

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8150419	06/13/2008	9.00	9.00	9.00	9.00	I never saw anyone come to adjust the heat problem, but the room is much better now.
8150427	06/13/2008	10.00	10.00	10.00	10.00	I do believe that we (UWG) have the best work crew in the state of Georgia.
8150456	06/13/2008	10.00	10.00	10.00	10.00	Thanks. Thank you
8150532	06/16/2008	10.00	10.00	10.00	10.00	Dennie is always friendly and helpful.
8150562	06/13/2008	10.00	10.00	10.00	10.00	
8150568	06/13/2008	8.00	8.00	8.00	8.00	
8150619	06/16/2008	9.00	10.00	10.00	9.00	Thank you for responding in a timely manner.
8150704	06/20/2008	10.00	10.00	10.00	10.00	
8150756	06/20/2008	10.00	10.00	10.00	9.00	Excellent work, thank you.
8150761	06/20/2008	10.00	10.00	10.00	10.00	always friendly, efficient, helpful, and prompt
8150957	06/20/2008	10.00	10.00	10.00	10.00	Nice job. Prompt reply. Thanks.
8151002	06/20/2008	10.00	10.00	10.00	10.00	If you would leave the filter on the door since now I can breathe and function when I come in the office, that would be great!
8151009	06/20/2008	10.00	10.00	10.00	10.00	Please thank Josh for getting it done so quickly! Thanks!
8151010	06/20/2008	10.00	10.00	10.00	10.00	
8151011	06/20/2008	10.00	10.00	10.00	10.00	
8151016	06/20/2008	10.00	9.00	10.00	10.00	
8151020	06/22/2008	10.00	10.00	10.00	10.00	thank you
8151067	06/30/2008	5.00	5.00	5.00	5.00	Still Not Completed
8151083	06/27/2008	10.00	10.00	10.00	10.00	prompt, efficient, excellent response and work
8151085	06/27/2008	10.00	10.00	10.00	10.00	
8151095	06/28/2008	10.00	10.00	10.00	10.00	
8151113	06/27/2008	8.00	10.00	10.00	10.00	
8151224	06/27/2008	10.00	10.00	10.00	10.00	
8151232	06/27/2008	10.00	10.00	10.00	10.00	Thanks for quick response!
8151294	06/27/2008	10.00	10.00	10.00	10.00	Thank you for getting to this so quickly! The students appreciate it very much!!!!
8151300	06/27/2008	10.00	10.00	10.00	10.00	
8151322	06/27/2008	10.00	10.00	10.00	10.00	
Month Average:		9.44	9.72	9.81	9.56	

7/2008

8150571	07/01/2008	10.00	10.00	10.00	10.00	Thanks
8150589	07/18/2008	10.00	10.00	10.00	10.00	Jesus was great in his response to this request. He followed up to assure all was well. He was very courteous, and all in the class said \"Thank you\".
8150597	07/01/2008	10.00	10.00	10.00	10.00	thanks
8150598	07/01/2008	10.00	10.00	10.00	10.00	thanks
8150645	07/01/2008	10.00	10.00	10.00	10.00	thanks
8150724	07/01/2008	10.00	10.00	10.00	10.00	
8150753	07/01/2008	10.00	10.00	10.00	10.00	
8150829	07/25/2008	7.00	2.00	7.00	6.00	The work order was filled late.
8150913	07/01/2008	10.00	10.00	10.00	10.00	thanks
8150956	07/01/2008	10.00	10.00	10.00	10.00	thanks
8150997	07/01/2008	7.00	10.00	10.00	10.00	It would be nice if facilities would set up tables and chairs, also. Thank you.

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8151022	07/01/2008	10.00	10.00	10.00	10.00	
8151025	07/01/2008	10.00	10.00	10.00	10.00	Thanks
8151056	07/11/2008	10.00	10.00	10.00	10.00	Heidi and the other custodians in our building (TLC) are always prompt, courteous and friendly. The students also have a great respect and liking of them.
8151058	07/01/2008	10.00	10.00	10.00	10.00	thanks
8151195	07/01/2008	10.00	10.00	10.00	10.00	
8151223	07/01/2008	10.00	10.00	10.00	10.00	thanks
8151229	07/01/2008	10.00	10.00	10.00	10.00	thanks
8151246	07/01/2008	10.00	10.00	10.00	10.00	
8151277	07/01/2008	10.00	10.00	10.00	10.00	
8151299	07/11/2008	10.00	10.00	10.00	10.00	
8151364	07/01/2008	10.00	10.00	10.00	10.00	
8151376	07/11/2008	10.00	10.00	10.00	10.00	
8151549	07/12/2008	10.00	10.00	10.00	9.00	The response time was remarkable.
8151645	07/13/2008	10.00	10.00	10.00	9.00	
8151692	07/11/2008	10.00	10.00	10.00	10.00	
8151693	07/11/2008	10.00	10.00	10.00	10.00	Good job & in a timely manner.
8151727	07/11/2008	1.00	1.00	10.00	10.00	I had to put in a second request for this to be taken care of.
8151731	07/11/2008	10.00	10.00	10.00	10.00	
8151741	07/30/2008	10.00	10.00	10.00	10.00	James & Kathy & the crew always do a great job providing plants. The event was a success and I appreciate the roll that James & their crew play.
8151743	07/11/2008	10.00	10.00	10.00	10.00	
8151758	07/11/2008	10.00	10.00	10.00	10.00	
8151766	07/11/2008	10.00	10.00	10.00	10.00	He was quick about getting the problem fixed!
8151788	07/14/2008	10.00	10.00	10.00	10.00	Thanks
8151789	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8151790	07/14/2008	10.00	10.00	10.00	10.00	Thanks
8151801	07/14/2008	10.00	10.00	10.00	10.00	Thanks
8151821	07/11/2008	10.00	10.00	10.00	10.00	
8151826	07/11/2008	10.00	10.00	10.00	10.00	
8151840	07/11/2008	10.00	10.00	10.00	10.00	
8151849	07/11/2008	10.00	9.00	10.00	10.00	
8151851	07/11/2008	10.00	10.00	10.00	10.00	
8151858	07/11/2008	10.00	10.00	10.00	10.00	
8151867	07/21/2008	10.00	10.00	10.00	10.00	
8151868	07/11/2008	10.00	10.00	10.00	10.00	
8151884	07/11/2008	8.00	9.00	9.00	9.00	
8151891	07/18/2008	10.00	10.00	10.00	10.00	
8151892	07/11/2008	10.00	10.00	10.00	10.00	I was very impressed with the speed at which my problem was addressed.
8151900	07/21/2008	10.00	10.00	10.00	10.00	
8151912	07/14/2008	10.00	10.00	10.00	10.00	Thanks
8151937	07/15/2008	10.00	10.00	10.00	10.00	Response time was great! Thanks!
8151978	07/14/2008	10.00	10.00	10.00	10.00	Thanks
8151979	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8151980	07/14/2008	10.00	10.00	10.00	10.00	Thanks

