

MIAMIBEACH

OFFICE OF THE CITY MANAGER

LTC #

461-2016

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: October 28, 2016

SUBJECT: Garage Attendant Index Results for FY 2015/16 Quarter 4

The purpose of this Letter to Commission is to communicate the results of the newly developed Garage Attendant Index from FY 2015/16 Quarter 4 (July 1, 2016 to September 30, 2016).

Background

At the October 14, 2015 City Commission meeting, the Mayor and City Commission authorized the administration to enter into negotiations with SP Plus for parking attendants for City parking garages. Commissioner Malakoff requested better training in customer service for all parking attendants as part of the final agreement. As such, the agreement executed on April 18, 2016 includes performance standards aligned to the City's Customer Service Excellence Standards, as well as penalties for not meeting those standards.

The Miami Beach Garage Attendant Index is an objective measurement of customer service performance ranging from 1.0 (not satisfied) to 5.0 (extremely satisfied) and includes assessments of conduct, professionalism, attire, and knowledge. The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services. Each garage is assessed a minimum of four (4) times per quarter, at varying times of the day and evening.

Any assessment resulting in a score between 1.0 and 3.99 on a 5.0 scale results in a \$100 penalty and shall require a memorandum indicating corrective action items taken to remedy the situation. Critical item questions scoring 1.0 will result in an override of the total assessment to a 1.0 and will result in a re-shop. Three (3) assessments scoring between 1.0 and 3.99 to the same employee will result in the removal of the employee.

Evaluation Criteria for each assessment are listed below: Critical items with an asterisk (*) scoring a 1 result in overall score of 1 for experience:

- Garage attendant first impression was 1- clean, 2- professional, 3- greeted with a smile, and 4- displayed appropriate behavior.*
- Service was prompt. Transaction time was quick and wait time for personal assistance by attendant was no longer than 10 minutes or schedule for a mutually convenient time.*

- I was greeted in a courteous manner.* (Attendant greeted me with 1- sincere hello, 2- welcoming attitude, and 3- helpful)
- Employee responded to customer in a courteous manner following the philosophy that "the customer is not always right, but always deserves to be treated with respect" .*
- Employee provided accurate and understandable solutions/options (in English) to customer request or directed the customer to the appropriate person who may have knowledge in the subject matter. Employee appeared knowledgeable.
- Employee had access to necessary tools to meet request and provided a receipt. Information and material to obtain answers and or services were readily available.
- I received the service/information required. (All of my questions or the entire service was provided concisely and accurately)Employee had a positive, helpful attitude, was efficient and followed through with request. Employee appeared to go the extra mile to assist me.
- The attendant said, "Thank You!" ending the conversation showing that they appreciated my business (Ex. Have a great day, enjoy your stay, we appreciate your business, we hope to see you soon).
- Attendant was wearing an appropriate clean uniform with nametag and/or ID, consistent with the contract requirements.
- The overall impression of my visit was positive. Satisfied with timeliness, completeness, and clarity of information and/or services received. Employee demonstrated professionalism and courtesy.

Summary of the Garage Attendant Index Results FY 2015/16 Quarter 4

Overall, the City Garage Attendant index in FY 2015/16 Quarter 4 was a 4.25 on a 5.0 scale.

Areas of Focus in FY 2015/16 Quarter 4

- Incomplete Service – Employees in the 5th Street and Alton Road garage and 16th Street and Collins garage did not provide accurate and understandable solutions/options to the customer’s request or direct the customer to the appropriate person who may have knowledge in the subject matter. The employee was unaware of the process for lost tickets and was not courteous. Parking staff has reviewed the results of the assessments with the contractor and issued penalties per the agreement based on 106 assessments conducted in all garages with 28 or 26.4% scoring 3.99 or below resulting in a fine of \$2,800. Additionally, a memorandum was issued to correct the identified deficiencies.

