1. The WMC staff responded efficiently to all requests for work. Requests were tracked - via phone, email, walk-in, or those entered into the work management software via the web by departmental primary and secondary representatives. Work requests received from July 1, 2011 to June 30, 2012:

- **Total work requests 32,069 or 130/business day:**
  - Duplicates and cancelled requests were removed.
  - Processed 3,636 walk-in, 18,269 email, 6,466 phone and 3,626 radio work requests.
  - 100% of WMC calls were answered, no calls roll to voice mail during business hours.
  - Net work orders = 9,697 or 813/month or 40/business day.
  - Physical Plant staff processed 896 new key requests and transfers, and encoded 3,154 access cards.
  - The Work Management Center processed over 492 formal estimates for project managers and individual shops.
  - Reconciled and processed billing for 909 intradepartmental charge backs, kept track of expenditures, and provided monthly reports on profitability and reimbursements.

- Customer satisfaction surveys indicate that although the volume of work increased, the level of satisfaction with Physical Plant remained mostly positive, specifically:
  - 97% of respondents reported that WMC staff is courteous and professional
  - 93% of respondents reported that regard is shown toward their request and that technicians are dispatched promptly.
  - 93% of respondents reported that overall Physical Plant services met or exceeded expectations.
  - The lowest levels of satisfaction reported in survey results continue to be temperature issues and custodial services.

2. The WMC generated preventative maintenance work orders July 1, 2011-June 30, 2012 to maintain campus structures, service vehicles, and operational systems and responded to work requests. Many work orders are not monitored by a timeframe; however, of those with set turnaround goals, reports "by priority" revealed that although most work was within range of completion goals, there is room for improvement:

<table>
<thead>
<tr>
<th>Work Requests by Priority</th>
<th>Total Requests by Priority</th>
<th>Turnaround Goal</th>
<th>Mode/Most</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Maintenance</td>
<td>2,172</td>
<td>30 Days</td>
<td>27.27</td>
</tr>
<tr>
<td>Emergency</td>
<td>6</td>
<td>1 Day</td>
<td>.85</td>
</tr>
<tr>
<td>Urgent</td>
<td>21</td>
<td>3 Days</td>
<td>1.44</td>
</tr>
<tr>
<td>Routine</td>
<td>5,403</td>
<td>5 Days</td>
<td>6.31</td>
</tr>
</tbody>
</table>