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8152032	07/25/2008	10.00	10.00	10.00	10.00	
8152105	07/18/2008	9.00	9.00	9.00	9.00	
8152165	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8152166	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8152198	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8152205	07/18/2008	9.00	10.00	10.00	10.00	
8152404	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8152406	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8152407	07/18/2008	10.00	10.00	10.00	10.00	We have a great team at UWG.
8152412	07/25/2008	10.00	10.00	10.00	10.00	thanks
8152534	07/25/2008	10.00	10.00	10.00	10.00	Perfect!
8152535	07/25/2008	10.00	10.00	10.00	10.00	Great Job!
8152537	07/25/2008	10.00	10.00	10.00	10.00	Great job!
8152580	07/25/2008	10.00	10.00	10.00	10.00	
8152581	07/25/2008	10.00	10.00	10.00	10.00	
8152583	07/25/2008	10.00	10.00	10.00	10.00	
8152586	07/25/2008	10.00	10.00	10.00	10.00	
8152592	07/25/2008	10.00	10.00	10.00	10.00	Thank you very much
8152593	07/25/2008	10.00	10.00	10.00	10.00	thanks
8152637	07/25/2008	10.00	10.00	10.00	10.00	
8152685	07/25/2008	10.00	10.00	10.00	10.00	
8152698	07/25/2008	10.00	10.00	10.00	10.00	
8152699	07/25/2008	10.00	10.00	10.00	10.00	
8152700	07/25/2008	10.00	10.00	10.00	10.00	
8152702	07/25/2008	10.00	10.00	10.00	10.00	
8152726	07/25/2008	10.00	10.00	10.00	10.00	
8152730	07/25/2008	10.00	10.00	10.00	10.00	Thanks
8152798	07/25/2008	10.00	10.00	10.00	10.00	
8152848	07/25/2008	10.00	10.00	10.00	10.00	
8152850	07/25/2008	10.00	10.00	10.00	10.00	
8152853	07/25/2008	10.00	10.00	10.00	10.00	
8152856	07/25/2008	10.00	10.00	10.00	10.00	
8152861	07/25/2008	10.00	10.00	10.00	10.00	
8152862	07/25/2008	10.00	10.00	10.00	10.00	
	Month Average:	9.78	9.77	9.94	9.91	

8/2008

8149620	08/19/2008	10.00	10.00	10.00	10.00	Thank you
8150033	08/29/2008	10.00	10.00	10.00	10.00	
8150321	08/01/2008	10.00	10.00	10.00	10.00	THANK YOU FOR SCREWING THEM INTO THE DOORS, THAT HELPS WITH THE THEFT OF THE NUMBER PLATES.
8150484	08/01/2008	10.00	10.00	10.00	10.00	Thank you very much!!!!!!
8150660	08/22/2008	8.00	8.00	8.00	8.00	
8151193	08/07/2008	10.00	10.00	10.00	10.00	
8151194	08/07/2008	3.00	9.00	8.00	9.00	Drop cloths were not used and I had to clean paint droplets off of my office furniture, computer, etc.
8152875	08/01/2008	8.00	8.00	8.00	8.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8153193	08/08/2008	10.00	10.00	10.00	10.00	
8153241	08/08/2008	10.00	10.00	10.00	10.00	It was handled really fast considering the fact that i know that there is a lot to be done right now. Thanks guys.
8153297	08/08/2008	9.00	9.00	9.00	9.00	
8153301	08/08/2008	7.00	9.00	9.00	9.00	
8153308	08/08/2008	10.00	9.00	9.00	10.00	
8153417	08/10/2008	10.00	7.00	9.00	8.00	
8153799	08/22/2008	10.00	10.00	10.00	10.00	
8153824	08/29/2008	10.00	10.00	10.00	10.00	
8153874	08/15/2008	10.00	10.00	10.00	10.00	
8153875	08/26/2008	10.00	7.00	10.00	10.00	
8153926	08/15/2008	9.00	7.00	10.00	7.00	
8154018	08/29/2008	10.00	10.00	10.00	10.00	
8154020	08/29/2008	10.00	10.00	10.00	10.00	
8154033	08/08/2008	10.00	10.00	10.00	10.00	
8154043	08/08/2008	10.00	10.00	10.00	10.00	
8154051	08/22/2008	10.00	10.00	10.00	10.00	The workinformation center is awesome. They are friendly, helpful, courteous, and they get the job done.
8154056	08/15/2008	1.00	1.00	8.00	1.00	maintenance was not prepared for completing the work order; needed a spray to make the bed easier to move. They told me to remind them of the order next time I saw them.
8154060	08/15/2008	9.00	5.00	10.00	10.00	It was my second wic when they finally came and changed my light bulb.
8154090	08/08/2008	10.00	10.00	10.00	10.00	Thanks for all your help!
8154091	08/29/2008	10.00	10.00	10.00	10.00	Thanks
8154092	08/29/2008	10.00	10.00	10.00	10.00	thanks for the help
8154308	08/22/2008	8.00	6.00	8.00	8.00	
8154326	08/29/2008	10.00	10.00	10.00	10.00	
8154483	08/29/2008	10.00	10.00	10.00	9.00	
8154540	08/15/2008	10.00	10.00	10.00	10.00	
8154657	08/29/2008	9.00	7.00	9.00	9.00	
8154659	08/15/2008	10.00	10.00	10.00	10.00	
8154660	08/22/2008	10.00	10.00	10.00	10.00	
8154708	08/15/2008	10.00	10.00	10.00	10.00	
8154709	08/29/2008	10.00	8.00	10.00	10.00	
8154711	08/15/2008	10.00	10.00	10.00	10.00	
8154793	08/29/2008	10.00	10.00	10.00	10.00	
8154805	08/29/2008	10.00	10.00	10.00	10.00	
8154830	08/22/2008	10.00	10.00	10.00	10.00	
8154842	08/15/2008	10.00	10.00	10.00	10.00	
8154977	08/22/2008	5.00	10.00	10.00	10.00	Every thing was perfect about this request until there was some confusion and the tent was taken down before the event! It all worked out OK anyway. Thank you. Susan
8155042	08/23/2008	10.00	10.00	10.00	10.00	
8155054	08/22/2008	10.00	10.00	10.00	10.00	
8155086	08/22/2008	8.00	7.00	10.00	8.00	
8155163	08/29/2008	10.00	10.00	10.00	10.00	
8155188	08/22/2008	9.00	10.00	10.00	10.00	
8155211	08/29/2008	10.00	10.00	10.00	10.00	Thanks as always for your help

