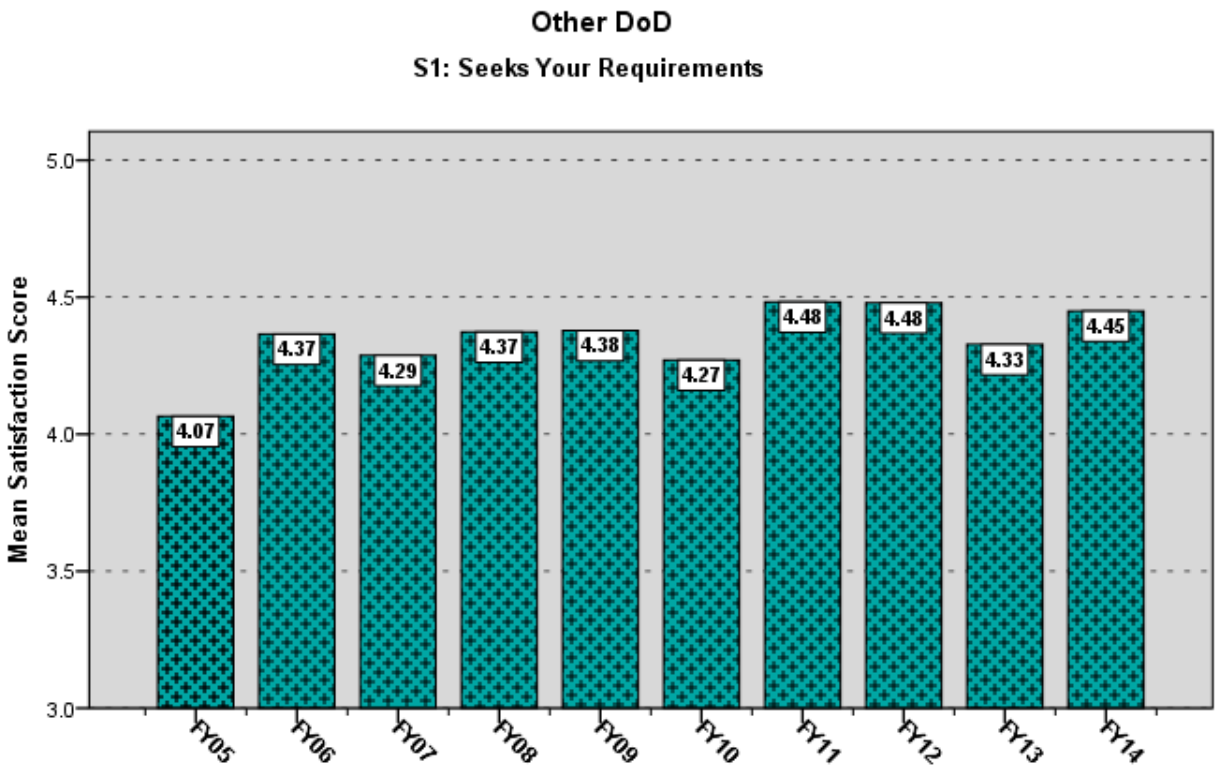
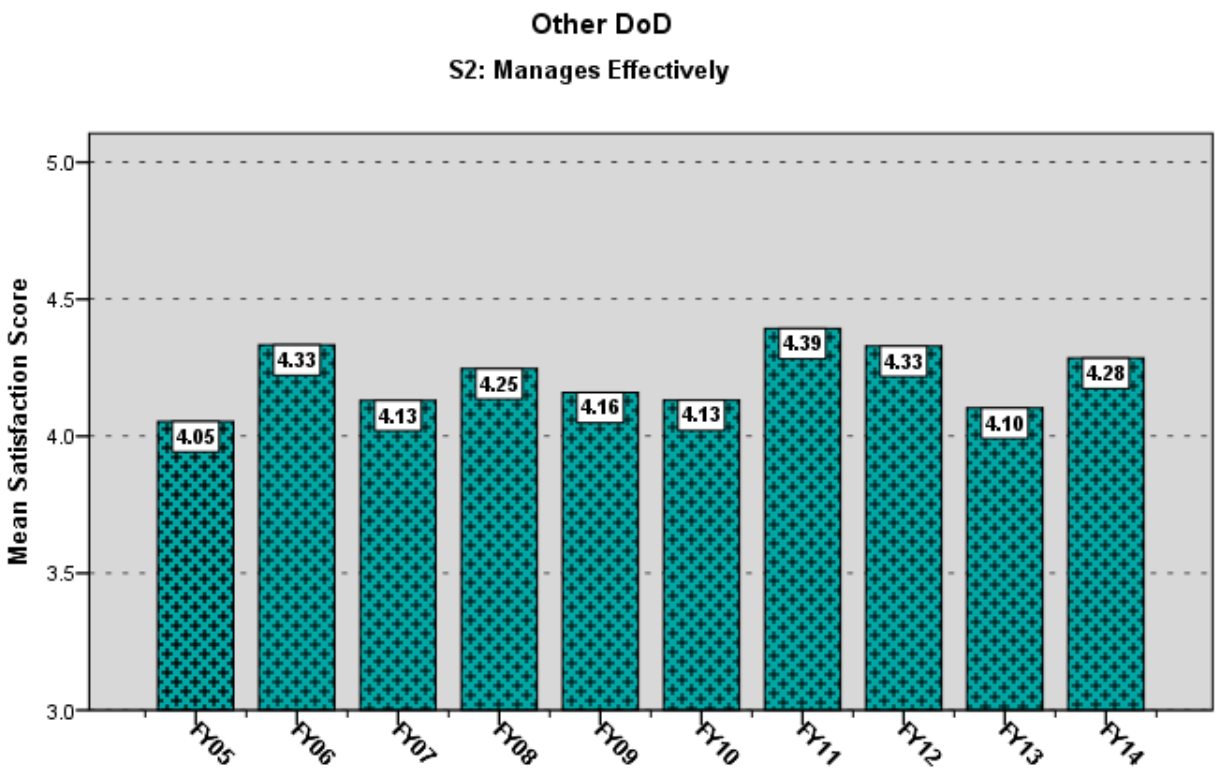
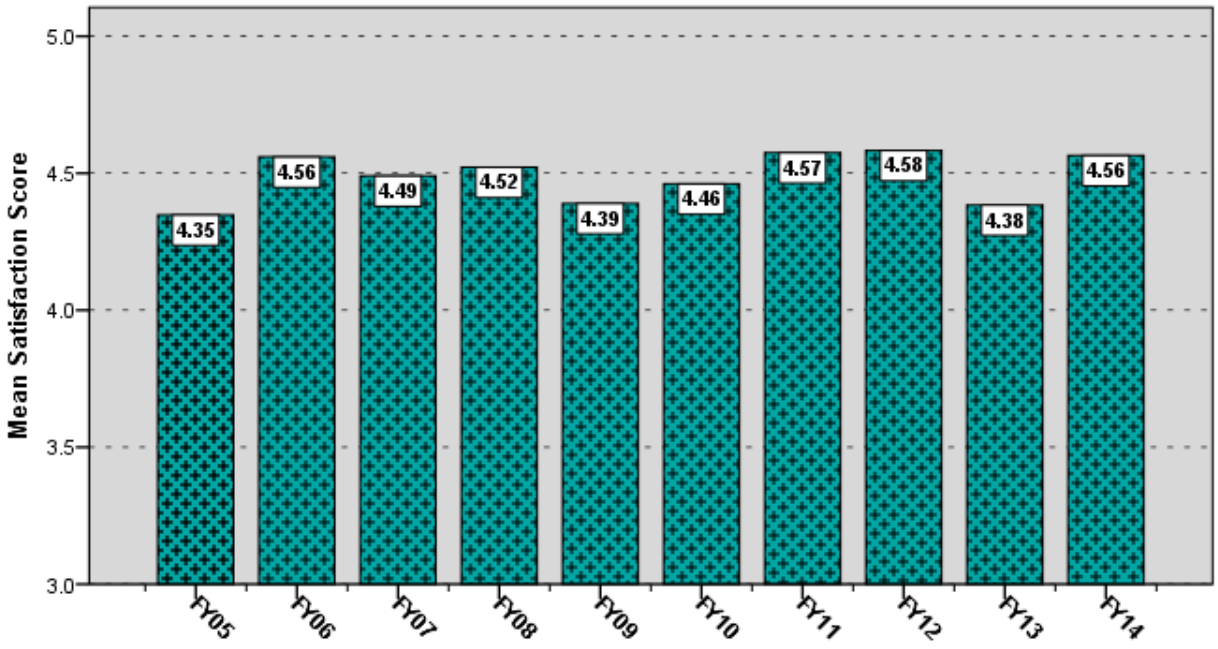
Other DoD Trends FY05-14