MIAMI BEACH GARAGE ATTENDANT INDEX					
CITY WIDE SUMMARY FOR GARAGES					
Average Score Per Quarter Per Year					
Year	2016				
Quarter	Q1	Q2	Q3	Q4	Total
Parking- Garage Attendant	N/A	N/A	4.33	4.25	4.29
CITY WIDE TOTALS	N/A	N/A	4.33	4.25	4.29

MIAMI BEACH

MIAMI BEACH GARAGE ATTENDANT INDEX CITY WIDE SUMMARY BY GARAGE

PARKING - PUBLIC GARAGES	Avg Score	In-Person	Shopping Experiences Below 3	# Of Reshops	# of Reshops Scoring Below 3
Garage - 12th Street and Drexel	4.53	12	0	0	0
Garage - 13th Street and Collins	4.17	10	1	1	0
Garage - 16th Street and Collins	4.07	13	2	2	0
Garage - 17th Street and Meridian Court	3.86	11	0	0	0
Garage - 17th Street and Pennsylvania	4.61	11	0	0	0
Garage - 18th Street and Meridian	4.33	9	0	0	0
Garage - 1900 Bay Rd	4.30	12	1	1	0
Garage - 42nd Street and Sheridan	4.24	9	0	0	0
Garage - 5th Street and Alton Road	4.01	8	1	1	0
Garage - 7th Street and Collins Avenue	4.27	11	1	1	0
Department Totals	4.25	106	6	6	0

Next Quarter Assessments

City part-time staff is conducting garage attendant assessments every quarter. Additionally, residents are always welcome to participate. If you or any member of your staff is interested in participating in the City's Garage Attendant Index, please contact Dr. Leslie Rosenfeld with Organization Development Performance Initiatives at extension 6923.

If you have any further questions, please feel free to contact me.

Attachment

C: Kathie G. Brooks, Assistant City Manager
Saul Francis, Parking Director
Dr. Leslie Rosenfeld, Chief Learning Development Officer

KGB/LDR



MIAMIBEACH

GARAGE ATTENDANT INDEX

COMPREHENSIVE REPORT

FY 2015/2016

Qtr. 4

CMB-GARAGES

Office of Organization Development Performance Initiatives
1700 Convention Center Drive
Miami Beach, FL 33139
Telephone: (305) 673-7010
Fax: (305) 673-7782

**MIAMI BEACH GARAGE ATTENDANT INDEX
CITY WIDE SUMMARY FOR GARAGES
Average Score Per Year**

Average Score					
Year	2016				
Quarter	Q1	Q2	Q3	Q4	Total
Parking- Garage Attendant	N/A	N/A	4.33	4.25	4.29
CITY WIDE TOTALS	N/A	N/A	4.33	4.25	4.29

**The assessments for parking- garage attendant started in Q3. This report includes Q3 and Q4 only.

PARKING - GARAGES DEPARTMENT	Avg Score	In-Person	Shopping Experiences Below 3	# Of Reshops	# of Reshops Scoring Below 3
Garage - 12th Street and Drexel	4.53	12	0	0	0
Garage - 13th Street and Collins	4.17	10	1	1	0
Garage - 16th Street and Collins	4.07	13	2	2	0
Garage - 17th Street and Meridian Court	3.86	11	0	0	0
Garage - 17th Street and Pennsylvania	4.61	11	0	0	0
Garage - 18th Street and Meridian	4.33	9	0	0	0
Garage - 1900 Bay Rd	4.30	12	1	1	0
Garage - 42nd Street and Sheridan	4.24	9	0	0	0
Garage - 5th Street and Alton Road	4.01	8	1	1	0
Garage - 7th Street and Collins Avenue	4.27	11	1	1	0
Department Totals	4.25	106	6	6	0

**Service Excellence Service Shopper Program
Critical Item Override Report
FISCAL YEAR 2016 Qtr4**

**Office of Budget and Performance Improvement
1700 Convention Center Drive
Miami Beach, FL 33139
Telephone: (305) 673-7010
Fax: (305) 673-7782**

2016 Qtr4

Year	Qtr	ID	Location	Division	Assignment Address	Assignment Phone	CI*-1	CI*-2	CI*-3	CI*-4	CI*-5	CI*-6	CI*-7	CI*-8	CI*-9	CI*-10
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PARKING - GARAGES