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8155268	08/22/2008	10.00	10.00	10.00	10.00	
8155306	08/22/2008	10.00	7.00	10.00	10.00	
8155320	08/29/2008	10.00	10.00	10.00	10.00	
8155324	08/29/2008	10.00	10.00	10.00	10.00	
8155329	08/22/2008	10.00	9.00	10.00	10.00	
8155342	08/24/2008	10.00	10.00	10.00	10.00	It was great, thank you so much for the new microwave!!
8155370	08/22/2008	10.00	10.00	10.00	10.00	
8155388	08/22/2008	1.00	1.00	1.00	1.00	The stopper in the tub was never fixed and is still broken. There was no notification that stated that they had been here to fix the problem.
8155403	08/22/2008	9.00	9.00	8.00	9.00	
8155431	08/25/2008	10.00	10.00	10.00	10.00	Work was great and the time it took to get a response was wonderful! but item was unable to be repaired.
8155476	08/22/2008	10.00	10.00	10.00	10.00	
8155492	08/23/2008	9.00	10.00	10.00	10.00	thank you very much for your help
8155506	08/22/2008	10.00	9.00	10.00	9.00	
8155656	08/22/2008	5.00	5.00	6.00	6.00	
8155667	08/22/2008	10.00	10.00	10.00	10.00	Andy Lee is doing an AMAZING Job. Thanks for hiring such a good worker. He even ask me personally if I am satisfied with his work. KUDOs to Andy Lee and all the guys over there who help me when I call with a problem. Suzanne Horton
8155706	08/22/2008	10.00	10.00	10.00	10.00	
8155716	08/22/2008	5.00	5.00	4.00	6.00	
8155790	08/22/2008	10.00	10.00	10.00	10.00	
8155794	08/23/2008	10.00	10.00	9.00	10.00	
Month Average:		9.16	9.01	9.46	9.33	

9/2008

8151857	09/05/2008	10.00	10.00	10.00	10.00	Bookcase looks great! Thanks.
8152501	09/24/2008	10.00	10.00	10.00	10.00	
8153358	09/26/2008	10.00	10.00	10.00	10.00	thank you
8154799	09/12/2008	10.00	10.00	10.00	10.00	
8154829	09/19/2008	10.00	10.00	10.00	10.00	
8154961	09/03/2008	10.00	10.00	10.00	10.00	
8155248	09/26/2008	10.00	10.00	10.00	10.00	Thank you
8155309	09/05/2008	10.00	10.00	10.00	10.00	
8155551	09/05/2008	10.00	10.00	10.00	10.00	
8155692	09/05/2008	10.00	10.00	10.00	10.00	
8155806	09/05/2008	10.00	9.00	10.00	10.00	
8156064	09/05/2008	10.00	10.00	10.00	10.00	thanks
8156084	09/07/2008	9.00	7.00	8.00	10.00	
8156287	09/12/2008	9.00	1.00	9.00	9.00	It took OVER TWO WEEKS before anything was done with this request. I am quite disappointed with the response.
8156322	09/12/2008	10.00	9.00	9.00	10.00	
8156351	09/05/2008	10.00	10.00	10.00	10.00	thanks
8156352	09/05/2008	10.00	10.00	10.00	10.00	Thanks
8156354	09/05/2008	10.00	10.00	10.00	10.00	
8156375	09/05/2008	10.00	10.00	10.00	10.00	thanks
8156445	09/05/2008	10.00	10.00	10.00	10.00	This was very fast service.

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8156473	09/05/2008	10.00	10.00	10.00	10.00	Thanks
8156519	09/07/2008	10.00	10.00	10.00	10.00	
8156522	09/08/2008	10.00	8.00	5.00	8.00	
8156566	09/26/2008	10.00	10.00	10.00	10.00	
8156619	09/12/2008	10.00	10.00	10.00	10.00	OUTSTANDING JOB. JAMIE AND TOMMY RESPONDED IMMEDIATELY AND ADDRESSED THE ISSUE PROMPTLY. EXCELLENT JOB.
8156620	09/12/2008	10.00	10.00	10.00	10.00	
8156628	09/05/2008	4.00	9.00	9.00	9.00	They cleaned the vents but do not clean the units themselves, so the problem will just return. Also, the A/C vents now have to be repainted b/c whatever they use to clean them stripped off the paint.
8156675	09/07/2008	10.00	10.00	10.00	10.00	
8156679	09/19/2008	10.00	10.00	10.00	10.00	
8156680	09/05/2008	10.00	8.00	10.00	10.00	
8156701	09/12/2008	8.00	9.00	10.00	10.00	
8156709	09/12/2008	10.00	10.00	10.00	10.00	
8156720	09/08/2008	10.00	10.00	10.00	10.00	Perfect Job! THanks,
8156734	09/05/2008	10.00	10.00	10.00	10.00	Jane thanks for coming so quickly, however i wish i would have had a chance to see him so i could ask questions. he even hung up a few clothes! thanks alot
8156790	09/19/2008	10.00	10.00	10.00	10.00	
8156807	09/08/2008	9.00	9.00	8.00	9.00	
8156829	09/05/2008	10.00	10.00	10.00	10.00	
8156904	09/14/2008	10.00	10.00	10.00	10.00	The work was done in a timely manner, what more can I ask.
8156934	09/13/2008	10.00	6.00	10.00	9.00	
8156935	09/13/2008	10.00	7.00	10.00	9.00	
8157032	09/12/2008	10.00	8.00	10.00	10.00	
8157061	09/13/2008	10.00	10.00	10.00	8.00	
8157131	09/12/2008	10.00	10.00	10.00	10.00	The technican was awesome - completed work with very little interruption. Thanks
8157168	09/19/2008	10.00	10.00	10.00	10.00	
8157170	09/12/2008	10.00	10.00	10.00	10.00	
8157199	09/16/2008	8.00	10.00	10.00	10.00	
8157265	09/12/2008	1.00	6.00	8.00	1.00	I am unsatisfied because I still have the same problem. I still need someone to actually stop my alarm from beeping. thanx!
8157293	09/12/2008	8.00	4.00	10.00	10.00	
8157320	09/19/2008	10.00	9.00	9.00	10.00	
8157337	09/12/2008	10.00	10.00	10.00	10.00	good job!
8157366	09/13/2008	10.00	10.00	10.00	10.00	
8157368	09/12/2008	10.00	10.00	10.00	10.00	It was done in a very timely manner, great job.
8157476	09/19/2008	1.00	9.00	8.00	9.00	
8157491	09/19/2008	10.00	10.00	10.00	10.00	I am always thankful for the movers help!
8157535	09/19/2008	10.00	10.00	10.00	10.00	
8157572	09/19/2008	10.00	10.00	10.00	10.00	Thank you so much
8157577	09/22/2008	10.00	10.00	10.00	10.00	
8157595	09/19/2008	10.00	10.00	10.00	10.00	
8157598	09/19/2008	10.00	10.00	10.00	10.00	I came to inquire as to the process time for applications and I was notified the next day for an interview appointment. I was very pleased with these results.
8157640	09/19/2008	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8157747	09/22/2008	10.00	10.00	10.00	10.00	
8157769	09/21/2008	1.00	1.00	1.00	1.00	The light was not changed.
8157796	09/26/2008	10.00	10.00	10.00	10.00	
8157881	09/26/2008	10.00	10.00	10.00	10.00	
Month Average:		9.34	9.20	9.59	9.56	