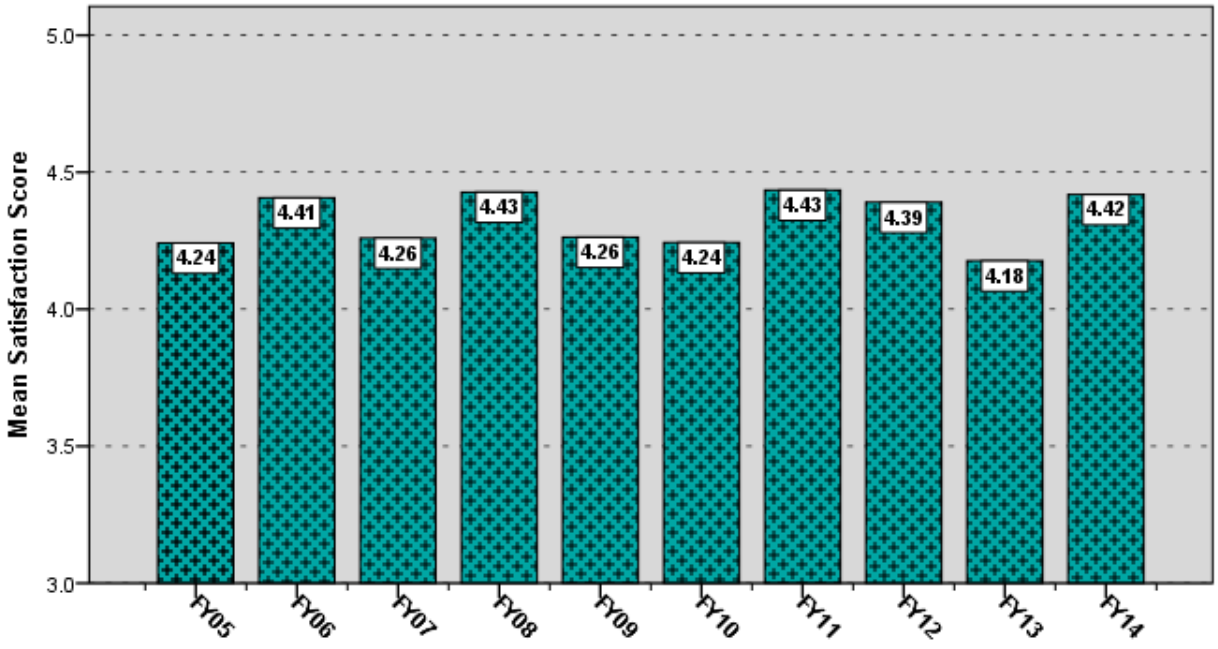
Other DoD

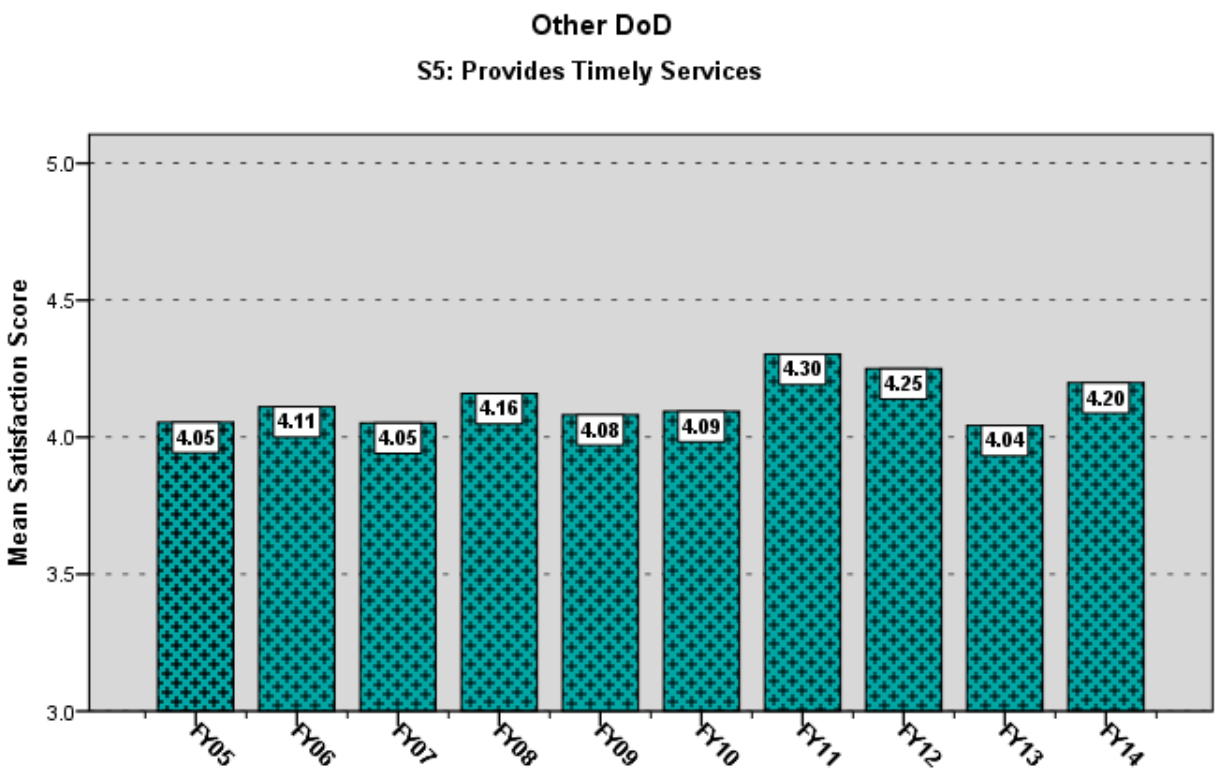
S3: Treats You as a Team Member

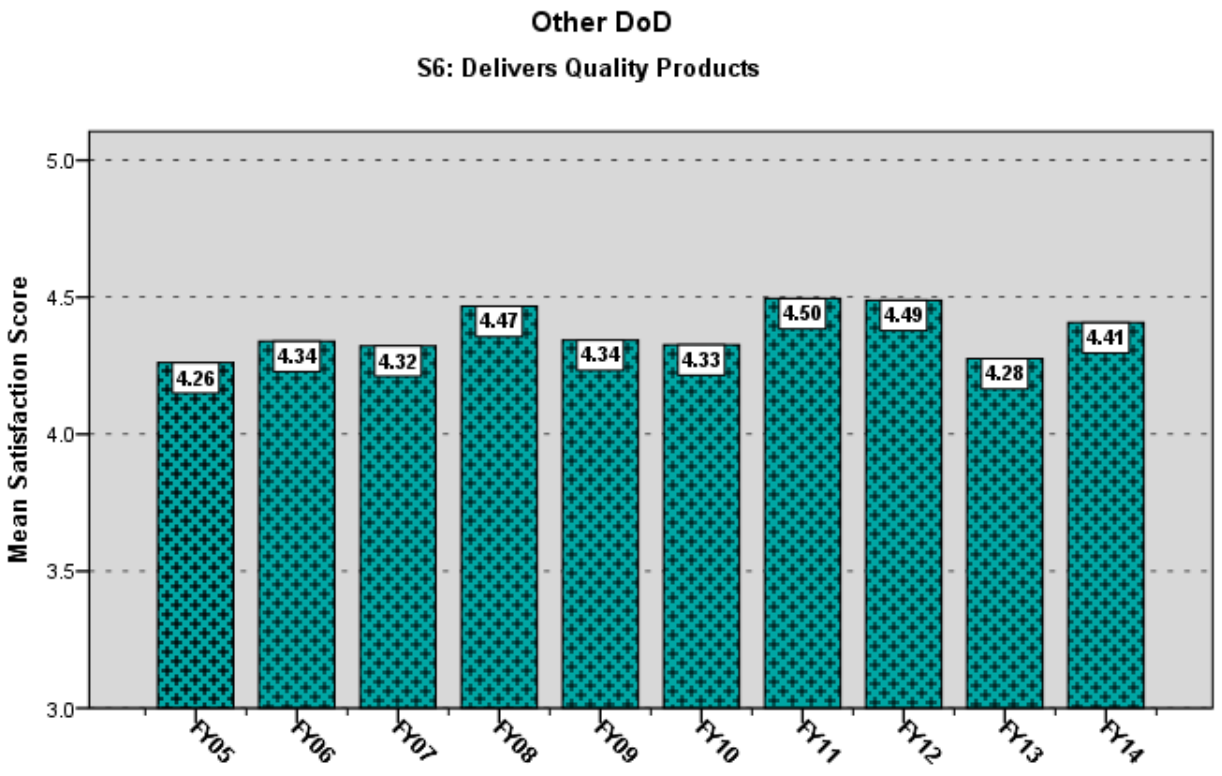


Other DoD

S4: Resolves Your Concerns

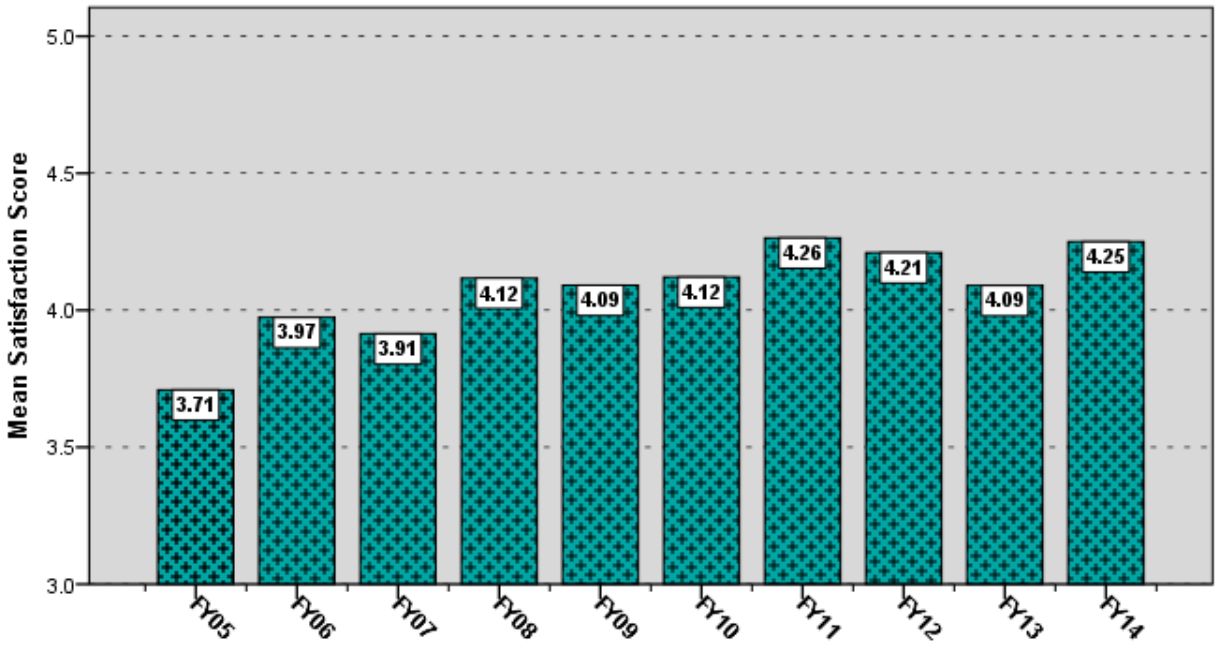



Other DoD
S5: Provides Timely Services
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.05
4.11
4.05
4.16
4.08
4.09
4.30
4.25
4.04
4.20
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Other DoD
S6: Delivers Quality Products
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.26
4.34
4.32
4.47
4.34
4.33
4.50
4.49
4.28
4.41
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14

