to shopping areas?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SA_Q09

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to bank machines?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SA_Q11
- <98> Refusal
- <99> Don't know

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SA_Q10

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to bank machines?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SA_Q11

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to bike racks?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me go to SA_STP
- <98> Refusal
- <99> Don't know

SA_Q12

On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to bike racks?

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

SA_STP

TIME CHECK

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BSER_STR

TIME CHECK

Note: If WS_Q02=1 or WS_Q02=DK or WS_Q02=RF then go to BSER_Q05. Else go to BSER_Q01.

BSER_Q01

Compared to 1 year ago, are there any services which have improved?

- <1> Yes
- <2> No go to BSER_Q03
- <8> Refusal go to BSER_Q03
- <9> Don't know go to BSER_Q03

BSER_Q02

Which ones?

INTERVIEWER: Mark all that apply.

- <01> Air circulation
- <02> Temperature
- <03> Office cleaning services
- <04> Office space
- <05> Washroom cleaning services
- <06> Cleaning services for hallways, elevators and common areas
- <07> Natural lighting
- <08> Reliability of elevator
- <09> Privacy
- <10> Overhead lighting
- <11> Building system noise levels
- <12> Food services
- <13> Parking availability
- <14> Drinking water
- <15> Building security services
- <16> Task lighting
- <17> Shower Facilities
- <18> Snow removal
- <19> Accessibility of buildings for people with disabilities
- <20> Outside lighting
- <21> Other - Specify go to BSER_Q02S
- <98> Refusal
- <99> Don't know

Default Next Question: **BSER_Q03**

Note: Attached is the contents to be displayed on the help screen for this question.

BSERQ02S

(Are there any other services which have improved?)

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BSER_Q03

Compared to 1 year ago, are there any services which have deteriorated?

- <1> Yes
- <2> No go to BSER_Q05
- <8> Refusal go to BSER_Q05
- <9> Don't know go to BSER_Q05

BSER_Q04

Which ones?

INTERVIEWER: Mark all that apply.

- <01> Air circulation
- <02> Temperature
- <03> Office cleaning services
- <04> Office space
- <05> Washroom cleaning services
- <06> Cleaning services for hallways, elevators and common areas
- <07> Natural lighting
- <08> Reliability of elevator
- <09> Privacy
- <10> Overhead lighting
- <11> Building system noise levels
- <12> Food services
- <13> Parking availability
- <14> Drinking water
- <15> Building security services
- <16> Task lighting
- <17> Shower Facilities
- <18> Snow removal
- <19> Accessibility of buildings for people with disabilities
- <20> Outside lighting
- <21> Other - Specify go to BSER_Q04S
- <98> Refusal
- <99> Don't know

Default Next Question: **BSER_Q05**

Note: Attached is the contents to be displayed on the help screen for this question.

BSERQ04S

(Are there any other services which have deteriorated?)

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BSER_Q05

Overall, how satisfied are you with the services in your building?

INTERVIEWER: Read categories to respondent.

- <1> **Very satisfied**
- <2> **Somewhat satisfied**
- <3> **Somewhat dissatisfied**
- <4> **Very dissatisfied**
- <8> Refusal
- <9> Don't know

BSER_Q06

To whom would you report problems or concerns in your building?

INTERVIEWER: Read categories to respondent.

- <1> **Administration area** go to BSER_Q10
- <2> **Departmental contact or supervisor** go to BSER_Q10
- <3> **1-800 number - PWGSC National Service Call Centre**
- <4> **PWGSC Property Manager**
- <5> Other - Specify go to BSER_Q06S
- <8> Refusal go to BSER_10
- <9> Don't know go to BSER_Q10

Default Next Question: **BSER_Q07**

BSERQ06S

(To whom would you report problems or concerns in your building?)

BSER_Q07

Have you ever reported a problem or concern to one of these people?

- <1> Yes
- <2> No go to BSER_Q10
- <8> Refusal go to BSER_Q10
- <9> Don't know go to BSER_Q10

BSER_Q08

How often were the problems or concerns resolved or answered to your satisfaction?

INTERVIEWER: Read categories to respondent.

- <1> **Always** go to BSER_Q10
- <2> **Sometimes**
- <3> **Never**
- <8> Refusal go to BSER_Q10
- <9> Don't know go to BSER_Q10

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BSER_Q09

Why were you not completely satisfied with the response?

INTERVIEWER: Mark all that apply.

- <01> Slow response to concern/complaints
- <02> Rude/unpleasant staff
- <03> Poor/bad service
- <04> Problem still exists
- <05> Nobody came to solve the problem
- <06> Poor communication
- <07> Other - Specify go to BSER_Q09S
- <98> Refusal
- <99> Don't know

Default Next Question: **BSER_Q10**

BSERQ09S

(Why were you not completely satisfied with the response?)

BSER_Q10

Did you ever have a problem that you did not report?

- <1> Yes
- <2> No go to BSER_Q12
- <8> Refusal go to BSER_Q12
- <9> Don't know go to BSER_Q12

BSER_Q11

Why did you not report this issue (to anyone)?

INTERVIEWER: Mark all that apply.

- <01> Thought someone else would report
- <02> Don't know who to report to
- <03> Thought nothing would be done anyway
- <04> Wasn't important to me
- <05> Embarrassed
- <06> Rude/unpleasant staff
- <07> Worried about the repercussions
- <08> Other - Specify go to BSER_Q11S
- <98> Refusal
- <99> Don't know

Default Next Question: **BSER_Q12**

BSERQ11S

(Why did you not report this issue (to anyone)?)

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BSER_Q12

Do you deliver Real Property services to employees of your department?

INTERVIEWER: Definition: manage day to day Facilities Management operations (ie: parking, signage, move management, telecom management, etc...).

- <1> Yes
- <2> No go to BSER_STP
- <8> Refusal go to BSER_STP
- <9> Don't know go to BSER_STP

BSER_Q13

Overall, how satisfied are you with the ability of your building's property manager/managers team to support your business and operational needs?

INTERVIEWER: Read categories to respondent.

- <1> **Very satisfied**
- <2> **Somewhat satisfied**
- <3> **Somewhat dissatisfied**
- <4> **Very dissatisfied**
- <8> Refusal
- <9> Don't know

BSER_Q14

**On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:
... your level of satisfaction with their responsiveness?**

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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BSER_Q15

**On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:
... your level of satisfaction with their knowledge?**

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

BSER_Q16

**On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:
... your level of satisfaction with their courteousness?**

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

BSER_Q17

**On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:
... your level of satisfaction with their communication skills?**

- <01> 1
- <02> 2
- <03> 3
- <04> 4
- <05> 5
- <66> Does not apply to me
- <98> Refusal
- <99> Don't know

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BSER_Q18

Overall, how satisfied are you with the level of Project Management services received from PWGSC's team?

INTERVIEWER: Read categories to respondent.

- <1> **Very satisfied**
- <2> **Somewhat satisfied**
- <3> **Somewhat dissatisfied**
- <4> **Very dissatisfied**
- <8> Refusal
- <9> Don't know

BSER_STP

TIME CHECK

CAI_SO

END OF INTERVIEW

For information only