SHOPPING METHOD In Person-Garage

2016	Qtr4	4549	5th Street and Alton Road	Garage - 5th Street and Alton Road	5th Street and Alton Road		No	No	Yes	No							
							SCORES:	3	3	1	2	3	2	2	2	2	2
							Comments:	Incomplete service - multiple attempts to obtain information. Excessive amount of time to obtain information. Inattentive. Needed to persist to get information and answers. CI*-3 Not acceptable. Attendant was rude. Contacted staff member: Raul									
2016	Qtr4	4580	16th Street and Collins	Garage - 16th Street and Collins	16th Street and Collins		No	No	Yes	No							
							SCORES:	3	4	1	2	3	2	1	1	3	2
							Comments:	Incomplete service - multiple attempts to obtain information. Needed to persist to get information and answers. CI*-3 Not acceptable. Attendant was rude. I asked him for his name and told me his name was Frank Sinatra. Contacted staff member: Frank Sinatra									
Number of Critical Items by Type								0	0	2	0	0	0	0	0	0	0

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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PARKING - GARAGES

Garage - 12th Street and Drexel

SHOPPING METHOD - In Person-Garage

1278		12 Street & Drexel	12th Street & Drexel	7/14/2016	3:54 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Randolf								
1208		12th Street & Drexel	12th Street & Drexel	7/15/2016	11:21 PM	44	4.40			
	Source: WEB	Comments: Extremely knowledgeable and went out of his/her way to help. Used initiative to assist and provide all information. Friendly and professional. Felt valued and appreciated. Contacted staff member: Jorge								
1210		12th Street & Drexel	12th Street & Drexel	7/18/2016	3:28 PM	48	4.80			
	Source: WEB	Comments: Extremely knowledgeable and went out of his/her way to help. Contacted staff member: Jackie								
1209		12th Street & Drexel	12th Street & Drexel	7/25/2016	5:42 PM	43	4.30			
	Source: WEB	Comments: Patient - took time to answer questions. Contacted staff member: Jaquie								
1272		12 street & Drexel	12th Street & Drexel	7/28/2016	6:03 PM	40	4.00			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Name tag was not legible								
1282		12 street & Drexel	12th Street & Drexel	7/30/2016	11:53 AM	43	4.30			
	Source: WEB	Comments: Courteous and willing to provide assistance. No full sign no parking. Contacted staff member: Melendie								
1206		12th Street & Drexel	12th Street & Drexel	8/3/2016	2:49 PM	38	3.80			
	Source: WEB	Comments: Courteous and willing to provide assistance. Contacted staff member: No name tag								
1460		12th Street & Drexel	12th Street & Drexel	8/11/2016	8:12 PM	46	4.60			
	Source: WEB	Comments: Above and beyond expectations. Friendly and professional. Contacted staff member: Raymond								
1461		12th Street & Drexel	12th Street & Drexel	8/23/2016	11:52 PM	47	4.70			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: George								
1472		12th Street & Drexel	12th Street & Drexel	9/5/2016	7:34 PM	48	4.80			
	Source: WEB	Comments: Friendly and professional. Patient - took time to answer questions. Contacted staff member: Jackie								
1469		12th Street & Drexel	12th Street & Drexel	9/9/2016	11:47 PM	48	4.80			
	Source: WEB	Comments: Exceptional service. Extremely knowledgeable and went out of his/her way to help. Used initiative to assist and provide all information. Friendly and professional. Courteous and willing to provide assistance. Contacted staff member: Jorge								
1473		12th Street & Drexel	12th Street & Drexel	9/11/2016	6:56 PM	48	4.80			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Jackie								
Number of Shopping Experiences by Method:				12	Avg Score Sum:		54.30			
Number of Reshopping Experiences by Method:				0	Average:		4.53			
Number of Division Shopping Experiences:				12	Avg Score Sum:		54.30			
Number of Division Reshopping Experiences:				0	Average:		4.53			

Garage - 13th Street and Collins

SHOPPING METHOD - In Person-Garage

1451		13th Street and Collins	13th Street and Collins	7/14/2016	3:31 PM	46	4.60			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Dacealle								