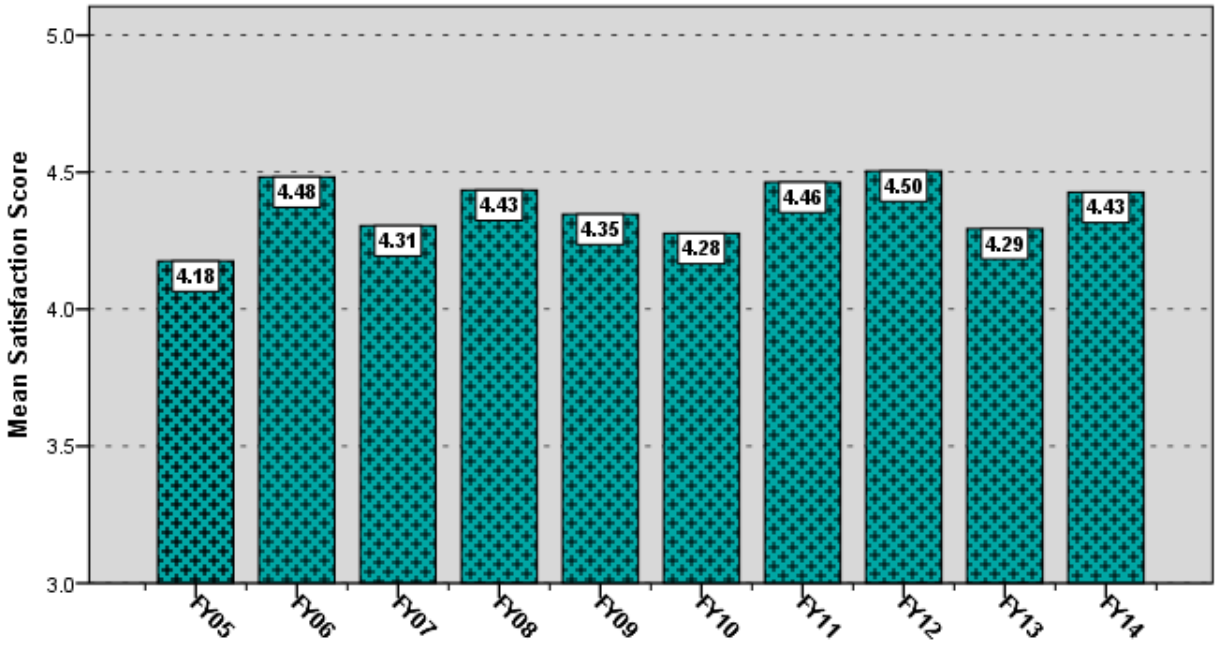
Other DoD

S7: Delivers Products at Reasonable Cost



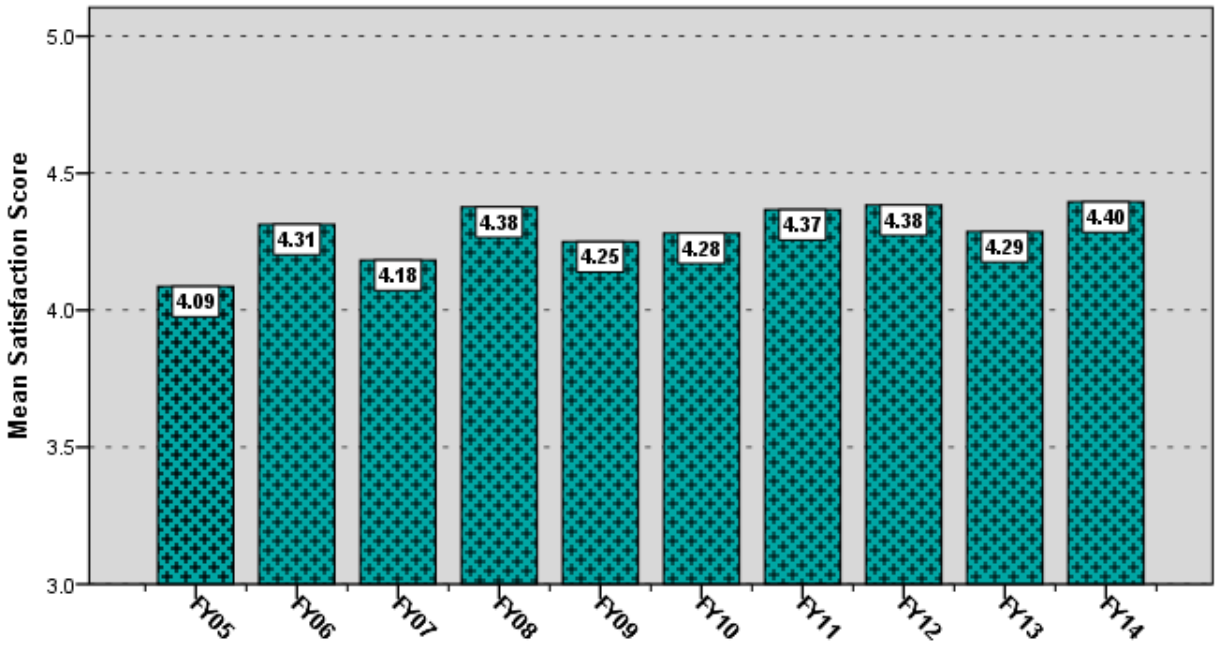
Other DoD

S8: Flexible in Responding to Your Needs



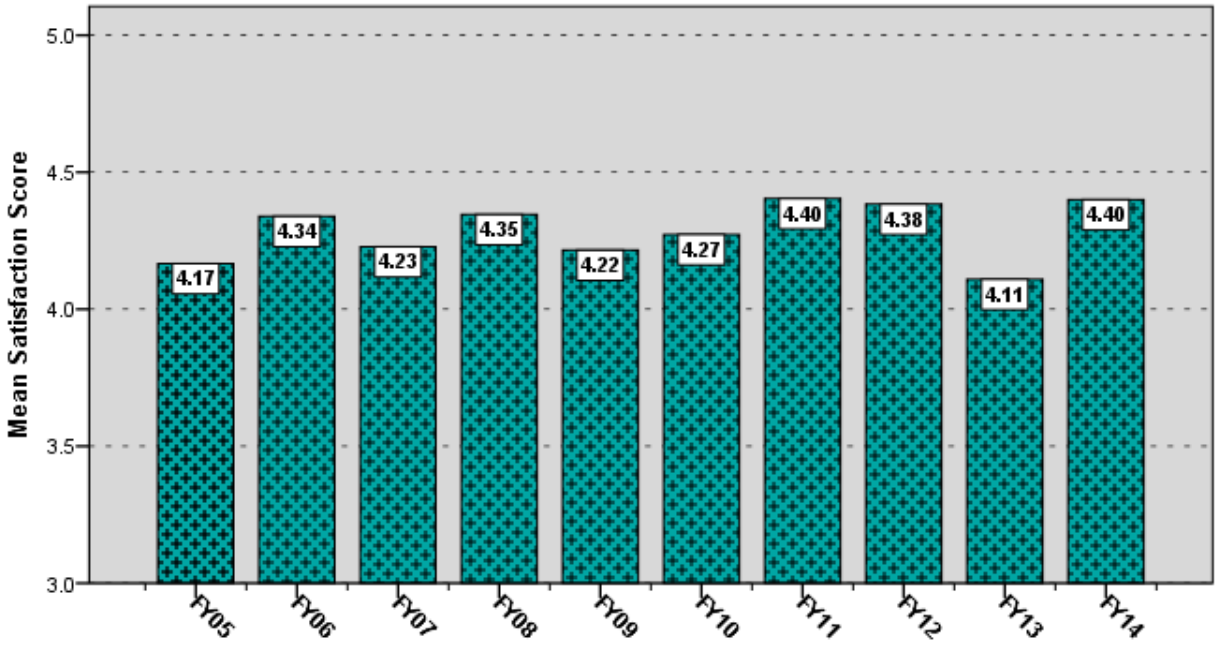
Other DoD

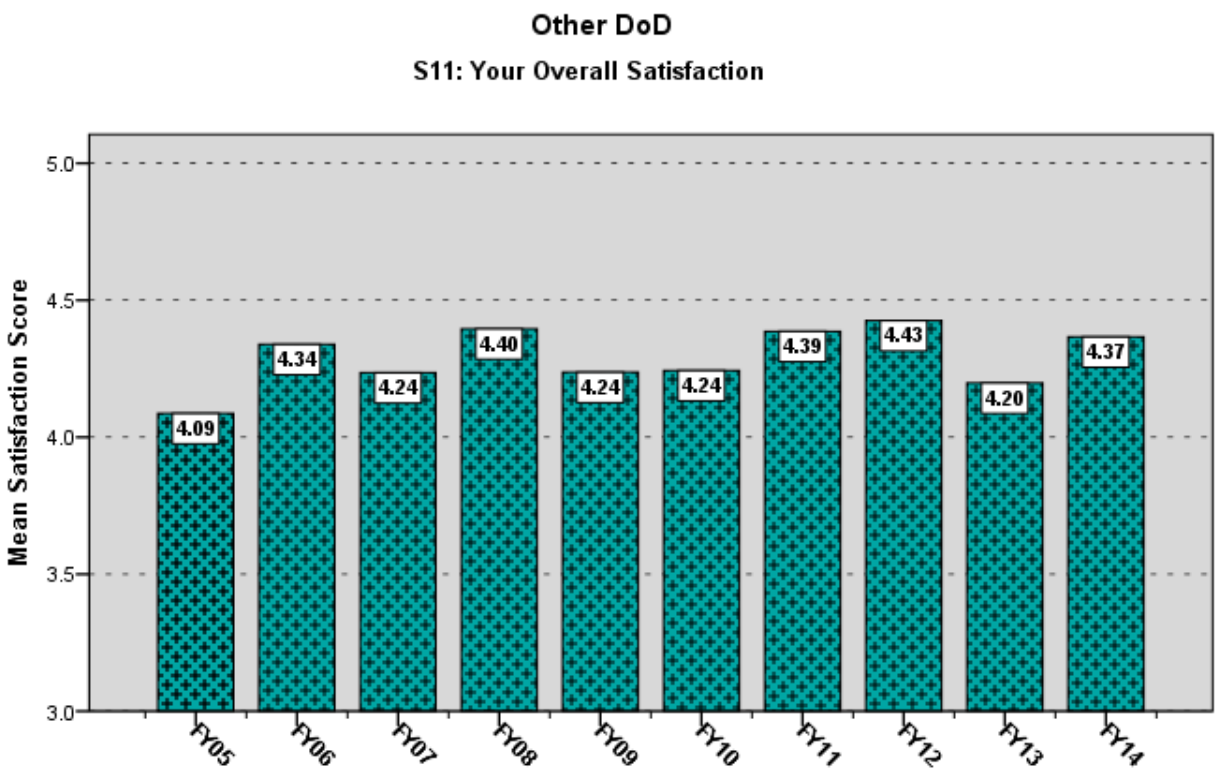
S9: Keeps You Informed

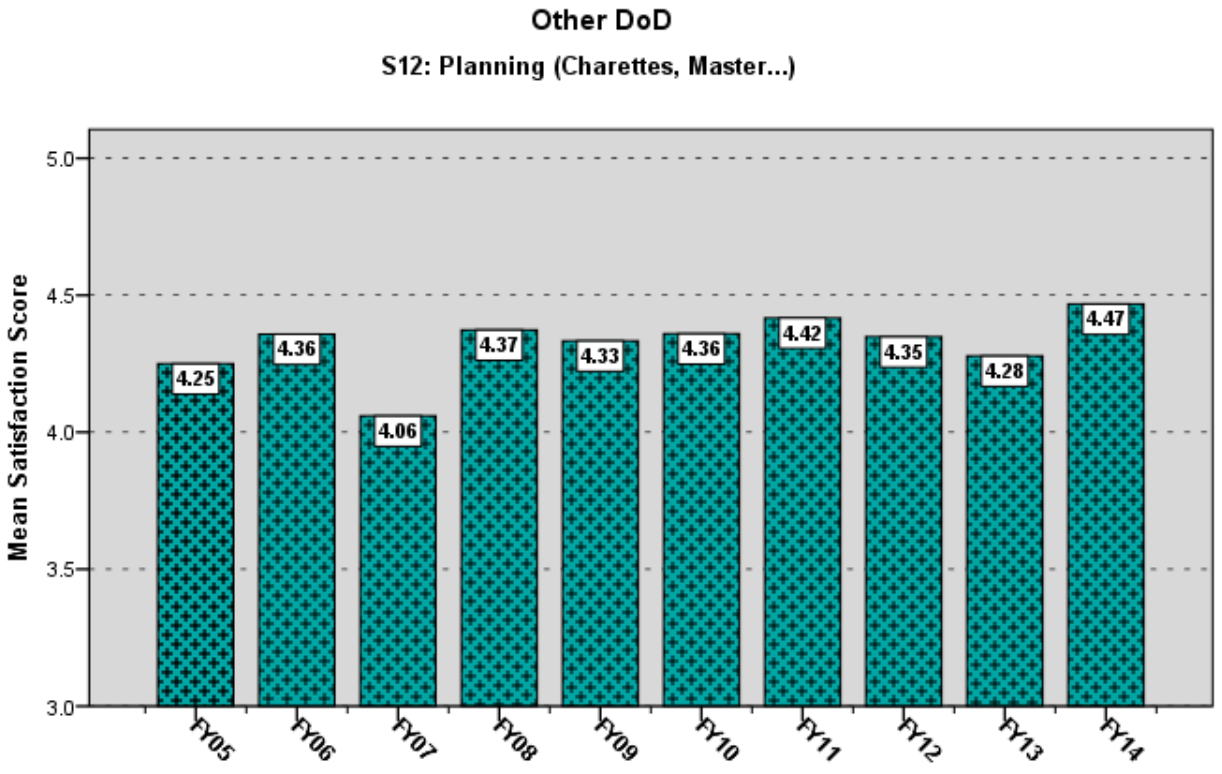


Other DoD

S10: Your Choice in the Future

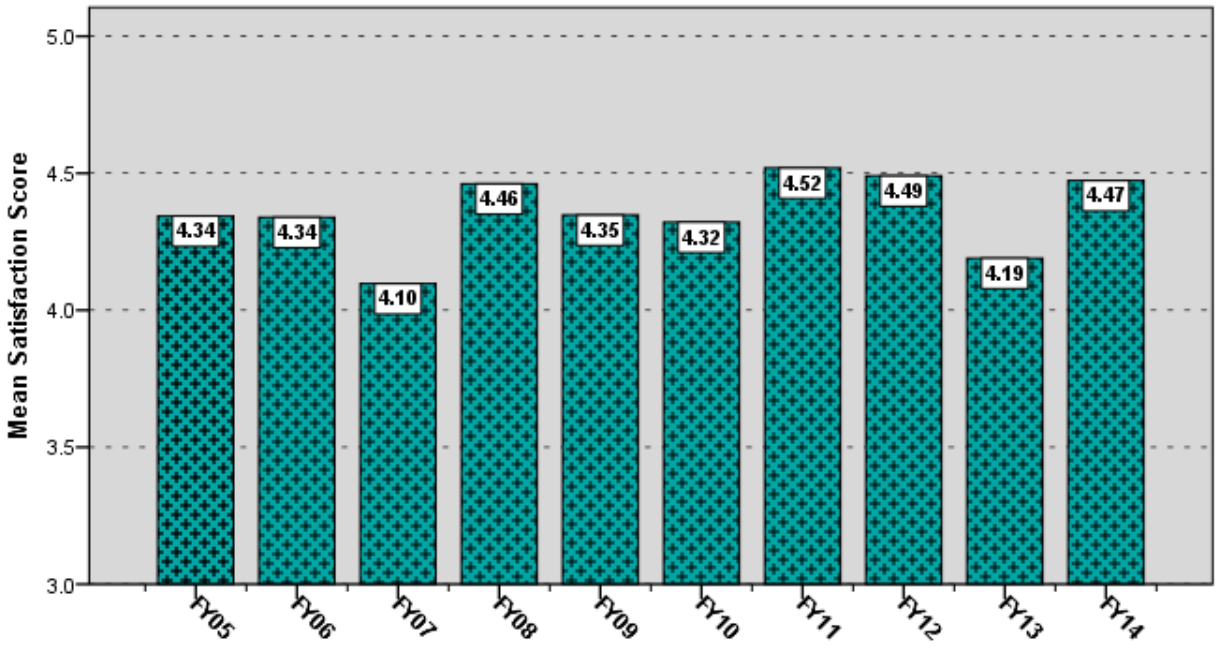



Other DoD
S11: Your Overall Satisfaction
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.09
4.34
4.24
4.40
4.24
4.24
4.39
4.43
4.20
4.37
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Other DoD
S12: Planning (Charettes, Master...)
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.25
4.36
4.06
4.37
4.33
4.36
4.42
4.35
4.28
4.47
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14

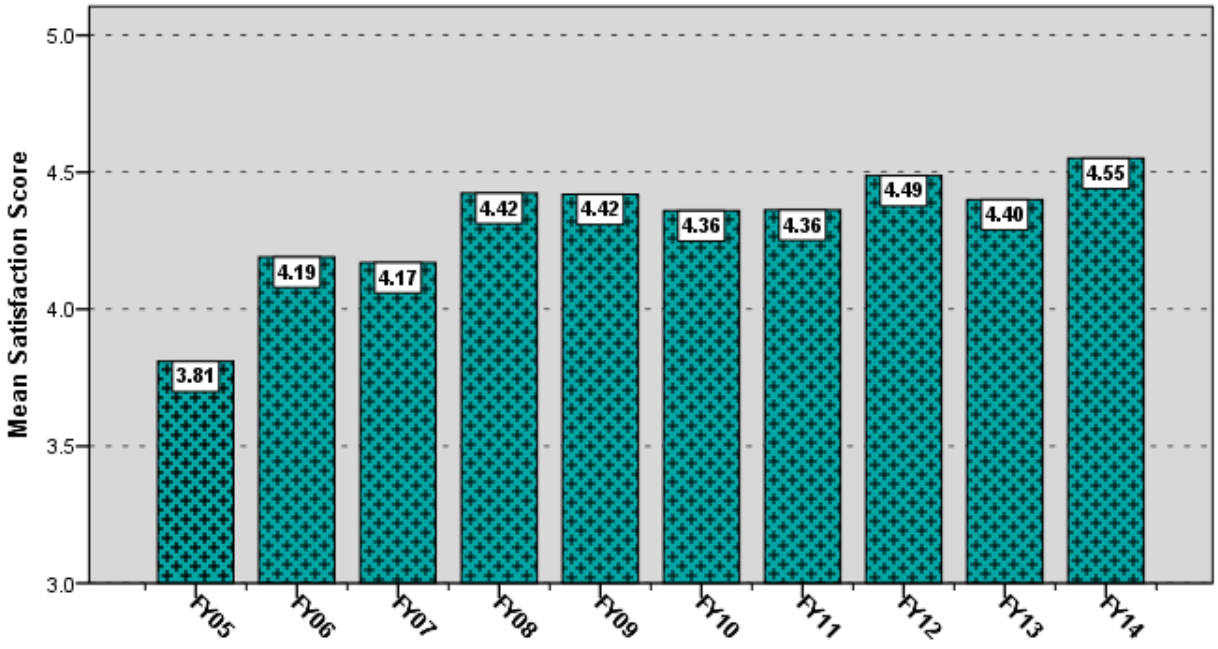
Other DoD

S13: Investigations / Inspections (Non-Envir)