10/2008

8143464	10/02/2008	1.00	1.00	10.00	1.00	This request is over a year old, maybe more and was never done.
8150522	10/01/2008	10.00	10.00	10.00	10.00	
8150573	10/01/2008	10.00	10.00	10.00	10.00	Thank you VERY much
8152676	10/01/2008	10.00	10.00	10.00	10.00	
8152762	10/01/2008	10.00	10.00	10.00	10.00	
8154113	10/01/2008	10.00	10.00	10.00	10.00	
8154806	10/03/2008	10.00	10.00	10.00	10.00	
8154957	10/31/2008	10.00	10.00	10.00	10.00	
8155305	10/03/2008	10.00	10.00	10.00	10.00	
8156621	10/01/2008	10.00	10.00	10.00	10.00	GREAT JOB! WORK COMPLETED PROMPTLY AND HIGH QUALITY.
8157355	10/01/2008	10.00	10.00	10.00	10.00	
8157520	10/24/2008	9.00	5.00	9.00	9.00	# 2 Request was submitted about 6 weeks prior to installation.
8158238	10/01/2008	10.00	10.00	10.00	10.00	Thanks for the help
8158239	10/01/2008	10.00	10.00	10.00	10.00	Thanks as always!
8158361	10/01/2008	10.00	10.00	10.00	10.00	
8158368	10/01/2008	7.00	10.00	10.00	10.00	
8158407	10/01/2008	6.00	6.00	6.00	6.00	
8158408	10/10/2008	9.00	9.00	9.00	9.00	
8158499	10/01/2008	10.00	10.00	10.00	10.00	Thank you
8158544	10/02/2008	10.00	10.00	10.00	10.00	good job
8158648	10/03/2008	10.00	10.00	10.00	10.00	
8158664	10/01/2008	10.00	10.00	10.00	10.00	Done to complete satisfaction!
8158667	10/01/2008	10.00	10.00	10.00	10.00	
8158844	10/17/2008	8.00	8.00	10.00	10.00	There was a little mix up on the tables and chairs initially but it all worked out fine! Thanks!
8158845	10/24/2008	7.00	10.00	10.00	10.00	chairs were missing but probably taken by another group
8158847	10/03/2008	5.00	10.00	10.00	10.00	The work was done, but I still have ants in the same location.
8158886	10/20/2008	10.00	10.00	10.00	10.00	James & his crew always do a great job! Their services are priceles!
8158949	10/12/2008	5.00	10.00	8.00	7.00	
8159003	10/17/2008	10.00	10.00	10.00	10.00	Thank you as always for your help!
8159004	10/10/2008	10.00	10.00	10.00	10.00	Thanks for working this issue quickly!
8159014	10/10/2008	10.00	10.00	10.00	7.00	
8159172	10/13/2008	10.00	10.00	10.00	10.00	The gentleman was very kind and efficient.
8159183	10/13/2008	1.00	1.00	1.00	1.00	
8159194	10/10/2008	10.00	10.00	10.00	10.00	
8159198	10/17/2008	10.00	10.00	10.00	10.00	
8159199	10/17/2008	10.00	10.00	10.00	10.00	
8159200	10/17/2008	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8159204	10/17/2008	10.00	10.00	10.00	10.00	
8159211	10/13/2008	10.00	8.00	10.00	9.00	
8159715	10/17/2008	10.00	10.00	10.00	10.00	
8159892	10/17/2008	10.00	10.00	10.00	10.00	
8160018	10/17/2008	6.00	9.00	8.00	10.00	the maintenance people are very friendly. And they do everything on time and even help out with any extra stuff you did not have a chance to put on the work request.
8160119	10/24/2008	10.00	10.00	10.00	10.00	James & his crew always do a great job. The plants they add to our setup complete the atmosphere for our events in the Ballroom. Thanks again!
8160168	10/17/2008	10.00	10.00	10.00	10.00	IMMEDIATE AND PROFESSIONAL RESPONSE. MY THANKS TO CARLOS RUIZ AND RANDY BEARDEN.
8160215	10/17/2008	10.00	10.00	10.00	10.00	This is experience was smooth.
8160258	10/17/2008	10.00	10.00	10.00	10.00	
8160342	10/24/2008	10.00	10.00	10.00	10.00	Thanks again, Margaret
8160347	10/17/2008	10.00	10.00	10.00	10.00	Mr. Swint always responds promptly and performs whatever request we have in a professional manner. His services are valued by those of us in the communications office.
8160368	10/17/2008	10.00	10.00	10.00	10.00	Thank you very much for this notification that the work was completed. I hope it is being implemented with all WIC so we will know the status of our requests.
8160383	10/20/2008	10.00	10.00	10.00	10.00	
8160384	10/19/2008	10.00	10.00	10.00	10.00	
8160388	10/17/2008	10.00	10.00	10.00	10.00	
8160393	10/24/2008	10.00	10.00	10.00	10.00	
8160394	10/24/2008	10.00	10.00	10.00	10.00	Thanks for your help.
8160399	10/24/2008	1.00	1.00	1.00	1.00	This work was not completed. No tables were delivered.
8160405	10/24/2008	10.00	10.00	5.00	10.00	# 3 Work was done when the office was closed. They respond immediately to my request and did a great job.
8160433	10/25/2008	10.00	10.00	10.00	10.00	
8160440	10/24/2008	10.00	10.00	10.00	10.00	Excellent job! I was especially impressed that you painted over the screws to keep everything white. It was a big help, so thanks!
8160481	10/31/2008	10.00	10.00	10.00	10.00	Thanks
8160485	10/24/2008	10.00	10.00	10.00	10.00	
8160490	10/24/2008	10.00	8.00	10.00	10.00	
8160508	10/24/2008	10.00	10.00	10.00	10.00	Thanks for the speedy response!
8160547	10/24/2008	10.00	10.00	10.00	10.00	
8160565	10/31/2008	10.00	10.00	10.00	10.00	
8160593	10/26/2008	10.00	10.00	9.00	9.00	
8160594	10/31/2008	10.00	10.00	10.00	10.00	
8160596	10/24/2008	10.00	10.00	10.00	10.00	
8160633	10/24/2008	5.00	10.00	10.00	10.00	
8160658	10/24/2008	10.00	10.00	10.00	10.00	Thanks
8160671	10/31/2008	10.00	10.00	10.00	10.00	
8160676	10/27/2008	10.00	10.00	10.00	10.00	The electrical department staff members are always willing to help and run test to troubleshoot any problem we are having with our equipment. I cannot say enough good stuff about this department. Keep up the great jobs!
8160704	10/31/2008	7.00	10.00	10.00	10.00	chairs were missing but probably taken by another group
8160710	10/31/2008	10.00	10.00	10.00	10.00	
8160735	10/27/2008	10.00	10.00	10.00	10.00	
8160757	10/31/2008	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8160805	10/25/2008	10.00	10.00	10.00	10.00	OMG he was so nice and courteous. He didnt act like it was bothering him to come help me. Plus, he fixed both problems in like 10 minutes. And he came on the same day that I sent in my ticket.
8160806	10/25/2008	10.00	10.00	10.00	10.00	He was great! our toilet was broken, and he came so quick i really didnt have to wait. AND he was nice and courteous. PLUS he knew what he was doin and didnt need a helper. IN ADDITION to that, he was willing to answer my questions.
8160927	10/31/2008	10.00	10.00	10.00	10.00	
8160928	10/31/2008	10.00	10.00	10.00	10.00	
Month Average:		9.20	9.44	9.57	9.48	

