

Dimension Summary Report



Facilities & Operations						
Parking and Transportation Services						
Parking Customer Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
9	9	9				
9	9	8				
100%	100%	113%				
42	40	57	17		69	
64	54	56	--		75	
53	52	46	-6		70	
69	52	53	1		70	
84	74	71	-3		70	
49	51	56	5		67	
42	52	48	-4		75	
48	51	56	--		63	
64	48	63	--		68	
79	67	74	7		77	
48	43	49	--		57	
80	76	74	--		77	
60	47	55	--		68	
46	41	46	--		62	
62	66	67	1		70	
Outcomes						
53	49	57	8		79	
48	47	47	0		78	
42	35	47	12		73	
89	81	83	2		79	
85	80	78	-2		78	
84	80	91	11		73	
89	87	91	4		83	

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014