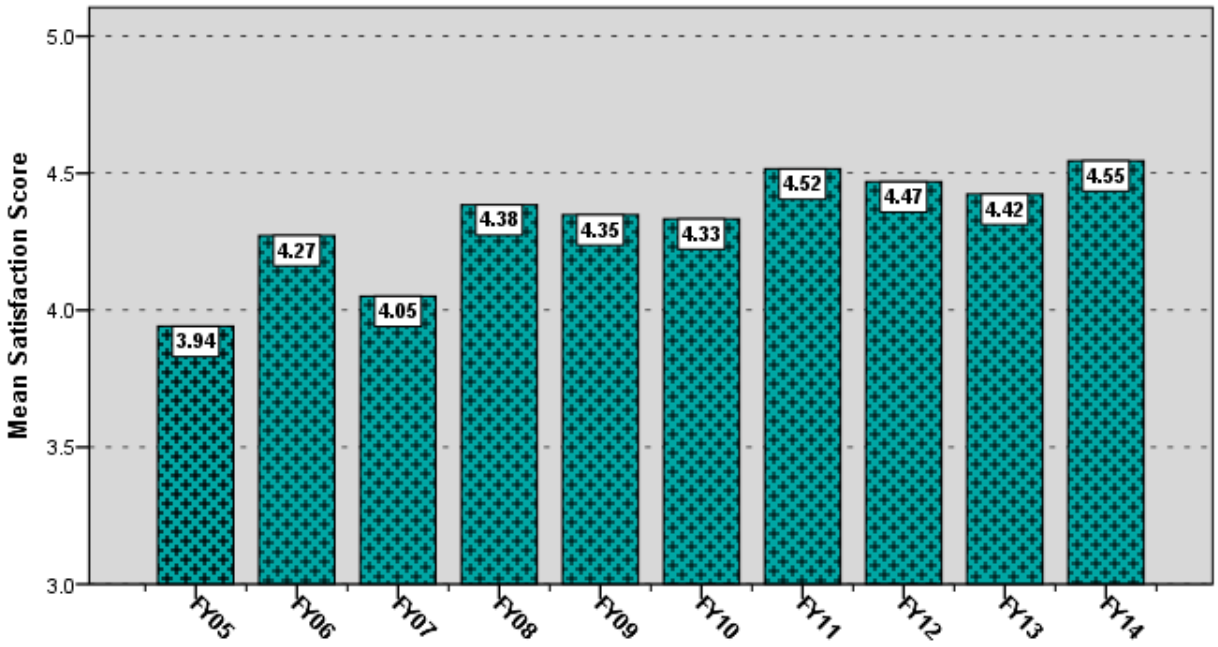
Other DoD

S14: Environmental Studies



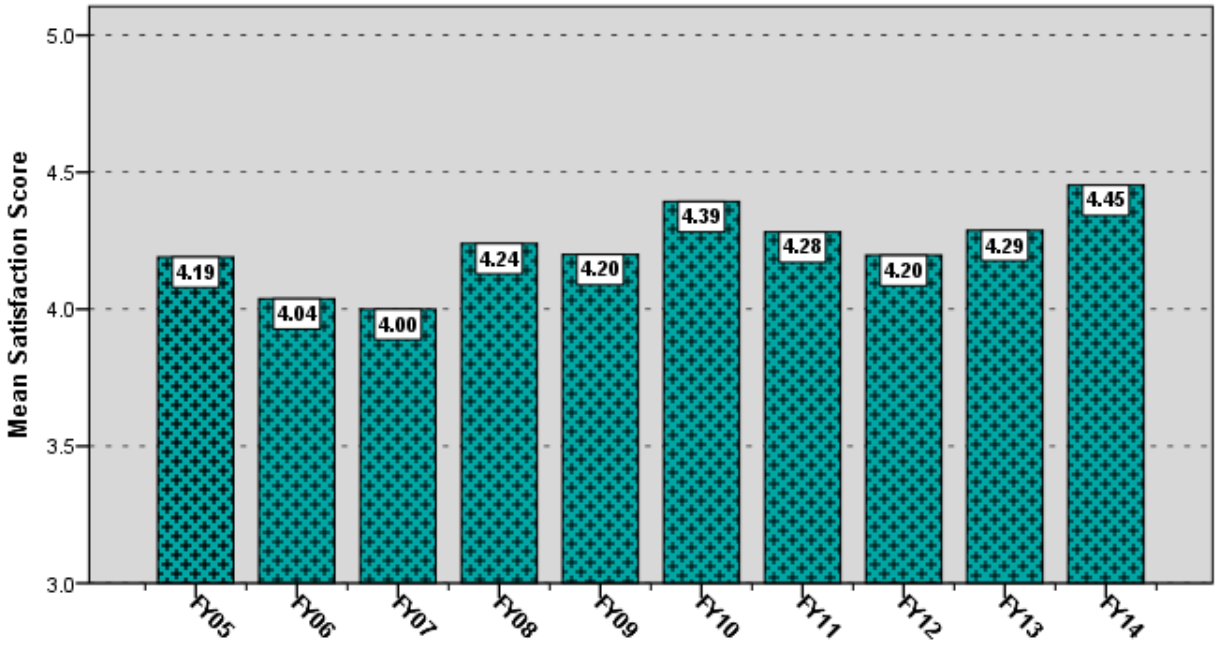
Other DoD

S15: Environmental Compliance



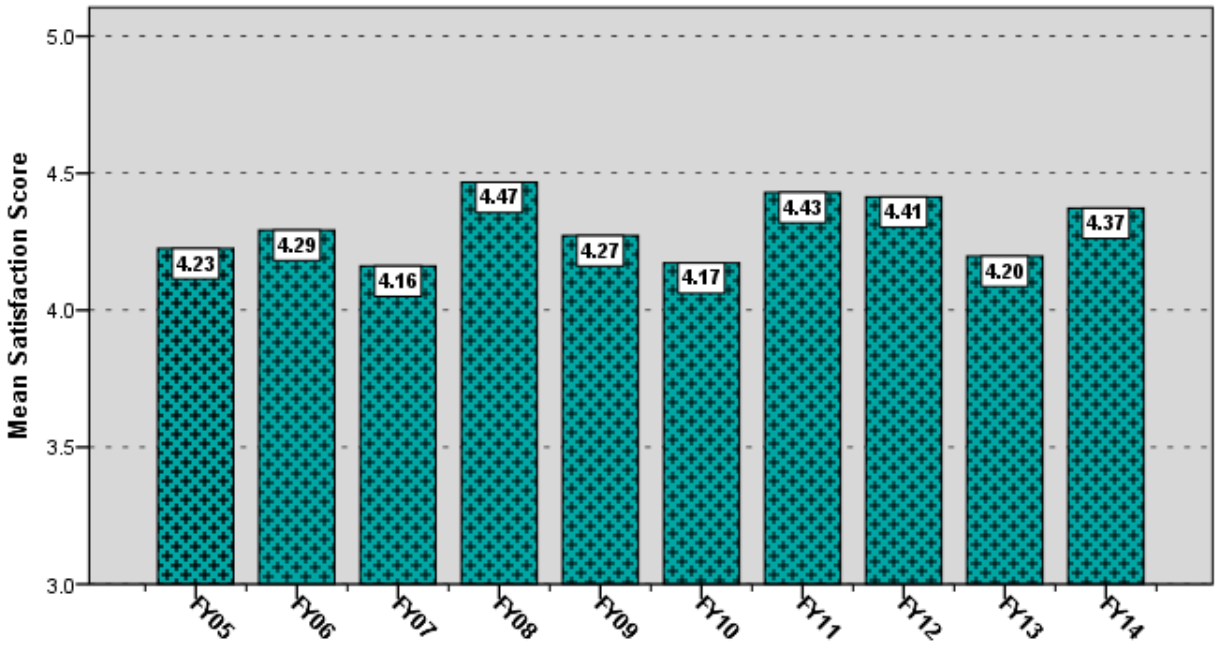
Other DoD

S16: Real Estate Services



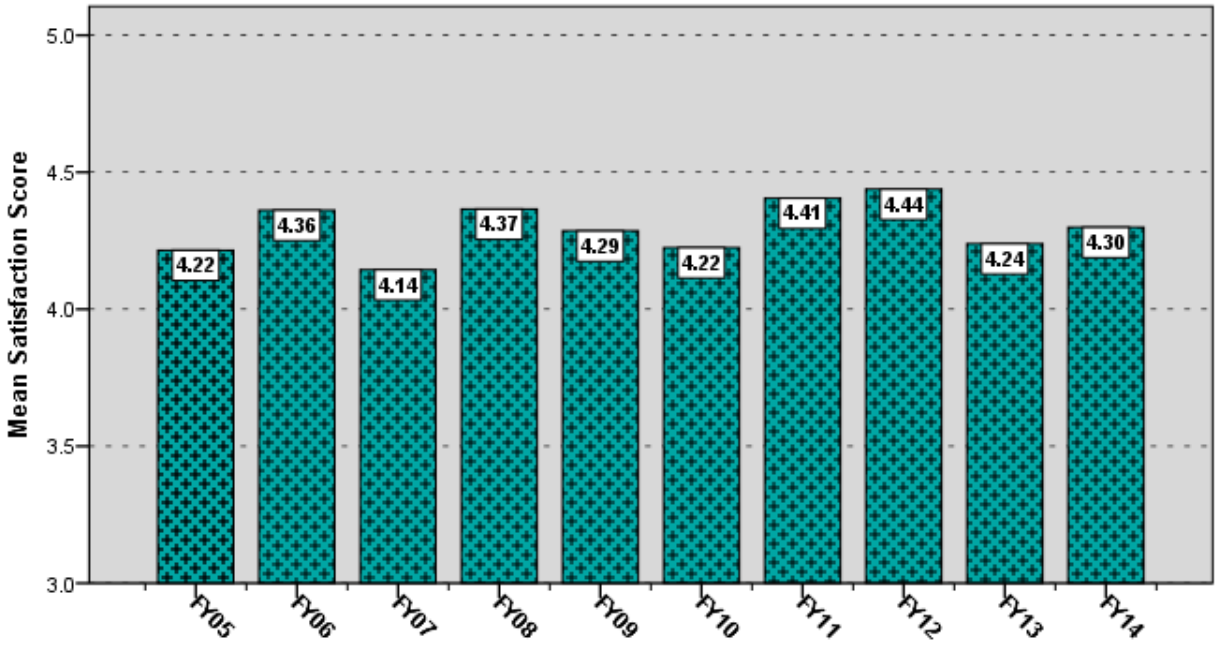
Other DoD

S17: Project Management



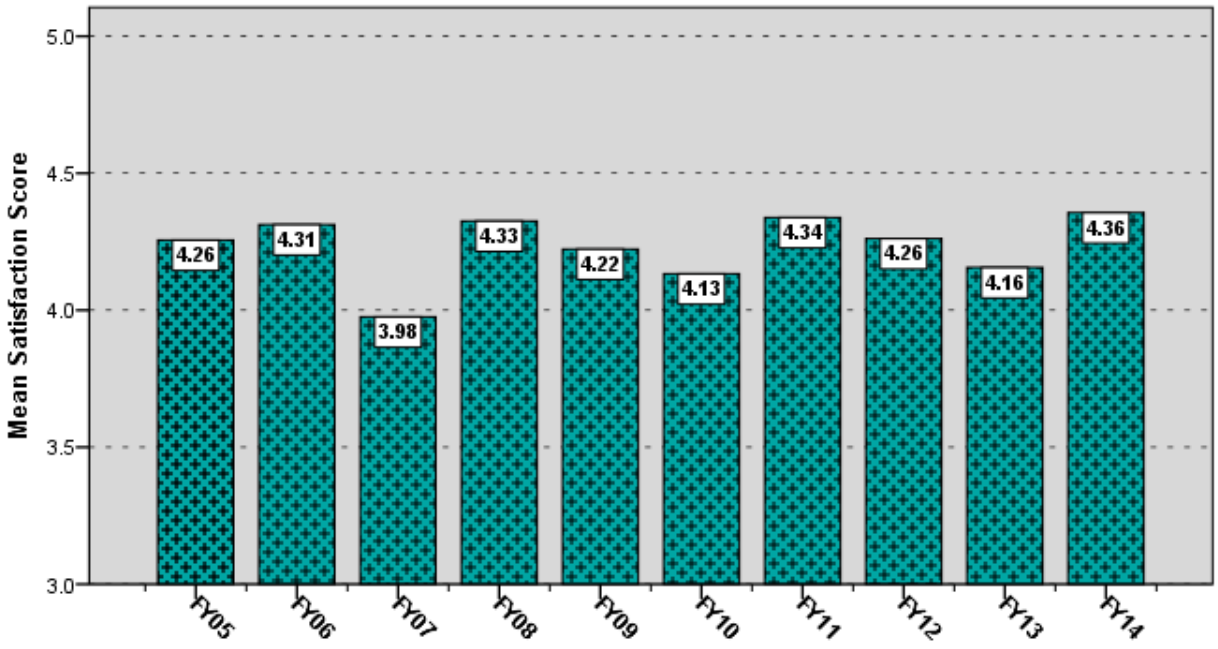
Other DoD

S18: On-site Project Management



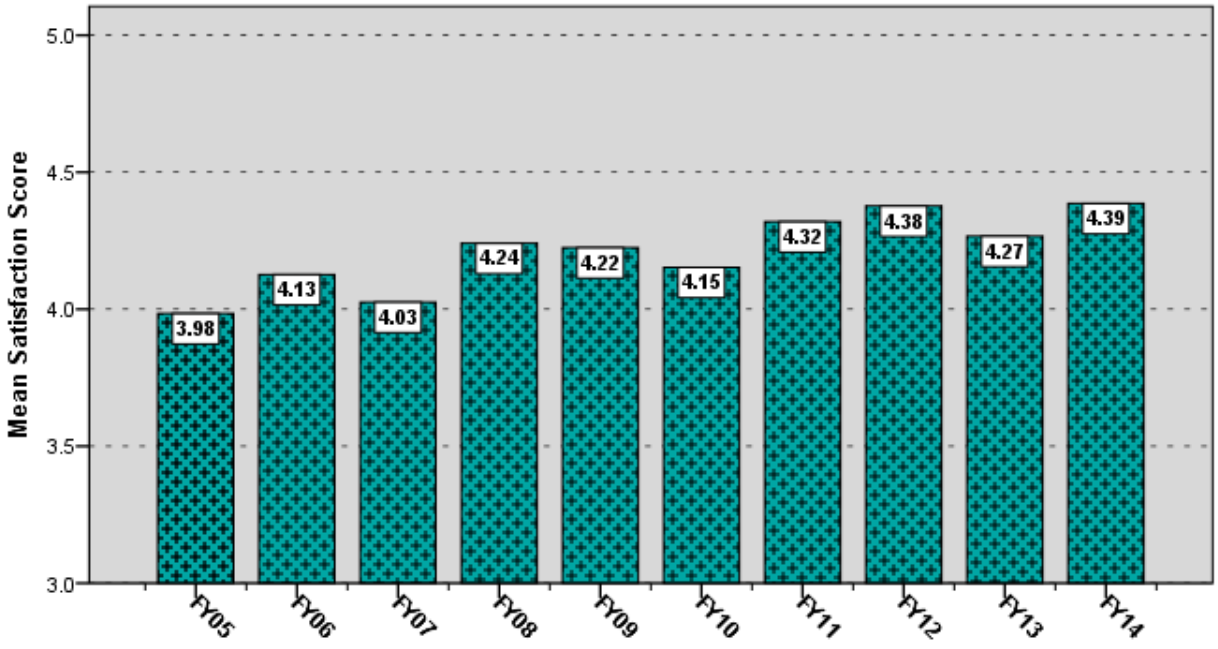
Other DoD

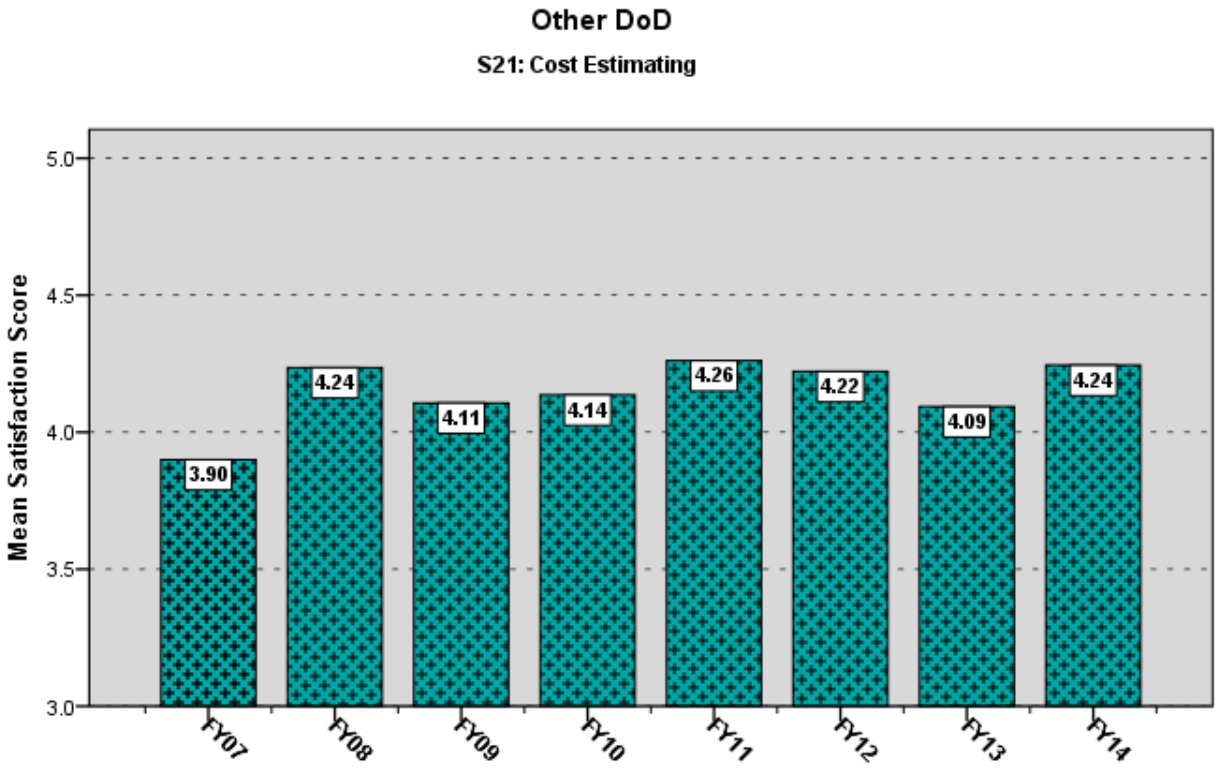
S19: Project Documents (1354s, 1391s..)