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 13th Street and Collins

1365		13th Street and Collins	13th Street and Collins	7/18/2016	3:05 PM	44	4.40			
	Source: WEB	Comments: Used initiative to assist and provide all information. Courteous and willing to provide assistance. Contacted staff member: Mikensen								
1385		13th Street and Collins Avenue	13th Street and Collins Avenue	7/25/2016	6:14 PM	39	3.90			
	Source: WEB	Comments: Felt valued and appreciated. The security also helped with my question. Contacted staff member: No Name Tag								
1386		13th Street and Collins Avenue	13th Street and Collins Avenue	7/28/2016	6:24 PM	33	3.30			
	Source: WEB	Comments: Given the "run around". Contacted staff member: No name tag								
1387		13th Street and Collins Avenue	13th Street and Collins Avenue	7/31/2016	10:59 AM	25	2.50			
	Source: WEB	Comments: Average service provided without incident. Needed to persist to get information and answers. Excessive amount of time to obtain information. Contacted staff member: Mike								
1388		13th Street and Collins Avenue	13th Street and Collins Avenue			47	4.70	1387	1	8/2/2016
	Source: WEB	Comments: Courteous and willing to provide assistance. Contacted staff member: Raymond								
1476		13th Street and Collins Avenue	13th Street and Collins Avenue	8/11/2016	7:53 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Exceptional service. Contacted staff member: Horhay								
4671		13th Street and Collins	13th Street and Collins	8/23/2016	11:21 PM	42	4.20			
	Source: WEB	Comments: Needed to persist to get information and answers. Courteous and willing to provide assistance. Contacted staff member: Casandra								
4689		13th Street and Collins Avenue	13th Street and Collins Avenue	9/5/2016	7:34 PM	46	4.60			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Randolph								
1212		13th Street and Collins Avenue	13th Street and Collins Avenue	9/11/2016	6:36 PM	46	4.60			
	Source: WEB	Comments: Patient - took time to answer questions. Friendly and professional. Contacted staff member: Casandra								

Number of Shopping Experiences by Method: 10 **Avg Score Sum:** 41.70

Number of Reshopping Experiences by Method: 1 **Average:** 4.17

Number of Division Shopping Experiences: 10 **Avg Score Sum:** 41.70

Number of Division Reshopping Experiences: 1 **Average:** 4.17

Garage - 16th Street and Collins

SHOPPING METHOD - In Person-Garage

1399		16th Street and Collins	16th Street and Collins	7/14/2016	3:08 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Contacted staff member: Martine								
1322		16th Street and Collins	16th Street and Collins	7/15/2016	11:43 PM	28	2.80			
	Source: WEB	Comments: Ticket was lost and attendant demonstrated no knowledge on the process. She had initiative to find assistance but was not courteous. She took 10 minutes. Contacted staff member: Elsie								
1397		16th Street and Collins	16th Street and Collins	7/18/2016	2:39 PM	1	1.00			
	Source: WEB	Comments: Incomplete service - multiple attempts to obtain information. Needed to persist to get information and answers. CI*-3 Not acceptable. Attendant was rude. I asked him for his name and told me his name was Frank Sinatra. Contacted staff member: Frank Sinatra								
1327		16th Street and Collins	16th Street and Collins			37	3.70	1397	1	7/25/2016
	Source: WEB	Comments: Courteous and willing to provide assistance. Contacted staff member: Name Tag Covered								
4629		16th Street and Collins	16th Street and Collins			41	4.10	1322	1	7/28/2016
	Source: WEB	Comments: Patient - took time to answer questions. Friendly and professional. Contacted staff member: Marta								

MIAMI BEACH Service Shopper Program - Comprehensive Department Report FISCAL YEAR 2016 Qtr4

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 16th Street and Collins

1398		16th Street and Collins	16th Street and Collins	7/30/2016	11:03 AM	49	4.90			
	Source: WEB	Comments: Exceptional service. No tag, blue sirt. Contacted staff member: Ida								
4636		16th Street and Collins	16th Street and Collins	7/30/2016	11:22 AM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. No tag on. Contacted staff member: Martine								
1215		16th Street and Collins	16th Street and Collins	7/31/2016	11:36 AM	46	4.60			
	Source: WEB	Comments: Used initiative to assist and provide all information. Friendly and professional. Courteous and willing to provide assistance. Contacted staff member: Marten								
1463		16th Street and Collins	16th Street and Collins	8/11/2016	7:23 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Roberto								
1480		16th Street and Collins	16th Street and Collins	8/23/2016	10:51 PM	47	4.70			
	Source: WEB	Comments: Friendly and professional. Above and beyond expectations. Contacted staff member: Nancy								
1483		16th Street and Collins	16th Street and Collins	9/5/2016	6:45 PM	45	4.50			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Frank								
1479		16th Street and Collins	16th Street and Collins	9/9/2016	11:49 PM	28	2.80			
	Source: WEB	Comments: Needed to persist to get information and answers. Excessive amount of time to obtain information. Inattentive. Service was not provided and employee was not knowledgeable. Contacted staff member: Miryam								
1481		16th Street and Collins	16th Street and Collins	9/11/2016	7:18 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Elsie								
Number of Shopping Experiences by Method:				13	Avg Score Sum: 52.90					
Number of Reshopping Experiences by Method:				2	Average: 4.07					
Number of Division Shopping Experiences:				13	Avg Score Sum: 52.90					
Number of Division Reshopping Experiences:				2	Average: 4.07					