11/2008

8154699	11/10/2008	8.00	8.00	10.00	9.00	
8156906	11/14/2008	10.00	10.00	10.00	10.00	
8157367	11/21/2008	10.00	10.00	10.00	10.00	
8158887	11/03/2008	10.00	10.00	10.00	10.00	Awesome! Thanks!
8159193	11/14/2008	10.00	10.00	10.00	10.00	Sign Works was very nice to work with.
8159470	11/14/2008	10.00	10.00	10.00	10.00	
8160395	11/03/2008	10.00	10.00	10.00	10.00	Great job!
8160416	11/21/2008	10.00	10.00	10.00	10.00	
8160602	11/07/2008	1.00	1.00	10.00	10.00	As far as I can tell nothing has changed. The lights still do not work properly. They can be turned on and off in a cumbersome sort of way, but the dimmers and preset levels do not work.
8160624	11/07/2008	1.00	1.00	1.00	1.00	
8160642	11/07/2008	10.00	10.00	10.00	10.00	thank you again
8160643	11/07/2008	10.00	10.00	10.00	10.00	thank you
8161018	11/14/2008	10.00	10.00	10.00	10.00	
8161019	11/21/2008	10.00	10.00	10.00	10.00	
8161116	11/07/2008	8.00	8.00	8.00	8.00	
8161117	11/07/2008	8.00	8.00	8.00	8.00	
8161164	11/03/2008	10.00	10.00	10.00	10.00	
8161215	11/07/2008	10.00	10.00	10.00	10.00	Very good!
8161239	11/07/2008	10.00	10.00	10.00	10.00	
8161317	11/07/2008	10.00	10.00	10.00	10.00	Thanks for a great job as usual
8161386	11/21/2008	10.00	10.00	10.00	10.00	
8161463	11/21/2008	10.00	10.00	10.00	10.00	Awesome job, he even did a follow-up to make sure everything was ok.
8161494	11/07/2008	10.00	10.00	10.00	10.00	Done very promptly!
8161540	11/14/2008	10.00	10.00	10.00	10.00	Thanks
8161697	11/07/2008	10.00	10.00	10.00	10.00	
8161698	11/14/2008	10.00	10.00	10.00	10.00	
8161708	11/07/2008	7.00	10.00	10.00	10.00	
8161790	11/21/2008	10.00	10.00	10.00	10.00	
8161812	11/14/2008	10.00	10.00	10.00	10.00	
8161857	11/14/2008	9.00	9.00	9.00	9.00	
8161887	11/16/2008	10.00	10.00	10.00	10.00	Problems with smoke/fire detectors are always handled promptly.
8162038	11/14/2008	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8162080	11/14/2008	10.00	10.00	10.00	10.00	Before the email system even delivered the reply that my request had been submitted as a work order, the technician was at my office door to fix the problem! Thank you so much for the quick and courteous service.
8162218	11/21/2008	10.00	9.00	9.00	8.00	
8162264	11/21/2008	1.00	1.00	1.00	1.00	There was no work done in my room as I requested to be.
8162316	11/21/2008	10.00	10.00	10.00	10.00	
8162497	11/21/2008	8.00	9.00	8.00	10.00	
8162533	11/23/2008	10.00	10.00	10.00	10.00	:D
8162535	11/23/2008	10.00	10.00	10.00	10.00	:D
8162556	11/21/2008	10.00	10.00	10.00	10.00	
8162641	11/21/2008	10.00	10.00	10.00	10.00	
Month Average:		9.05	9.12	9.37	9.37	

12/2008

8160694	12/16/2008	10.00	10.00	10.00	10.00	
8160695	12/16/2008	10.00	10.00	10.00	10.00	
8161110	12/01/2008	10.00	10.00	10.00	10.00	
8162183	12/01/2008	10.00	10.00	10.00	10.00	
8162317	12/01/2008	10.00	10.00	10.00	10.00	
8162378	12/01/2008	10.00	10.00	10.00	10.00	We always appreciate how quickly problems are addressed. Thank you!
8162818	12/19/2008	10.00	10.00	10.00	10.00	It is a pure pleasure to work with Facilities on Commencement. I can not say \"Thank you\" enough for all you do. Lisa Ledbetter
8162824	12/09/2008	10.00	10.00	10.00	10.00	THANK YOU SOOOOOO MUCH - Looks great !
8162851	12/01/2008	5.00	3.00	6.00	5.00	I placed a work order a week ago and I still dont actually know if anyone ever came to my room to address thwe problem. I just assumed it has been fixed by now, but it would be nice if maintenance left a door hanger to notify that the job was done!
8162867	12/02/2008	10.00	7.00	8.00	10.00	I feel the time it took to complete the actual maitenance in comparison to the response time was not understandable. It took maybe 5 minutes to clean off our air conditioning unit, but the work order was not filled for several days. Thank you!
8162868	12/08/2008	10.00	10.00	10.00	10.00	
8162869	12/08/2008	10.00	10.00	10.00	10.00	Thank you!
8162874	12/08/2008	10.00	10.00	10.00	10.00	
8162876	12/08/2008	10.00	10.00	10.00	10.00	
8163109	12/01/2008	10.00	10.00	10.00	10.00	
8163115	12/12/2008	10.00	10.00	10.00	10.00	As always, Facilites did a great job with providing greenery for the event. THEY DID A GREAT JOB!!!!
8163328	12/08/2008	10.00	10.00	10.00	10.00	
8163479	12/12/2008	10.00	10.00	10.00	10.00	
8163494	12/08/2008	10.00	10.00	10.00	10.00	I always have the same guy come and fix the stuff in my room, and he is always as nice as can be which we really appreciate! Thanks! Great job - Thanks so much
8163571	12/08/2008	10.00	10.00	10.00	10.00	
8163828	12/12/2008	10.00	10.00	10.00	10.00	
8163847	12/12/2008	10.00	10.00	10.00	10.00	
8163883	12/12/2008	10.00	10.00	10.00	10.00	
8163931	12/15/2008	10.00	10.00	10.00	10.00	Linda Bittner and Lori Hobbs are always very professional and helpful. They are always quick to respond to our needs.
8163935	12/15/2008	9.00	9.00	9.00	10.00	
8163964	12/19/2008	10.00	10.00	10.00	10.00	Great job! Thanks!!