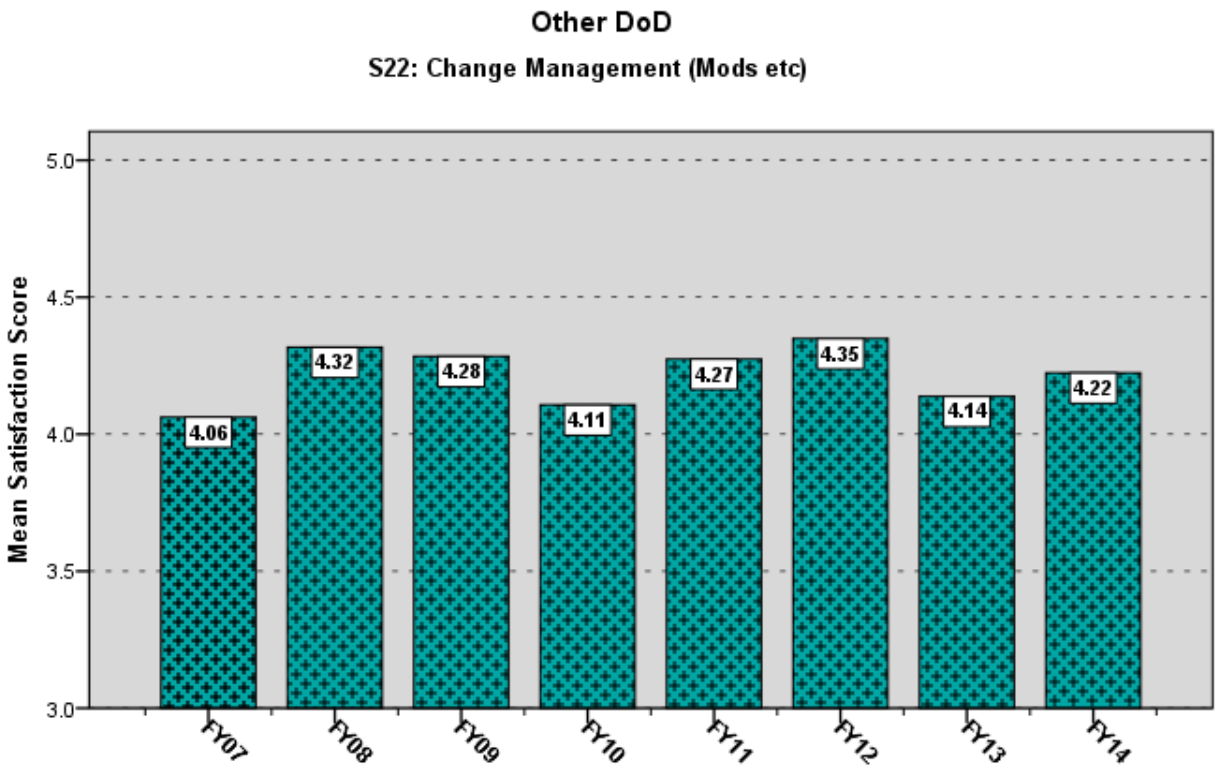


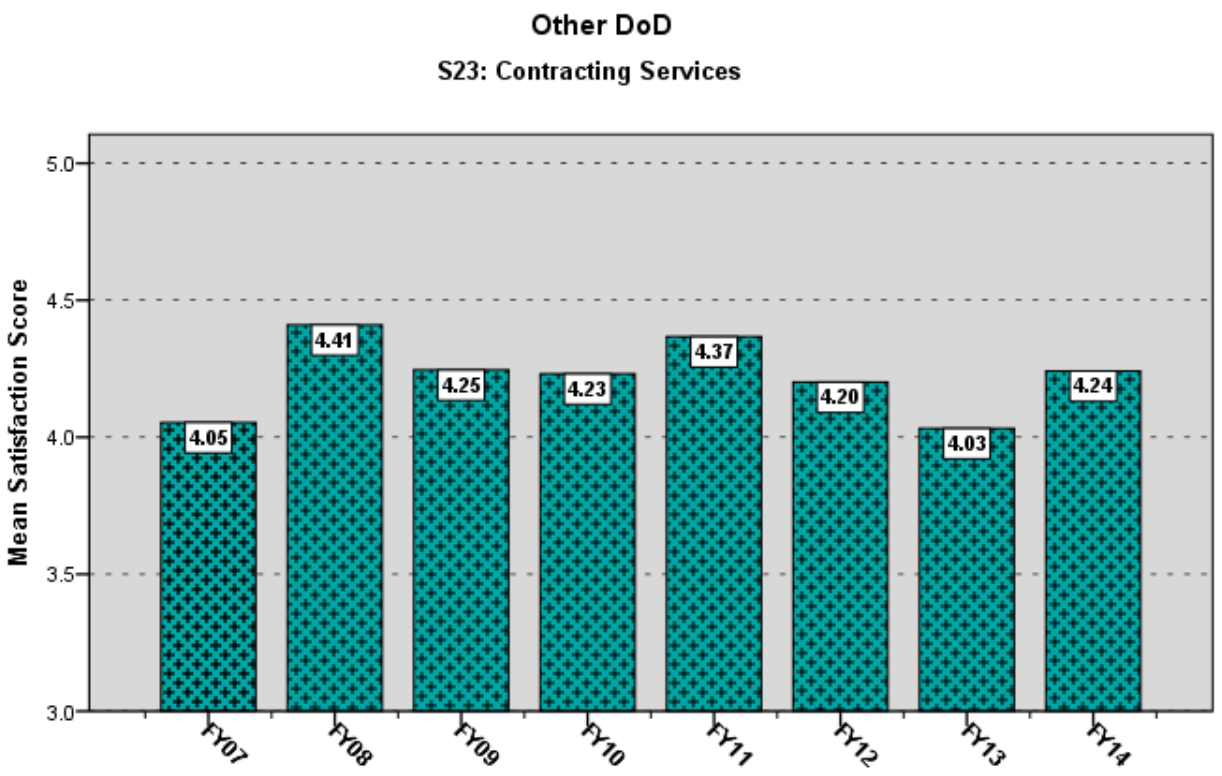
Other DoD

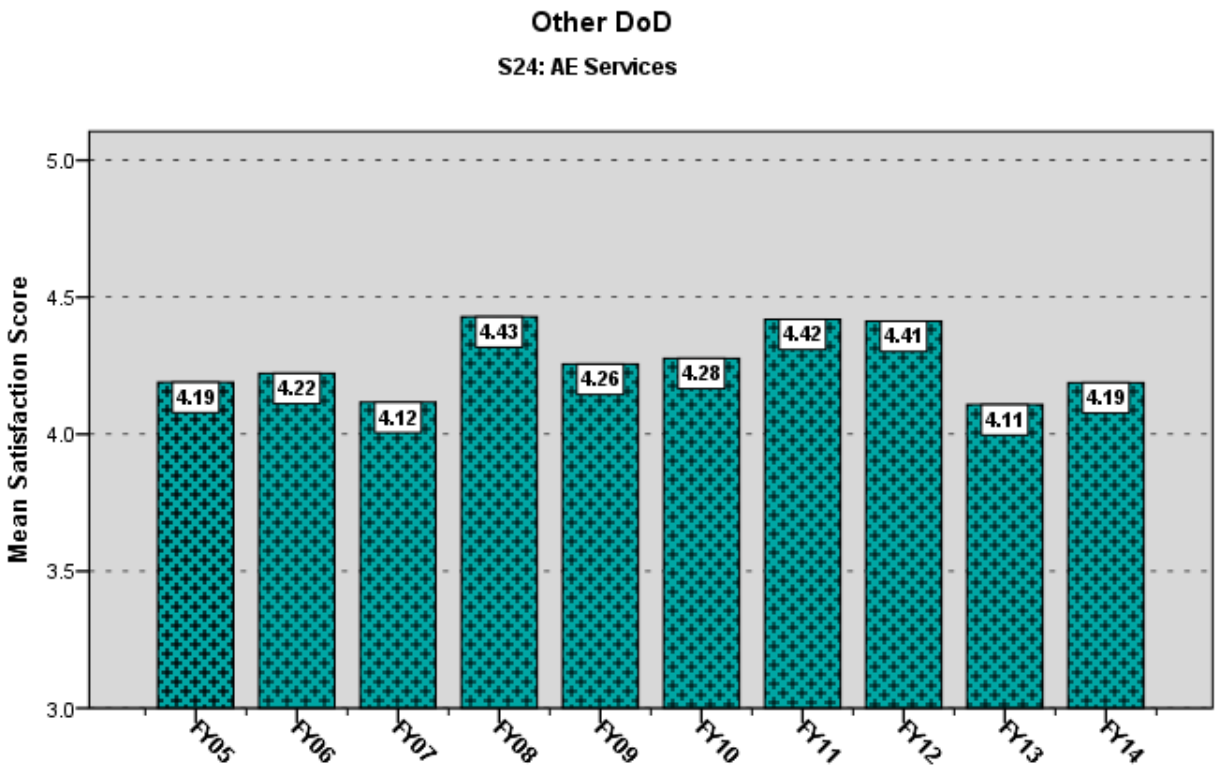
S20: Funds Management




Other DoD
S21: Cost Estimating
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
3.90
4.24
4.11
4.14
4.26
4.22
4.09
4.24
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14

