

Following is a break out of the Logistics Support Questionnaire:

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1. Supplies

- a. Does your component feel that the building's supply store is adequately stocked?

72 responses received
54 responses yes (75%)
18 responses no (25%)

- b. If not, what items are frequently out of stock?

No response

- c. Are the personnel on duty at the Supply Room counter courteous and helpful?

41 responses - all yes (100%)

- d. How do you rate LSD's level of service in the supply area?

70 responses received
6 excellent (9%)
62 good (88%)
2 fair (3%)
0 poor (0%)

2. Internal & External Relocations (Office Moves)

- a. Has your component requested the service of LSD for relocations of any kind within the past year?

69 responses received
46 yes (66 2/3%)
23 no (33 1/3%)

- b. If yes, were the moves in:

50 responses received
1) Headquarters - 23 (46%)
2) External Bldgs - 15 (30%)
3) Both - 12 (24%)

- c. Were the moves made efficiently and were they started and completed on schedule?

45 responses received
39 yes (87%)
6 no (13%)

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- d. If not, what types of problems were encountered?

No response

- e. Were the LSD employees who performed the service courteous and helpful?

45 responses received
44 yes (97%)
1 no (3%)

- f. How do you rate this service?

46 responses received
12 excellent (26%)
30 good (65%)
4 fair (9%)
0 poor (0%)

- g. Comments:

None

3. Classified Trash Pickup & Disposal

- a. Does your component require the pickup of classified trash in outlying buildings?

70 responses received
21 yes (30%)
49 no (70%)

- b. If so, is the service always on schedule?

20 responses received
14 yes (70%)
6 no (30%)

- c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

53 responses received
14 yes (26%)
39 no (74%)

- d. If so, what are the major complaints?

No response

- e. How do you rate the service overall?

57 responses received
14 excellent (25%)
36 good (63%)
6 fair (10%)
1 poor (2%)

4. Mail Distribution

- a. Does your component consider the mail system to be reliable and efficient?

73 responses received
60 yes (82%)
13 no (18%)

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- b. If not, what are the major sources of complaints?

No response

- c. Is your mail received in good condition?

68 responses received
67 yes (99%)
1 no (1%)

- d. Are the couriers courteous and helpful?

61 responses received
61 yes (100%)
0 no (0%)

- e. Overall, how do you rate the mail system in terms of efficiency.

68 responses received
13 excellent (19%)
45 good (66%)
10 fair (15%)
0 poor (0%)

5. Vehicle Maintenance & Shuttle Service

- a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

65 responses received
53 yes (82%)
12 no (18%)

- b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

72 responses received
52 yes (72%)
20 no (28%)

- c. How do they rate the condition of the vehicles?

51 responses received
6 exceptionally clean (12%)
30 clean (59%)
14 average (27%)
1 dirty (2%)

- d. In general, are the vehicle operators considered to be courteous and helpful?

71 responses received
64 yes (90%)
7 no (10%)

- e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

73 responses received
65 yes (89%)
8 no (11%)

f. Does your component have vehicles that are maintained by the Motor Pool Branch?

75 responses received
24 yes (32%)
51 no (68%)

g. Are they maintained according to schedule?

24 responses received
23 yes (96%)
1 no (4%)

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h. Is your component satisfied with the quality of mechanical service?

33 responses received
29 yes (88%)
4 no (12%)

i. Has your component required the services of a chauffeur/driver within the past year?

66 responses received
47 yes (71%)
19 no (29%)

j. Did the chauffeur/driver perform the service as well as expected?

47 responses received
43 yes (91%)
4 no (9%)

k. How do you rate the overall performance of the Motor Pool Branch?

63 responses received
17 excellent (27%)
41 good (65%)
5 fair (8%)
0 poor (0%)

6. Architectural Design

- a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

73 responses received
43 yes (58%)
30 no (41%)

- b. If so, was the service performed in a timely fashion?

40 responses received
15 yes (38%)
25 no (62%)

- c. Was the quality of the design work satisfactory?

37 responses received
35 yes (95%)
2 no (5%)

- d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

45 responses received
4 excellent (9%)
19 good (42%)
14 fair (31%)
8 poor (18%)

- e. Comments:

No response

7. Renovations and Alterations

- a. Have you called upon the Space Maintenance & Facilities Branch (SM&FB) for service during the past year?

