




Smarter Solutions

 Requirements Development Division
Office of National Customer Services Management

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GSA Public Buildings Service



pbs surveys



Demonstrating our commitment to our customers.

The General Services Administration's (GSA) Public Buildings Service (PBS) is the largest public real estate organization in the world as well as the provider of workspace and workplace solutions to more than 100 federal agencies and commissions representing over a million federal civilian workers in 2,200 American communities. Until 1996, PBS was the mandatory provider of federal agency office space. Since the mandate has been lifted, PBS is now the federal landlord and partner of choice.

Surveys

Surveying the federal workforce and its management is essential to anticipating, understanding, meeting and/or exceeding customers' business and workspace needs. These surveys demonstrate PBS's strong commitment to customers by constantly improving services, building operations, equipment, and personnel in government-owned and leased buildings. While completing these assessments, PBS attempts to minimize the disruption of the federal workforce by limiting the number of surveys, their frequency and the number of questions asked.

Tenant Satisfaction Survey

The Tenant Satisfaction Survey reports the opinions of federal agency occupants in one-third of GSA's owned and leased buildings each year. That's one-third of approximately 1,500 owned and 7,100 leased properties, encompassing a portfolio of 352 million square feet. The survey is a paper or web-based survey that is easily completed and mailed to The Gallup Organization—the survey's designer—for tabulation and analysis.

In 2006, 47,755 surveys were returned yielding a 79 percent satisfaction level which means rating GSA as a "4" or "5" on a 5-point satisfaction scale. This percentage excludes postal and delegated buildings.

The survey questions consist of the following categories:

- Building and office environment (lighting, noise, accessibility, indoor air quality, cleanliness of restrooms);
- Building services (quality and timeliness of cleaning and maintenance);
- Building security;
- Building management staff; and
- Additional building features (such as elevators, interior layout, food service).

Surveys are distributed to occupants of GSA buildings nationwide beginning in May and collected by the end of June. In 2005, 114,588 tenants, excluding postal buildings, and 3,600 delegated representatives were surveyed, and 51 percent expressed satisfaction with PBS controlled space and services.

Ordering Official Survey

The Ordering Official Survey is administered annually to specific customer agencies on their business experiences with PBS. This survey gathers input from three distinct groups across key tenant clientele:

- Agency leaders;
- Ordering officials; and
- Billing contacts.

The survey is delivered via phone and is completed within 10 minutes. Specific results are evaluated according to the following drivers of customer satisfaction that GSA has identified:

- Responsiveness (responding quickly and efficiently);
- Meeting needs (assessing customer needs before offering a solution);
- Pro-activity (taking the lead and maintaining communication);
- Delivering workspace for mission (providing a work environment that helps client agencies meet their mission);
- Consistent standards (defining and implementing policies and procedures consistently);
- Availability (being reachable when the customer needs a solution); and
- Billing (sending the customer understandable and accurate bills in a timely manner).

From June to July 2006 Gallup completed 608 surveys of PBS customers with a 56 percent approval level of leadership, and rent billing clients nationwide.

Realty Transaction Survey

The Realty Transaction Survey gathers knowledge about any new space transactions - both leases and federally owned space and lease renewals. The purpose is to obtain feedback from customers immediately after providing space to GSA's client agencies. Customers are interviewed by telephone approximately 3 months after their move and queried about:

- Satisfaction with the space transaction;
- Timeliness of the transaction; and
- How well the space met their needs.

This feedback is available to regional associates immediately after the interview is completed. Customer comments pinpoint the strengths and weaknesses of the realty transaction process. In 2004, PBS interviewed 554 customers and 85 percent of those surveyed indicated that they were satisfied with their recent space transaction. GSA achieved an overall satisfaction rating of 85 percent in 2005, interviewing 671 agency customers. In 2006, GSA surveyed 773 agency customer contacts with a 76 percent rating on overall satisfaction.