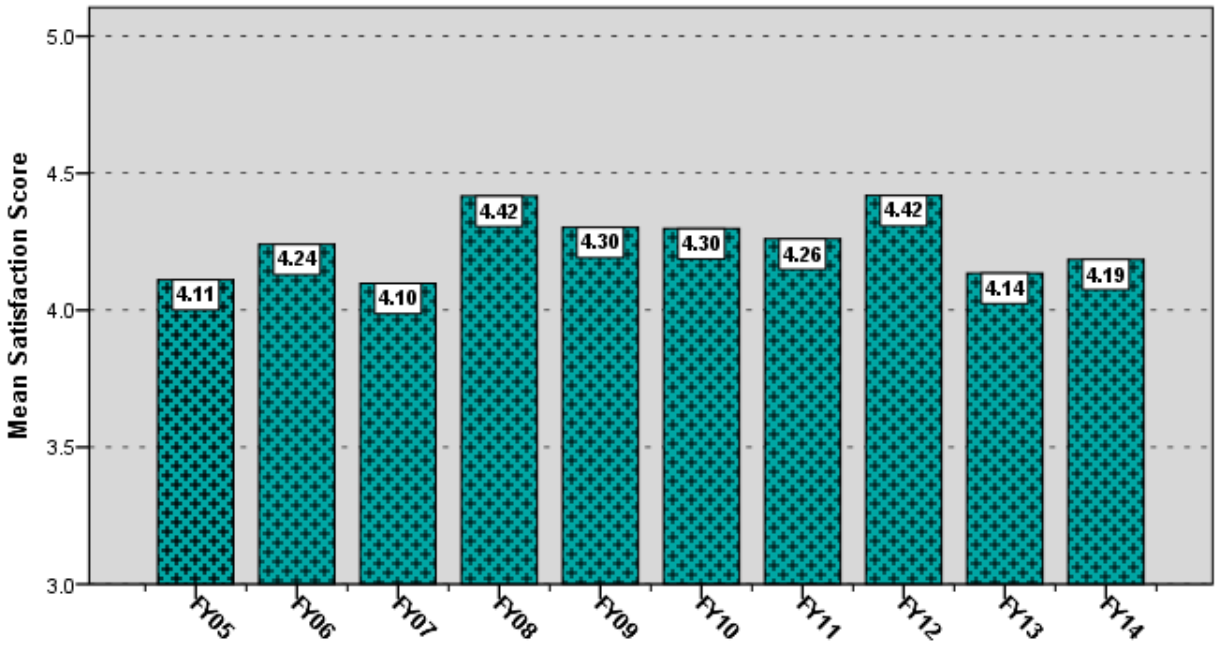

Other DoD
S22: Change Management (Mods etc)
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.06
4.32
4.28
4.11
4.27
4.35
4.14
4.22
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Other DoD
S23: Contracting Services
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.05
4.41
4.25
4.23
4.37
4.20
4.03
4.24
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Other DoD
S24: AE Services
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.19
4.22
4.12
4.43
4.26
4.28
4.42
4.41
4.11
4.19
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14