Garage - 17th Street and Meridian Court

SHOPPING METHOD - In Person-Garage

1430		17th Street and Meridian Court	17th Street and Meridian Court	7/14/2016	2:12 PM	41	4.10			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Mariam								
1314		17th Street and Meridian Court	17th Street and Meridian Court	7/16/2016	12:46 AM	39	3.90			
	Source: WEB	Comments: Used initiative to assist and provide all information. Friendly and professional. Average service provided without incident. Contacted staff member: Wolah								
1429		17th Street and Meridian Court	17th Street and Meridian Court	7/18/2016	1:50 PM	36	3.60			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: Medra								
1428		17th Street and Meridian Court	17th Street and Meridian Court	7/18/2016	1:17 PM	33	3.30			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: Medra								
1424		17th Street and Meridian Court	17th Street and Meridian Court	7/30/2016	10:26 AM	31	3.10			
	Source: WEB	Comments: forgot to give receipt I asked. Average service provided without incident. Contacted staff member: Recurley								
1219		17th Street and Meridian Court	17th Street and Meridian Court	8/2/2016	8:11 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Exceptional service. Contacted staff member: Susanna								

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 17th Street and Meridian Court

1316		17th Street and Meridian Court	17th Street and Meridian Court	8/3/2016	12:17 PM	31	3.10			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: Miriam								
1485		17th Street and Meridian Court	17th Street and Meridian Court	8/23/2016	9:58 PM	43	4.30			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Mariam								
1487		17th Street and Meridian Court	17th Street and Meridian Court	9/5/2016	6:34 PM	43	4.30			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Elfonzo								
1464		17th Street and Meridian Court	17th Street and Meridian Court	9/10/2016	1:18 AM	48	4.80			
	Source: WEB	Comments: Above and beyond expectations. Used initiative to assist and provide all information. Friendly and professional. Patient - took time to answer questions. Contacted staff member: Denitra								
1484		17th Street and Meridian Court	17th Street and Meridian Court	9/11/2016	8:04 PM	31	3.10			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: Mylene								

Number of Shopping Experiences by Method: 11 **Avg Score Sum:** 42.50

Number of Reshopping Experiences by Method: 0 **Average:** 3.86

Number of Division Shopping Experiences: 11 **Avg Score Sum:** 42.50

Number of Division Reshopping Experiences: 0 **Average:** 3.86

Garage - 17th Street and Pennsylvania

SHOPPING METHOD - In Person-Garage

1310		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	7/14/2016	2:45 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Jose								
1309		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	7/16/2016	12:03 AM	37	3.70			
	Source: WEB	Comments: Used initiative to assist and provide all information. Patient - took time to answer questions. Average service provided without incident. Contacted staff member: Unknown								
1325		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	7/18/2016	1:43 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Exceptional service. Contacted staff member: Idai								
1237		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	7/25/2016	8:05 PM	38	3.80			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: Lloyd								
1326		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	8/2/2016	7:52 PM	48	4.80			
	Source: WEB	Comments: Above and beyond expectations. Friendly and professional. Contacted staff member: llyod								
1443		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	8/11/2016	6:48 PM	49	4.90			
	Source: WEB	Comments: Exceptional service. Patient - took time to answer questions. Contacted staff member: Paola								
1467		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	8/11/2016	7:21 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Exceptional service. Contacted staff member: Lloyd								
1504		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	8/23/2016	10:25 PM	47	4.70			
	Source: WEB	Comments: Extremely knowledgeable and went out of his/her way to help. Friendly and professional. Contacted staff member: Lloyd								
1238		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	9/5/2016	5:57 PM	47	4.70			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Loloyd								