73 responses received
63 yes (86%)
10 no (14%)

- b. If so, did the requirement involve:

123 responses received
25 major renovations (20%)
50 minor work (41%)
39 trouble calls (32%)
9 other (7%)

c. Were you generally satisfied with the response time?

63 responses received
36 yes (57%)
27 no (43%)

d. Was the work done efficiently and with a high degree of expertise?

55 responses received
45 yes (82%)
10 no (18%)

e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

64 responses received
36 yes (56%)
28 no (44%)

f. If not, of what specific problems are you aware?

No response

g. How do you rate SM&FB's level of performance?

66 responses received
4 excellent (6%)
42 good (64%)
14 fair (21%)
6 poor (9%)

8. Executive Dining Room

a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

No response

b. Are they satisfied with the menu selection?

31 responses received
28 yes (90%)
3 no (10%)

c. How do they rate the quality of service?

32 responses received
11 excellent (35%)
19 good (59%)
2 fair (6%)
0 poor (0%)

d. How do they rate the quality of food?

32 responses received
4 excellent (12%)
22 good (69%)
6 fair (19%)
0 poor (0%)

e. How do they rate the environment? (cleanliness, decor, etc.)

32 responses received
13 excellent (41%)
14 good (44%)
5 fair (15%)
0 poor (0%)

f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

32 responses received
10 excellent (31%)
17 good (53%)
5 fair (16%)
0 poor (0%)

g. Comments:

No response

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9. Interior Design

a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD)?

52 responses received
37 yes (71%)
15 no (29%)

- b. Are the special design solutions as planned by the IDC helpful to your component?

44 responses received
34 yes (77%)
10 no (23%)

- c. Are the consulting services of the IDC useful to your component?

42 responses received
34 yes (81%)
8 no (19%)

- d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?

54 responses received
42 yes (78%)
12 no (22%)

- e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings?

50 responses received
40 yes (80%)
10 no (20%)

- f. Generally, how do you rate LSD in the area of interior design?

50 responses received
5 excellent (10%)
35 good (70%)
2 fair (4%)
8 poor (16%)

10. Headquarters Parking

- a. Are the employees in your component satisfied, for the

most part, with the parking conditions on the headquarters compound?

63 responses received
39 yes (62%)
24 no (38%)

b. Do they find the annual allocation of permits fair and equitable?

60 responses received
43 yes (72%)
17 no (28%)

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c. If either of the above are negative responses what, specifically, is the cause of their dissatisfaction?

No response

d. Have viable alternatives been suggested by them?

27 responses received
6 yes (22%)
21 no (78%)

e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

54 responses received
5 excellent (9%)
36 good (67%)
8 fair (15%)
5 poor (9%)

f. Comments:

No response

11. Vending Machines

a. Are vending machines in your area generally well stocked?

69 responses received
52 yes (75%)
17 no (25%)

b. Are microwave ovens and other pieces of equipment well maintained?

68 responses received
54 yes (79%)
14 no (21%)

c. Are snack bars clean and orderly?

69 responses received
50 yes (72%)
19 no (28%)

d. How do you rate vending service & snack bar areas?

70 responses received
3 excellent (4%)
39 good (56%)
20 fair (29%)
8 poor (11%)

e. Comments:

No response

12. Headquarters Building Maintenance & Operation

a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

67 responses received
40 yes (60%)
27 no (40%)

b. Are your office areas cleaned on a regular schedule?

67 responses received
44 yes (66%)
23 no (34%)

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c. How do you rate the custodial force?

67 responses received
1 excellent (1%)
39 good (58%)
25 fair (38%)
2 poor (3%)

e. How do you rate the condition of the compound's grounds and roadways?

64 responses received	
20 excellent	(31%)
36 good	(56%)
7 fair	(11%)
1 poor	(2%)

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

4 excellent	(6%)
39 good	(60%)
18 fair	(28%)
4 poor	(6%)

13. Please use this space to make any observations you choose, if they are pertinent to questions above, cite question number in your response.

None

Logistics Services Division Support Questionnaire