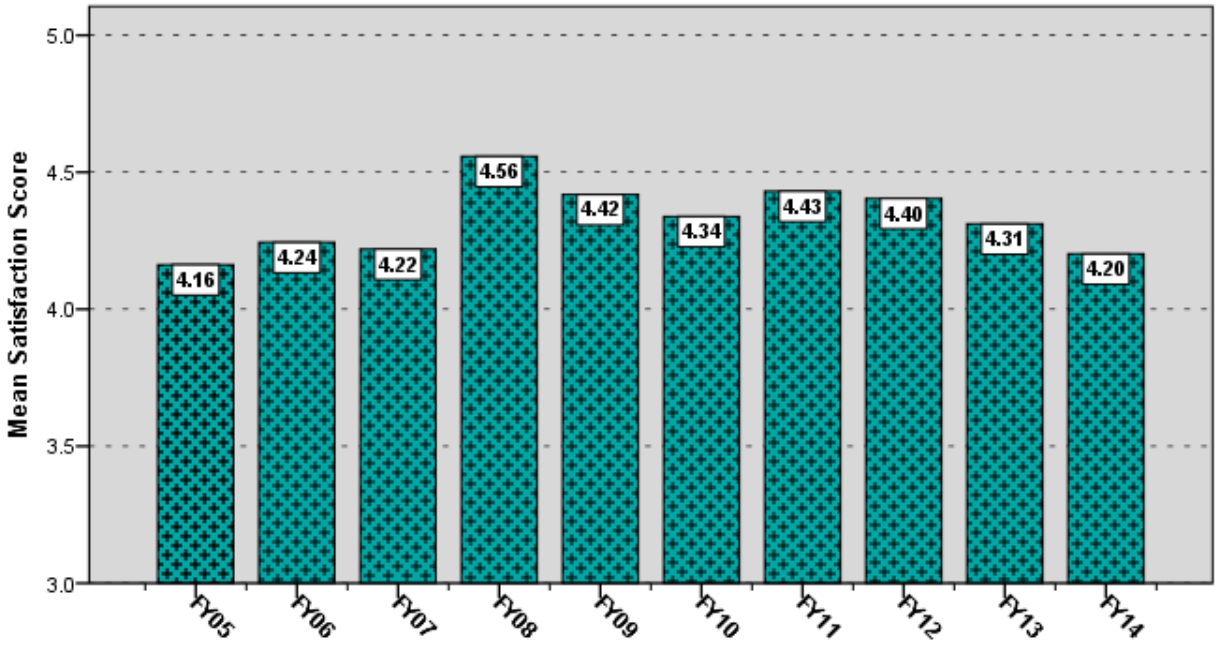
Other DoD

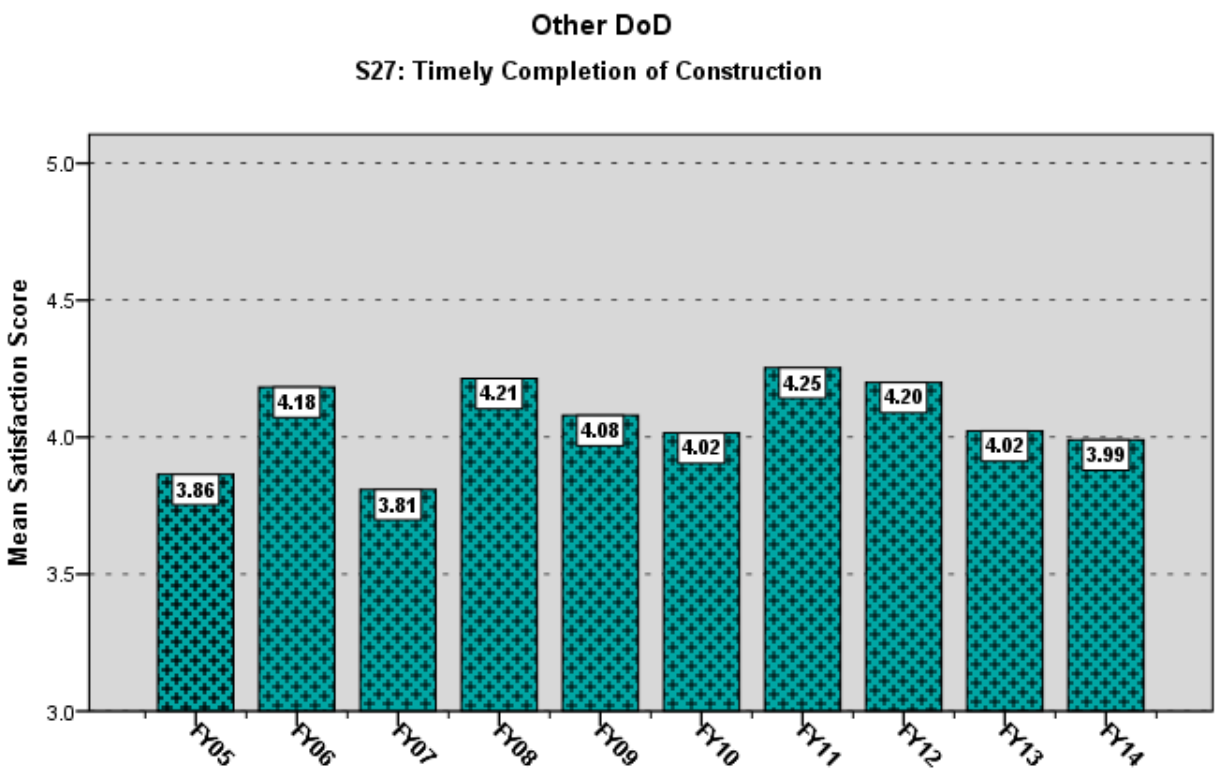
S25: Engineering Design Quality

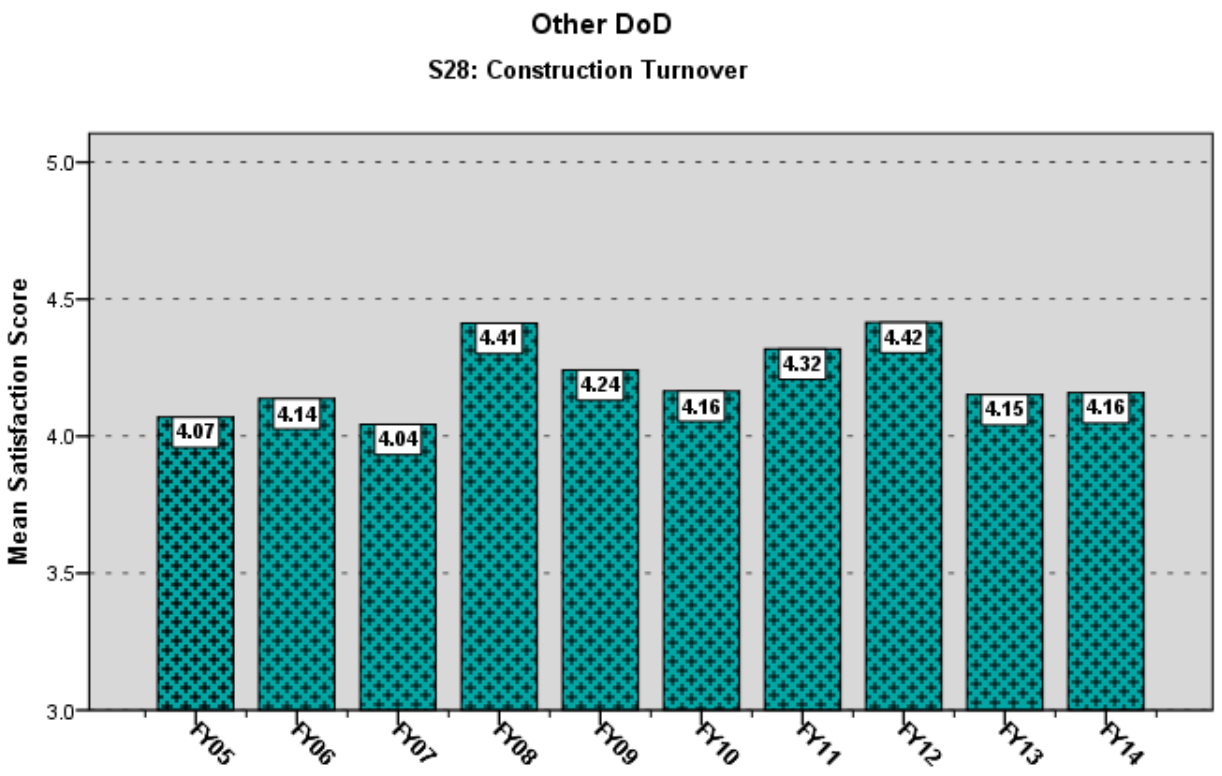


Other DoD

S26: Construction Quality

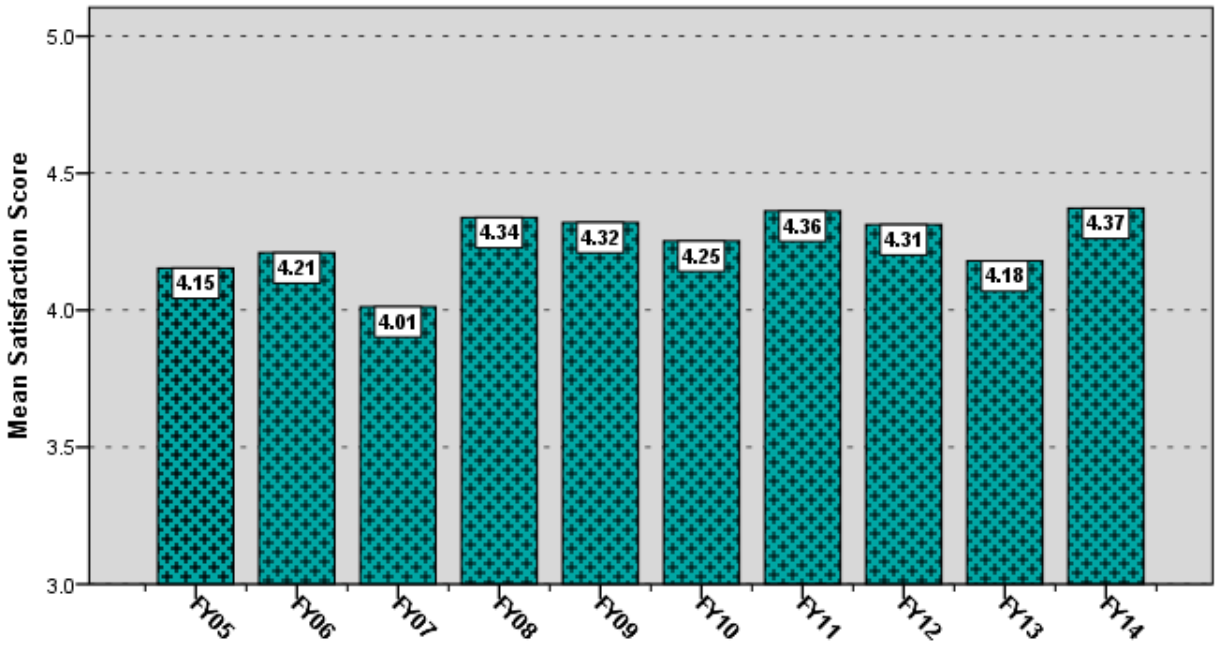



Other DoD
S27: Timely Completion of Construction
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
3.86
4.18
3.81
4.21
4.08
4.02
4.25
4.20
4.02
3.99
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Other DoD
S28: Construction Turnover
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.07
4.14
4.04
4.41
4.24
4.16
4.32
4.42
4.15
4.16