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 17th Street and Pennsylvania

1315		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	9/5/2016	6:20 PM	46	4.60			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Elfonzo								
1503		17th Street and Pennsylvania Ave	17th Street and Pennsylvania Ave	9/10/2016	12:15 AM	47	4.70			
	Source: WEB	Comments: Extremely knowledgeable and went out of his/her way to help. Above and beyond expectations. Used initiative to assist and provide all information. Friendly and professional. Courteous and willing to provide assistance. Contacted staff member: Steve								
Number of Shopping Experiences by Method:				11	Avg Score Sum: 50.70					
Number of Reshopping Experiences by Method:				0	Average: 4.61					
Number of Division Shopping Experiences:				11	Avg Score Sum: 50.70					
Number of Division Reshopping Experiences:				0	Average: 4.61					

Garage - 18th Street and Meridian

SHOPPING METHOD - In Person-Garage

1442		18th Street and Meridian Ave	18th Street and Meridian Ave	7/14/2016	1:42 PM	34	3.40			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Miguel								
1438		18th Street and Meridian Ave	18th Street and Meridian Ave	7/18/2016	1:28 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Korina								
1439		18th Street and Meridian Ave	18th Street and Meridian Ave	7/18/2016	2:18 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Ida								
1440		18th Street and Meridian Ave	18th Street and Meridian Ave	7/18/2016	1:17 PM	48	4.80			
	Source: WEB	Comments: Above and beyond expectations. Contacted staff member: Korina								
1266		18th Street and Meridian Ave	18th Street and Meridian Ave	7/25/2016	7:18 PM	32	3.20			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: No Name Tag								
1441		18th Street and Meridian Ave	18th Street and Meridian Ave	7/30/2016	9:57 AM	31	3.10			
	Source: WEB	Comments: Average service provided without incident. Sunglasses, black jacket slow, could not find things. Contacted staff member: Doris								
1227		18th Street and Meridian Ave	18th Street and Meridian Ave	8/11/2016	6:18 PM	50	5.00			
	Source: WEB	Comments: Above and beyond expectations. Patient - took time to answer questions. Friendly and professional. Contacted staff member: Murelle								
1514		18 Street and Meridian	18 Street and Meridian	8/23/2016	9:28 PM	47	4.70			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Saray								
1515		18 Street and Meridian	18 Street and Meridian	9/5/2016	5:31 PM	48	4.80			
	Source: WEB	Comments: Friendly and professional. Patient - took time to answer questions. Contacted staff member: Annell								
Number of Shopping Experiences by Method:				9	Avg Score Sum: 39.00					
Number of Reshopping Experiences by Method:				0	Average: 4.33					
Number of Division Shopping Experiences:				9	Avg Score Sum: 39.00					
Number of Division Reshopping Experiences:				0	Average: 4.33					

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 1900 Bay Rd

SHOPPING METHOD - In Person-Garage

1333		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	7/15/2016	9:59 PM	38	3.80			
	Source: WEB	Comments: Friendly and professional. Patient - took time to answer questions. Courteous and willing to provide assistance. Contacted staff member: Denise								
1339		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	7/18/2016	1:01 PM	49	4.90			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Jerry								
1336		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	7/18/2016	12:28 PM	48	4.80			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Jerry								
1243		1900 Bay Rd	1900 Bay Rd	7/25/2016	4:03 PM	41	4.10			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: No Name Tag								
1350		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	7/28/2016	4:24 PM	29	2.90			
	Source: WEB	Comments: Average service provided without incident. Contacted staff member: No name tag								
4632		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour			43	4.30	1350	1	7/30/2016
	Source: WEB	Comments: Friendly and professional. Gave back \$1 and ticket but no receipt went back and corrected it with him. Contacted staff member: Elwood								
1242		1900 Bay Rd	1900 Bay Rd	7/31/2016	10:34 AM	35	3.50			
	Source: WEB	Comments: Used initiative to assist and provide all information. Average service provided without incident. Incomplete service - multiple attempts to obtain information. Contacted staff member: Elwood								
1509		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	8/11/2016	5:12 PM	42	4.20			
	Source: WEB	Comments: Courteous and willing to provide assistance. Friendly and professional. Contacted staff member: Denise								
1508		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	8/23/2016	8:54 PM	47	4.70			
	Source: WEB	Comments: Patient - took time to answer questions. Friendly and professional. Contacted staff member: Joe								
1468		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	9/5/2016	5:06 PM	48	4.80			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Elwood								
1512		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	9/9/2016	10:00 PM	48	4.80			
	Source: WEB	Comments: Exceptional service. Used initiative to assist and provide all information. Friendly and professional. Patient - took time to answer questions. Courteous and willing to provide assistance. Contacted staff member: Denise								
1510		1900 Bay Rd, Sunset Harbour	1900 Bay Rd, Sunset Harbour	9/11/2016	5:07 PM	48	4.80			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Denise								