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
8163972	12/19/2008	8.00	9.00	9.00	10.00	
Month Average:		9.70	9.56	9.70	9.81	

1/2009

8162212	01/23/2009	10.00	10.00	10.00	10.00	
8162758	01/30/2009	10.00	8.00	10.00	10.00	The entire ceiling needs to be replaced!
8163279	01/05/2009	10.00	10.00	10.00	10.00	Thanks for all your help our party was a success
8163981	01/23/2009	10.00	10.00	10.00	10.00	
8164171	01/08/2009	10.00	10.00	10.00	10.00	
8164525	01/09/2009	10.00	10.00	10.00	10.00	Joel did a great job. Thanks
8164528	01/09/2009	10.00	10.00	10.00	10.00	
9164764	01/09/2009	10.00	10.00	10.00	10.00	
9164814	01/11/2009	9.00	9.00	9.00	9.00	
9164898	01/20/2009	9.00	9.00	10.00	8.00	The Facilities crew is THE ABSOLUTE BEST in the business! There is no way we could do what we do in Athletics and Sports Information without these guys! Like I said... THE BEST!
9164902	01/09/2009	10.00	10.00	10.00	10.00	
9164908	01/16/2009	10.00	10.00	10.00	10.00	
9164909	01/16/2009	10.00	10.00	10.00	10.00	
9164910	01/09/2009	10.00	10.00	10.00	10.00	
9164929	01/16/2009	10.00	10.00	10.00	10.00	
9165043	01/18/2009	10.00	10.00	10.00	10.00	great
9165044	01/16/2009	10.00	10.00	10.00	10.00	
9165092	01/16/2009	10.00	10.00	10.00	10.00	
9165140	01/16/2009	10.00	10.00	10.00	10.00	
9165144	01/16/2009	1.00	1.00	1.00	1.00	You sent an email that the work request was finished, but it never was.
9165152	01/16/2009	10.00	10.00	10.00	10.00	
9165190	01/23/2009	10.00	10.00	10.00	10.00	The painters are GREAT
9165276	01/17/2009	10.00	6.00	10.00	10.00	
9165282	01/19/2009	10.00	10.00	10.00	10.00	
9165349	01/19/2009	10.00	10.00	10.00	10.00	Really fast response and nice guy!
9165364	01/16/2009	10.00	10.00	10.00	10.00	Jeff showed up shortly after my request. We discovered a plastic cap stuck in the drain which Jeff removed. Great guys to counts on!
9165429	01/16/2009	10.00	10.00	10.00	10.00	
9165454	01/16/2009	10.00	10.00	10.00	10.00	
9165551	01/23/2009	8.00	6.00	9.00	8.00	
9165594	01/16/2009	10.00	10.00	10.00	10.00	
9165644	01/23/2009	1.00	1.00	1.00	1.00	you still havent fixed what ive requested...i wanted the smoke detector to be fixed...
9165687	01/23/2009	6.00	6.00	6.00	6.00	IT was hard to answer because the original request had been back in October and I was not doing this job then. Everything went pretty good once I figured out what still needed to be picked up
9165719	01/23/2009	10.00	10.00	10.00	10.00	
9165748	01/25/2009	10.00	10.00	10.00	10.00	great
9165804	01/23/2009	10.00	10.00	10.00	10.00	Elaine is super! She does such a good job of taking care of us in the lab and keeping everything in the lab looking good. Thank you!
9165846	01/23/2009	10.00	10.00	10.00	10.00	
9165865	01/30/2009	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
9165869	01/30/2009	10.00	10.00	10.00	10.00	
9165892	01/23/2009	10.00	10.00	10.00	9.00	Joel is a very nice man. He deserves a raise! :)
9165911	01/23/2009	10.00	10.00	10.00	10.00	
9165925	01/30/2009	10.00	10.00	10.00	10.00	Everyone was really nice and very helpful! Thank you!
9165927	01/26/2009	10.00	10.00	10.00	10.00	
9165928	01/30/2009	10.00	10.00	10.00	10.00	Thank you. It looked great outside before our big event Saturday.
9165932	01/30/2009	10.00	10.00	10.00	10.00	
9165933	01/30/2009	10.00	10.00	10.00	10.00	
9165935	01/30/2009	10.00	10.00	10.00	10.00	Great Job!
9165944	01/23/2009	10.00	10.00	10.00	10.00	
9165968	01/23/2009	10.00	10.00	10.00	10.00	Thank you!
9165969	01/30/2009	10.00	10.00	10.00	10.00	Thank you very much, Joel, for fixing this shelf for us!
9166515	01/30/2009	8.00	8.00	9.00	9.00	
9166546	01/30/2009	8.00	8.00	9.00	10.00	
9166564	01/30/2009	10.00	10.00	10.00	10.00	Work Order was completed in a timely manner. Great customer service!!! Thanks for all you do!
9166630	01/30/2009	10.00	8.00	9.00	10.00	
9166636	01/30/2009	8.00	9.00	8.00	9.00	
Month Average:		9.41	9.24	9.46	9.44	