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14

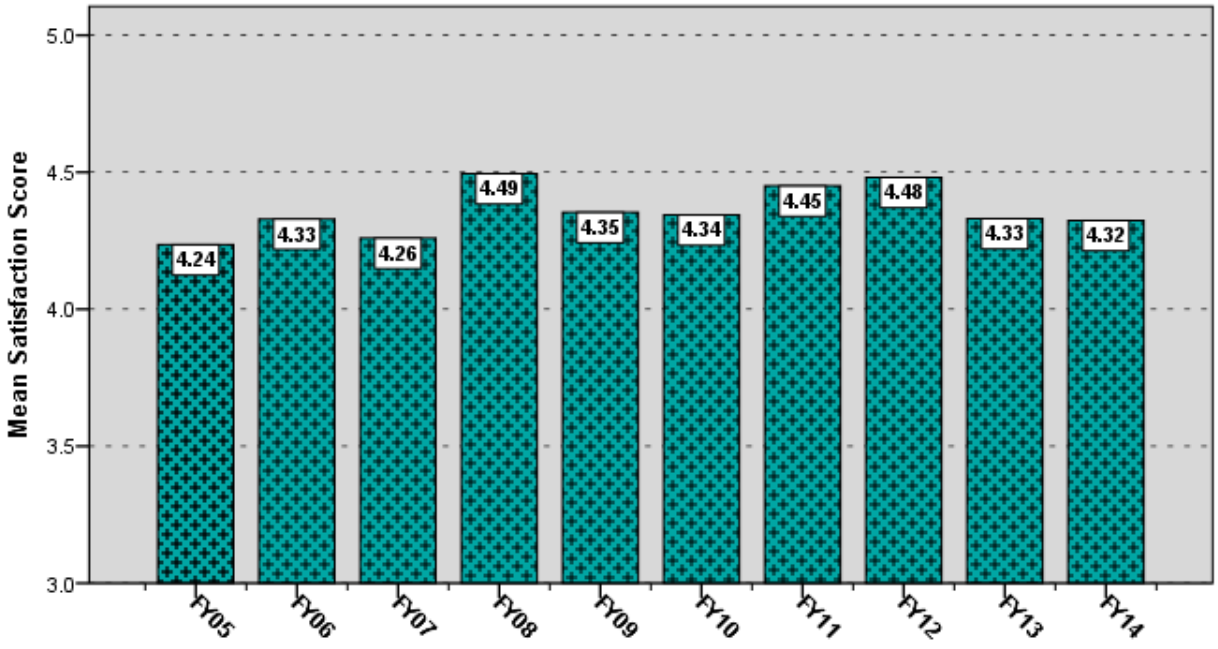
Other DoD

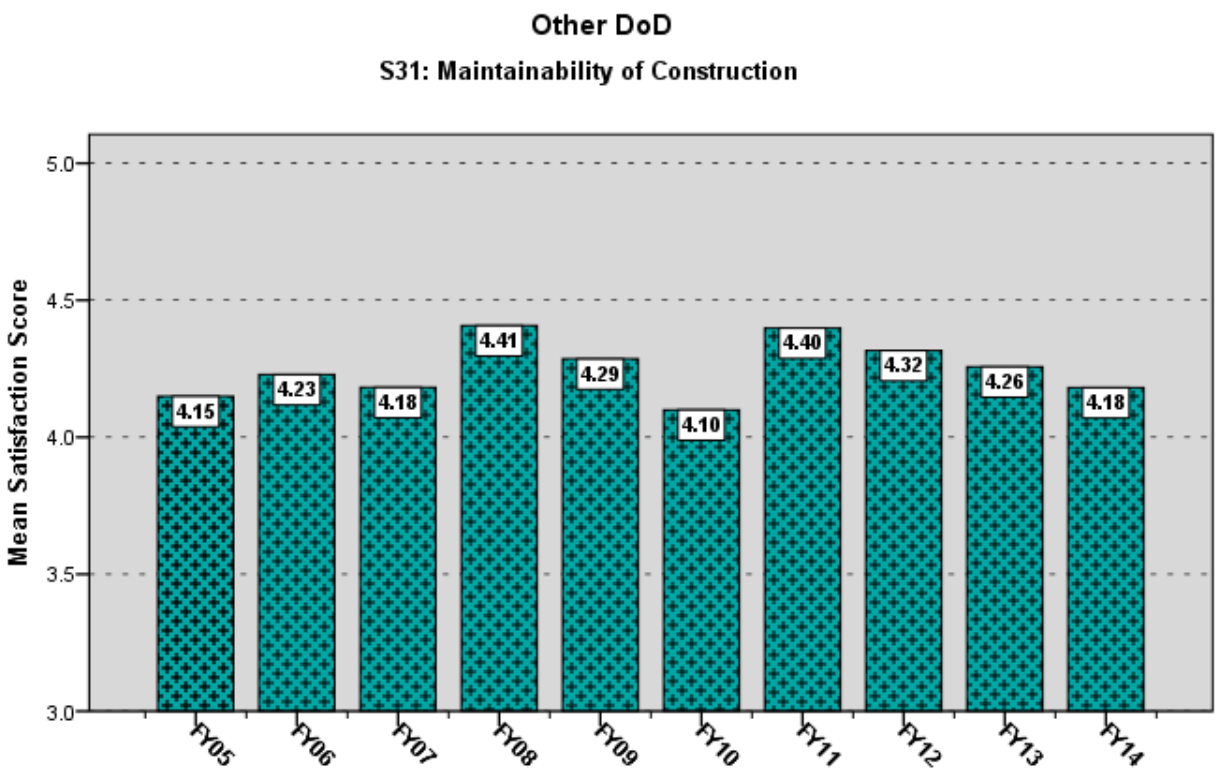
S29: Contract Warranty Support

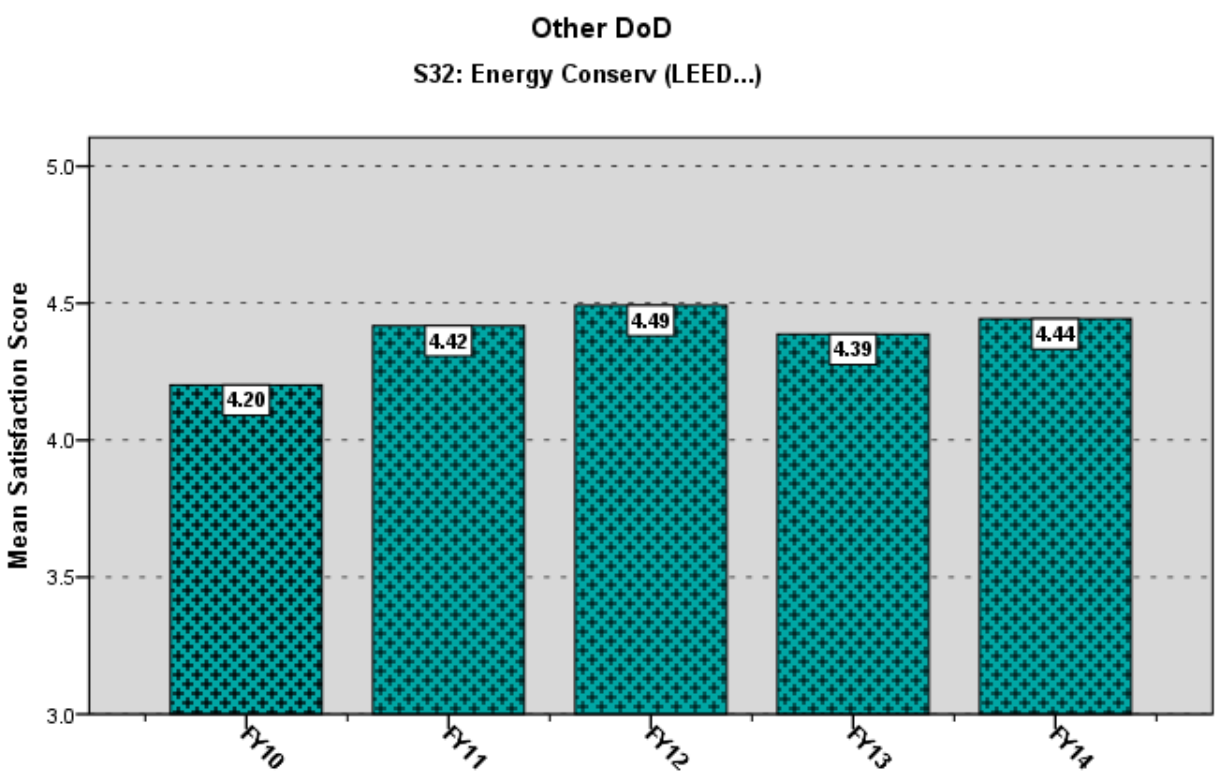


Other DoD

S30: End-User Satisfaction




Other DoD
S31: Maintainability of Construction
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.15
4.23
4.18
4.41
4.29
4.10
4.40
4.32
4.26
4.18
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Other DoD
S32: Energy Conserv (LEED...)
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.20
4.42
4.49
4.39
4.44
FY10
FY11
FY12
FY13
FY14