Number of Shopping Experiences by Method:	12	Avg Score Sum:	51.60
Number of Reshopping Experiences by Method:	1	Average:	4.30
Number of Division Shopping Experiences:	12	Avg Score Sum:	51.60
Number of Division Reshopping Experiences:	1	Average:	4.30

Garage - 42nd Street and Sheridan

SHOPPING METHOD - In Person-Garage

1375		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	7/18/2016	12:34 PM	50	5.00			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Maria								
1351		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	7/18/2016	4:34 PM	47	4.70			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Marie								

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 42nd Street and Sheridan

1356		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	7/25/2016	6:51 PM	32	3.20			
	Source: WEB	Comments: Courteous and willing to provide assistance. Contacted staff member: Jacket Over Name Tag								
1255		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	7/28/2016	7:42 PM	41	4.10			
	Source: WEB	Comments: Patient - took time to answer questions. Contacted staff member: No name tag								
1376		42nd Street and Sheridan	42nd Street and Sheridan	7/30/2016	8:41 AM	31	3.10			
	Source: WEB	Comments: Average service provided without incident. Wore black sunglasses black jacket. Contacted staff member: Rose								
1493		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	8/11/2016	5:45 PM	43	4.30			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Ida								
1465		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	8/23/2016	8:25 PM	47	4.70			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Heidi								
1491		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	9/5/2016	4:30 PM	45	4.50			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Marie								
1490		42nd Street and Sheridan Avenue	42nd Street and Sheridan Avenue	9/11/2016	8:46 PM	46	4.60			
	Source: WEB	Comments: Patient - took time to answer questions. Contacted staff member: Lluis								

Number of Shopping Experiences by Method: 9 **Avg Score Sum:** 38.20

Number of Reshopping Experiences by Method: 0 **Average:** 4.24

Number of Division Shopping Experiences: 9 **Avg Score Sum:** 38.20

Number of Division Reshopping Experiences: 0 **Average:** 4.24

Garage - 5th Street and Alton Road

SHOPPING METHOD - In Person-Garage

1235		5th Street and Alton Road	5th Street and Alton Road	7/14/2016	5:00 PM	50	5.00			
	Source: WEB	Comments: Exceptional service. Contacted staff member: Kasandra								
1234		5th Street and Alton Road	5th Street and Alton Road	7/15/2016	10:08 PM	1	1.00			
	Source: WEB	Comments: Incomplete service - multiple attempts to obtain information. Excessive amount of time to obtain information. Inattentive. Needed to persist to get information and answers. CI*-3 Not acceptable. Attendant was rude. Contacted staff member: Raul								
1232		5th Street and Alton Road	5th Street and Alton Road	7/18/2016	4:21 PM	48	4.80			
	Source: WEB	Comments: Exceptional service. Above and beyond expectations. Contacted staff member: Susana								
4603		5th Street and Alton Road	5th Street and Alton Road			41	4.10	1234	1	7/25/2016
	Source: WEB	Comments: Patient - took time to answer questions. Contacted staff member: Susan								
1292		5th Street and Alton Road	5th Street and Alton Road	7/28/2016	5:05 PM	42	4.20			
	Source: WEB	Comments: Courteous and willing to provide assistance. Contacted staff member: No name tag								
1284		5th Street and Alton Road	5th Street and Alton Road	8/2/2016	5:44 PM	50	5.00			
	Source: WEB	Comments: Used initiative to assist and provide all information. Above and beyond expectations. Contacted staff member: Betty								
1298		5th Street and Alton Road	5th Street and Alton Road	9/9/2016	10:25 PM	31	3.10			
	Source: WEB	Comments: Average service provided without incident. Needed to persist to get information and answers. Inattentive. Contacted staff member: Janet								