2/2009

8164594	02/20/2009	10.00	10.00	10.00	10.00	Terrific job!!! I am very pleased with the installation and aesthetics.
9165324	02/13/2009	10.00	10.00	10.00	10.00	
9165478	02/02/2009	10.00	10.00	10.00	10.00	The employees were vey helpful
9165721	02/14/2009	10.00	1.00	8.00	3.00	
9165864	02/06/2009	10.00	10.00	10.00	10.00	
9165875	02/23/2009	10.00	9.00	10.00	10.00	
9165888	02/06/2009	10.00	10.00	10.00	10.00	
9165891	02/02/2009	10.00	8.00	10.00	10.00	
9166453	02/04/2009	10.00	10.00	10.00	10.00	
9166456	02/04/2009	10.00	10.00	10.00	10.00	
9166503	02/02/2009	10.00	10.00	10.00	10.00	
9166541	02/06/2009	10.00	10.00	10.00	10.00	
9166695	02/03/2009	10.00	9.00	10.00	10.00	
9166964	02/08/2009	10.00	10.00	10.00	10.00	This experience was great just as my past experiences have been.
9167045	02/16/2009	10.00	10.00	10.00	10.00	
9167074	02/06/2009	10.00	10.00	10.00	10.00	
9167085	02/06/2009	10.00	10.00	10.00	10.00	Immediate service. Excellent work. Thanks.
9167092	02/13/2009	9.00	9.00	9.00	9.00	Great job. Pictures look good. H
9167101	02/06/2009	8.00	8.00	10.00	10.00	
9167102	02/06/2009	8.00	8.00	10.00	10.00	
9167157	02/06/2009	10.00	8.00	10.00	10.00	The staff is courteous, kind, and professional. Great job.
9167159	02/13/2009	10.00	10.00	10.00	10.00	
9167161	02/20/2009	10.00	10.00	10.00	10.00	Cleaning staff did a great job or a dirty space...Thanks!
9167175	02/20/2009	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
9167216	02/06/2009	10.00	10.00	10.00	10.00	Great Job!!!
9167217	02/06/2009	10.00	10.00	10.00	10.00	Great job...as usual!
9167248	02/06/2009	10.00	10.00	10.00	10.00	
9167273	02/16/2009	10.00	10.00	10.00	10.00	
9167274	02/06/2009	10.00	10.00	10.00	10.00	
9167362	02/27/2009	10.00	10.00	10.00	10.00	thank you
9167414	02/13/2009	10.00	10.00	10.00	10.00	
9167421	02/13/2009	9.00	10.00	10.00	10.00	
9167441	02/13/2009	10.00	10.00	10.00	10.00	Thanks for fixing the shelves in my closet in such a timely manner! You are very much appreciated, Dave! -Michael Largin
9167579	02/13/2009	9.00	9.00	9.00	9.00	
9167590	02/20/2009	10.00	10.00	10.00	10.00	
9167668	02/13/2009	9.00	10.00	10.00	10.00	
9167791	02/13/2009	10.00	10.00	10.00	10.00	You guys are really good. Thanks!!!
9167801	02/20/2009	10.00	10.00	10.00	10.00	
9167810	02/23/2009	10.00	10.00	10.00	10.00	
9167826	02/20/2009	10.00	10.00	10.00	10.00	Thanks.
9167841	02/20/2009	8.00	1.00	4.00	7.00	it took a very long time for them to come and fix my heat and i became ill b/c of it but i am over all great full that they did come fix it and am very satisfied with their work
9167857	02/20/2009	7.00	7.00	8.00	10.00	
9167879	02/27/2009	10.00	10.00	10.00	10.00	
9167974	02/20/2009	10.00	10.00	10.00	10.00	
9167985	02/20/2009	10.00	10.00	10.00	10.00	Great Job!
9167989	02/27/2009	10.00	10.00	10.00	10.00	
9167991	02/23/2009	10.00	10.00	10.00	10.00	
9167996	02/27/2009	10.00	10.00	10.00	10.00	
9168001	02/20/2009	10.00	10.00	5.00	10.00	I was not here when it was fixed so i can not accurately answer #3
9168002	02/20/2009	10.00	10.00	10.00	10.00	Thank you,
9168072	02/20/2009	10.00	10.00	10.00	10.00	
9168073	02/27/2009	9.00	1.00	5.00	6.00	
9168092	02/27/2009	10.00	10.00	10.00	10.00	You guys are wonderful
9168129	02/27/2009	10.00	10.00	10.00	10.00	
9168131	02/23/2009	10.00	10.00	10.00	10.00	The woman who came to fix my window was excellent. She was efficient, competent, and professional.
9168188	02/27/2009	10.00	10.00	10.00	10.00	Great job!
9168269	02/27/2009	1.00	1.00	6.00	5.00	the light went back off not even a week after it was replaced
9168288	02/27/2009	9.00	9.00	10.00	10.00	Great Job
9168289	02/27/2009	10.00	10.00	10.00	10.00	
9168368	02/27/2009	10.00	10.00	10.00	10.00	
9168369	02/27/2009	10.00	10.00	10.00	10.00	
9168374	02/27/2009	8.00	8.00	8.00	8.00	
9168383	02/27/2009	10.00	10.00	10.00	10.00	
9168386	02/28/2009	1.00	1.00	5.00	1.00	The work has not been completed the sink is still just as clogged as it has been.
9168503	02/27/2009	10.00	10.00	10.00	10.00	A long-term fix needs to be found for this problem, but I know that maintenance has tried.
9168515	02/27/2009	10.00	10.00	10.00	10.00	
9168587	02/27/2009	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
9168589	02/27/2009	10.00	10.00	10.00	10.00	
Month Average:		9.49	9.07	9.51	9.53	

