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For information only

National Tenant Satisfaction Survey (NTSS) 2004

Section: Survey Introduction (SI)

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.

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.

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

MON_R01 Before we begin, I would like to let you know that this call may be monitored for survey quality control.

INTERVIEWER: Press <Enter> to continue.

SI_Q04 How many people are using (telephone number) (extention number)?

____(3 spaces) [Min: 1 Max: 995]

Note: (telephone number) and (extention number) come from Database. If (extention number) is blank then show (telephone number) only.

SI_Q05 Is the name of your building (building name)?

- 1 Yes
- 2 No (Go to SI_Q05S)
- DK, RF (Go to SI_Q06)

Default: (Go to SI_Q06)

Note: (building name) 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?

____(80 spaces)

SI_Q06 Is the address of your building (building address)?

- 1 Yes
- 2 No (Go to SI_N06)
- DK, RF (Go to SI_Q07)

Default: (Go to SI_Q07)

Note: (building address) 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.

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SI_N06 What is the building's address?

INTERVIEWER: Enter address

Note: NUM Enter the civic number (5 bytes) STREET Enter the street name (50 bytes) APT
Enter the suite number (5 bytes) CITY Enter the city name (30 bytes) PROV Enter the
province (2 bytes) POSTAL CODE Enter the postal code (6 bytes) do not allow blanks, only DK or
RF allowed for non response. 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 (department name)?

- 1 Yes
 - 2 No (Go to SI_Q07A)
- DK, RF

Default: (Go to WS_Q01)

Note: (department name) 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?

____(4 spaces)

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?)

____(80 spaces)

Section: **Workspace (WS)**

SEX_Q01 INTERVIEWER: Enter gender.

- 1 Male
 - 2 Female
- DK, RF

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)
- DK, RF

Default: (Go to WS_Q02)

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WS_Q01S (How do you best describe your workspace?)

____(80 spaces)

WS_Q02 How many years have you worked in this building?

- 1 Less than 1 year
 - 2 1 to 2 years
 - 3 3 to 5 years
 - 4 More than 5 years
- DK, RF

WS_Q03 How long have you been in your current office?

- 1 Less than 1 year
 - 2 1 to 2 years
 - 3 3 to 5 years
 - 4 More than 5 years
- DK, RF

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 SS_I01)
- DK, RF

WS_Q05 Which ones?

INTERVIEWER: Mark all that apply.

- 01 Air Quality
- 02 Temperature
- 03 Office - Size/Layout
- 04 Cleaning - Office Areas
- 05 Cleaning - Washrooms
- 06 Cleaning - Common Use Areas
- 07 Office - Privacy/Noise
- 08 Lighting - Natural
- 09 Lighting - Overhead
- 10 Lighting - Task
- 11 Elevators
- 12 Drinking Water
- 13 Building System Noise
- 14 Food Services
- 15 Parking
- 16 Building Security
- 17 Shower Facilities
- 18 Interior Finishes
- 19 Furniture
- 20 Accessibility of building for people with disabilities
- 21 Other - Specify (Go to WS_Q05S)
DK, RF

Default: (Go to SS_I01)

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?)

____ (80 spaces)

Section: Satisfactory Service (SS)

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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 quality?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me.....(Go to SS_Q11)
DK, RF

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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 quality?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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)
DK, RF

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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
DK, RF

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)
DK, RF

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
DK, RF

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 SA_I01)
DK, RF

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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
DK, RF

Section: Service Availability (SA)

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)
DK, RF

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
DK, RF

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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)
DK, RF

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
DK, RF

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)
DK, RF

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
DK, RF

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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)
DK, RF

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
DK, RF

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)
DK, RF

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
DK, RF

National Tenant Satisfaction Survey (NTSS) 2004

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 BSER_STR)
DK, RF

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
DK, RF

Section: Building Services (BS)

BSER_STR 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)
DK, RF.....(Go to BSER_Q03)

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BSER_Q02 Which ones?

INTERVIEWER: Mark all that apply.

- 01 Air Quality
- 02 Temperature
- 03 Office - Size/Layout
- 04 Cleaning - Office Areas
- 05 Cleaning - Washrooms
- 06 Cleaning - Common Use Areas
- 07 Office - Privacy/Noise
- 08 Lighting - Natural
- 09 Lighting - Overhead
- 10 Lighting - Task
- 11 Elevators
- 12 Drinking Water
- 13 Building System Noise
- 14 Food Services
- 15 Parking
- 16 Building Security
- 17 Shower Facilities
- 18 Interior Finishes
- 19 Furniture
- 20 Accessibility of building for people with disabilities
- 21 Other - Specify (Go to BSER_Q02S)
DK, RF

Default: (Go to 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?)

____ (80 spaces)

BSER_Q03 Compared to 1 year ago, are there any services which have deteriorated?

- 1 Yes
- 2 No (Go to BSER_Q05)
DK, RF (Go to BSER_Q05)

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BSER_Q04 Which ones?

INTERVIEWER: Mark all that apply.

- 01 Air Quality
- 02 Temperature
- 03 Office - Size/Layout
- 04 Cleaning - Office Areas
- 05 Cleaning - Washrooms
- 06 Cleaning - Common Use Areas
- 07 Office - Privacy/Noise
- 08 Lighting - Natural
- 09 Lighting - Overhead
- 10 Lighting - Task
- 11 Elevators
- 12 Drinking Water
- 13 Building System Noise
- 14 Food Services
- 15 Parking
- 16 Building Security
- 17 Shower Facilities
- 18 Interior Finishes
- 19 Furniture
- 20 Accessibility of building for people with disabilities
- 21 Other - Specify (Go to BSER_Q04S)
DK, RF

Default: (Go to 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?)

____ (80 spaces)

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**
- DK, RF

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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)
- DK, RF.....(Go to BSER_Q10)

Default: (Go to BSER_Q07)

BSERQ06S (To whom would you report problems or concerns in your building?)

____(80 spaces)

BSER_Q07 Have you ever reported a problem or concern to one of these people?

- 1 Yes
- 2 No.....(Go to BSER_Q10)
- DK, RF.....(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**
- DK, RF.....(Go to BSER_Q10)

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)
- DK, RF

Default: (Go to BSER_Q10)

BSERQ09S (Why were you not completely satisfied with the response?)

____(80 spaces)

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BSER_Q10 Did you ever have a problem that you did not report?

- 1 Yes
- 2 No(Go to BSER_Q12)
- DK, RF(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)
- DK, RF

Default: (Go to BSER_Q12)

BSERQ11S (Why did you not report this issue to anyone?)

____(80 spaces)

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 CAI_SO)
- DK, RF(Go to CAI_SO)

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**
- DK, RF

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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
DK, RF

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
DK, RF

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
DK, RF

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
DK, RF

National Tenant Satisfaction Survey (NTSS) 2004

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**
- DK, RF

CAI_SO **END OF INTERVIEW**

For information only

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