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 5th Street and Alton Road

1500		5th Street and Alton Road	5th Street and Alton Road	9/11/2016	5:45 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Contacted staff member: Susanna								
		Number of Shopping Experiences by Method:	8			Avg Score Sum:	32.10			
		Number of Reshopping Experiences by Method:	1			Average:	4.01			
		Number of Division Shopping Experiences:	8			Avg Score Sum:	32.10			
		Number of Division Reshopping Experiences:	1			Average:	4.01			

Garage - 7th Street and Collins Avenue

SHOPPING METHOD - In Person-Garage

1415		7th Street and Collins Avenue	7th Street and Collins Avenue	7/14/2016	4:59 PM	49	4.90			
	Source: WEB	Comments: Above and beyond expectations. Contacted staff member: Rose								
1265		7th Street and Collins Avenue	7th Street and Collins Avenue	7/18/2016	3:58 PM	32	3.20			
	Source: WEB	Comments: Incomplete service - multiple attempts to obtain information. Information not accurate. Contacted staff member: Soley								
1414		7th Street and Collins Avenue	7th Street and Collins Avenue	7/25/2016	5:21 PM	28	2.80			
	Source: WEB	Comments: Given the "run around". Contacted staff member: No Name Tag								
4626		7th Street and Collins Avenue	7th Street and Collins Avenue			41	4.10	1414	1	7/28/2016
	Source: WEB	Comments: Courteous and willing to provide assistance. Contacted staff member: Name tag on the opposite side								
1256		7th Street and Collins Avenue	7th Street and Collins Avenue	7/31/2016	10:37 AM	50	5.00			
	Source: WEB	Comments: Used initiative to assist and provide all information. Friendly and professional. Courteous and willing to provide assistance. Contacted staff member: Maria Centeno								
1416		7th Street and Collins Avenue	7th Street and Collins Avenue	8/2/2016	6:14 PM	48	4.80			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Soley								
1203		7th Street and Collins Avenue (G1)	7th Street and Collins Avenue	8/3/2016	2:23 PM	41	4.10			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Name tag on opposite side, not legible								
1455		7th Street and Collins Avenue	7th Street and Collins Avenue	8/24/2016	12:07 AM	46	4.60			
	Source: WEB	Comments: Friendly and professional. Contacted staff member: Miley								
1454		7th Street and Collins Avenue	7th Street and Collins Avenue	9/5/2016	8:02 PM	46	4.60			
	Source: WEB	Comments: Extremely knowledgeable and went out of his/her way to help. Used initiative to assist and provide all information. Contacted staff member: Real								
1201		7th Street and Collins Avenue (G1)	7th Street and Collins Avenue	9/9/2016	10:40 PM	40	4.00			
	Source: WEB	Comments: Used initiative to assist and provide all information. Courteous and willing to provide assistance. Excessive amount of time to obtain information. Contacted staff member: Marylin								
1456		7th Street and Collins Avenue	7th Street and Collins Avenue	9/11/2016	6:11 PM	49	4.90			

ID	ASSIGNMENT TELEPHONE	ASSIGNMENT ADDRESS	FUNCTION SECTION	DATE SHOPPED	TIME SHOPPED	TOTAL SCORE	AVG	RESHOP SOURCE	RESHOP#	RESHOP DATE
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Garage - 7th Street and Collins Avenue

Source: WEB Comments: Patient - took time to answer questions. Exceptional service. Contacted staff member: Mirtra

Number of Shopping Experiences by Method:	11	Avg Score Sum:	47.00
Number of Reshopping Experiences by Method:	1	Average:	4.27
Number of Division Shopping Experiences:	11	Avg Score Sum:	47.00
Number of Division Reshopping Experiences:	1	Average:	4.27

DEPARTMENT SUMMARY

Total Number of Departmental Shopping Experiences:	106	Avg Score Sum:	450.00
Number of Departmental Reshopping Experiences:	6	Average:	4.25

CITY WIDE TOTALS: FY2016 Qtr4

Total Number of Departmental Shopping Experiences:	106	Avg Score Sum:	450.00
Number of Departmental Reshopping Experiences:	6	Average:	4.25