3/2009

8152177	03/27/2009	9.00	10.00	10.00	9.00	
8156677	03/07/2009	10.00	10.00	10.00	10.00	
8160409	03/27/2009	10.00	10.00	10.00	10.00	
8162821	03/13/2009	10.00	10.00	10.00	10.00	Facilities personnel always work efficiently and cooperatively with me for this event.
9166851	03/01/2009	1.00	2.00	6.00	3.00	
9167133	03/02/2009	10.00	10.00	10.00	10.00	Facilities did a great job and was very prompt. Thanks!
9167163	03/02/2009	10.00	10.00	10.00	10.00	
9167363	03/13/2009	10.00	10.00	10.00	10.00	
9168367	03/02/2009	10.00	10.00	10.00	10.00	
9168378	03/06/2009	10.00	10.00	10.00	10.00	Thank you!
9168408	03/09/2009	10.00	10.00	10.00	10.00	
9168433	03/06/2009	10.00	10.00	10.00	10.00	Great Job!!!!They did well!!!!
9168458	03/06/2009	10.00	10.00	10.00	10.00	
9168537	03/13/2009	10.00	10.00	10.00	10.00	
9168559	03/09/2009	10.00	10.00	10.00	10.00	Thanks
9168592	03/03/2009	10.00	10.00	10.00	10.00	
9168667	03/06/2009	9.00	9.00	9.00	9.00	
9168829	03/09/2009	10.00	10.00	10.00	10.00	
9168850	03/18/2009	10.00	10.00	10.00	10.00	Set up was done well. I appreciate the help of the set up crew.
9168857	03/09/2009	10.00	10.00	10.00	10.00	The ladies at wic at alway friendly, helpful, and willing to go the extra mile. Thank you for all you do to help the University community.
9168900	03/06/2009	10.00	10.00	10.00	10.00	
9168909	03/08/2009	10.00	10.00	10.00	10.00	I was not there when he/she arrived but when I came back the job was done perfectly. I was very pleased. Great service!
9168919	03/10/2009	10.00	10.00	10.00	10.00	Thank you!
9168952	03/10/2009	10.00	10.00	10.00	10.00	
9169047	03/06/2009	10.00	10.00	10.00	10.00	
9169057	03/06/2009	10.00	10.00	10.00	10.00	
9169090	03/18/2009	10.00	10.00	10.00	10.00	Thanks to all involved in this effort!
9169091	03/19/2009	1.00	2.00	10.00	6.00	
9169100	03/09/2009	9.00	9.00	9.00	9.00	
9169149	03/13/2009	10.00	10.00	10.00	10.00	Great job and fast work. Thanks.
9169170	03/27/2009	10.00	10.00	10.00	10.00	
9169181	03/13/2009	10.00	1.00	10.00	7.00	It took entirely too long to get someone out to my room to look at my hot water heater when it broke. We went 4 days with ice cold water before someone came out to look at it.
9169271	03/27/2009	10.00	10.00	10.00	10.00	I was very pleased with the timing of the work. Your maintenance person was very helpful. Thanks!
9169287	03/27/2009	10.00	10.00	10.00	10.00	
9169288	03/13/2009	10.00	9.00	10.00	10.00	The students were very efficient and professional.
9169375	03/30/2009	10.00	10.00	10.00	10.00	
9169393	03/16/2009	10.00	10.00	10.00	10.00	
9169432	03/13/2009	10.00	10.00	10.00	10.00	
9169461	03/13/2009	10.00	10.00	10.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
9169465	03/27/2009	10.00	10.00	10.00	10.00	As always, an excellent job all the way around!
						wTc
9169469	03/22/2009	10.00	10.00	10.00	10.00	
9169878	03/27/2009	10.00	1.00	9.00	9.00	It took a whole week, during spring break, to have the light bulb replaced. Yes, it is a minor problem, but it still situated inconvenience for me.
						I would like for future maintenance requests to be completed in a more timely, fashionable manner. We appreciate everything you all do to help us daily.
9170077	03/27/2009	10.00	10.00	10.00	10.00	
9170128	03/27/2009	9.00	10.00	10.00	10.00	
9170131	03/27/2009	10.00	10.00	10.00	10.00	
9170132	03/27/2009	9.00	9.00	10.00	9.00	
9170155	03/27/2009	10.00	10.00	10.00	10.00	
9170174	03/27/2009	8.00	8.00	8.00	8.00	
9170181	03/27/2009	8.00	8.00	8.00	8.00	
9170204	03/27/2009	10.00	10.00	10.00	9.00	
9170265	03/27/2009	10.00	10.00	10.00	10.00	Great Job
9170481	03/27/2009	10.00	8.00	9.00	9.00	I did not speak with anyone about the lights so that information is N/A. Great Job!!!
9170514	03/27/2009	10.00	10.00	10.00	10.00	
9170515	03/27/2009	10.00	10.00	10.00	10.00	
9170517	03/27/2009	10.00	10.00	10.00	10.00	Great Job!
9170595	03/30/2009	10.00	10.00	10.00	10.00	
	Month Average:	9.52	9.21	9.79	9.55	

4/2009

8157278	04/13/2009	10.00	10.00	10.00	10.00	
9168475	04/01/2009	10.00	10.00	10.00	10.00	
9168487	04/02/2009	9.00	9.00	9.00	9.00	
9169117	04/01/2009	10.00	10.00	10.00	10.00	Great job. It is so great to work with wonderful people like facilities and wic. I think you all are the BEST!
9169273	04/01/2009	10.00	10.00	10.00	9.00	
9169397	04/10/2009	10.00	10.00	10.00	10.00	Thanks for always taking care of us.
9170129	04/10/2009	10.00	6.00	10.00	10.00	It was a pleasant experience...
9170263	04/01/2009	8.00	8.00	8.00	9.00	
9170492	04/03/2009	10.00	10.00	10.00	10.00	
9170516	04/03/2009	10.00	10.00	10.00	10.00	Great Job! Perfect!
9170594	04/03/2009	7.00	7.00	10.00	8.00	Considering the poor quality of the plumbing (faucets) here they did a good job with what we have, and replaced stems and seals and washers. There are still a few tiny drips but they are tolerable.
						Joe Huff
9170631	04/03/2009	8.00	8.00	8.00	10.00	
9170633	04/03/2009	8.00	8.00	8.00	10.00	
9170644	04/01/2009	10.00	10.00	10.00	10.00	You guys are always courteous, prompt, and professional. Thanks.
9170660	04/06/2009	10.00	10.00	10.00	10.00	
9170662	04/01/2009	10.00	10.00	10.00	10.00	
9170683	04/03/2009	9.00	8.00	10.00	9.00	
9170689	04/10/2009	10.00	10.00	10.00	10.00	
9170723	04/03/2009	8.00	8.00	8.00	10.00	

WR#	Date	Q1	Q2	Q3	Q4	Customer Comments
9170738	04/01/2009	10.00	7.00	9.00	7.00	
9170792	04/01/2009	9.00	9.00	10.00	9.00	Very Prompt, and with a willingness to help!
9170795	04/01/2009	10.00	10.00	10.00	10.00	
9170849	04/03/2009	10.00	8.00	10.00	10.00	The guy that worked on our water heater was very friendly and seemed concerned about our issue. He came to check on us three days straight.
9170949	04/03/2009	10.00	10.00	10.00	10.00	
9171471	04/17/2009	10.00	10.00	10.00	10.00	Great Job & FAST!!!!
9171472	04/17/2009	10.00	10.00	10.00	10.00	GREAT JOB!!!
9171508	04/10/2009	10.00	10.00	10.00	10.00	
9171571	04/10/2009	10.00	10.00	10.00	10.00	
9171750	04/17/2009	10.00	10.00	10.00	10.00	
9171947	04/17/2009	10.00	10.00	10.00	10.00	
9172002	04/17/2009	10.00	10.00	10.00	10.00	
9172006	04/17/2009	10.00	10.00	10.00	10.00	
	Month Average:	9.56	9.25	9.69	9.69	
	Current Average:	9.45	9.37	9.63	9.59	