



# Project Pulse Survey

*Striving for Continued Success in Service Delivery*

## Background and Benefits

PBS aims to provide excellent customer services in all aspects of project delivery. The Project Pulse Survey is a quick and easy way for customers to provide feedback on our RWA and Leasing project delivery efforts. PBS uses this valuable information to evaluate our performance and identify best practices and areas for improvement at different stages of project delivery.

We administer the monthly survey on customer RWA and Leasing space projects, regardless of size. The short survey is conducted online and takes just a few minutes to complete.

## When is the Project Pulse Survey Administered?

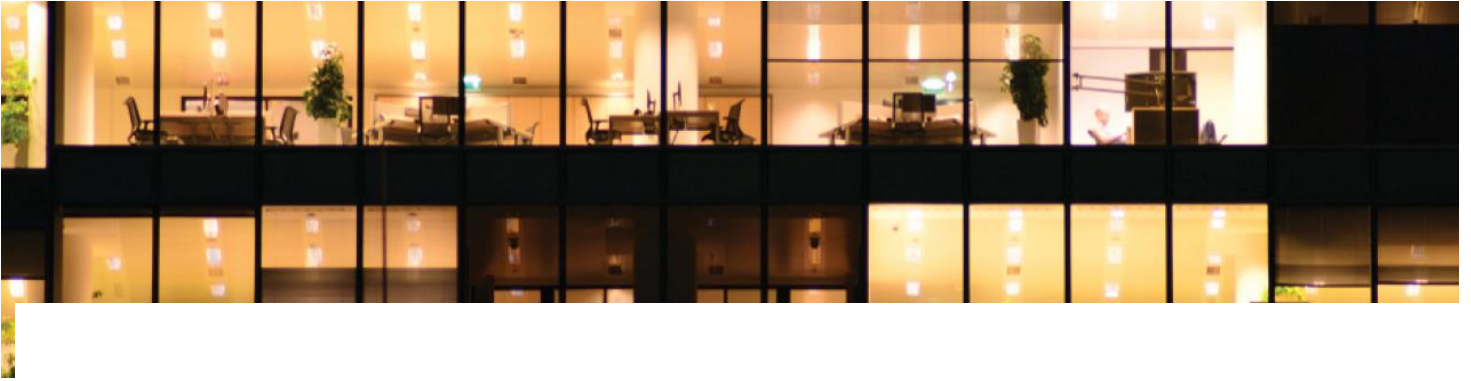
Starting in the first quarter of 2021, PBS will administer the survey up to three times during each RWA and Leasing project.

| RWA Project  | Leasing Project               |
|--|-------------------------------|
| Acceptance (for projects greater than \$25,000)        | At Request for Lease Proposal |
| Expense Midpoint (for projects greater than \$250,000) | At Lease Award                |
| Substantial Completion                                 | Lease Effective Date          |

## What Does the Survey Measure?

Each brief survey's questions vary based on when in the project lifecycle the survey is sent. In general, the survey evaluates:

- Overall Satisfaction
- Communication and Transparency
- Clear Point of Contact
- Satisfaction of Requirements
- Cost and Budget
- Schedule
- Quality of Work



## **Who Receives the Survey?**

The survey is sent to the customer agency point of contact identified on either the RWA or the occupancy agreement (OA) for a lease project. This individual is considered the primary partner to our project management team, and best suited to share customer perceptions of the project. A recipient may forward the survey to a peer as an alternate respondent.

## **What Does PBS Do With The Survey Data?**

Project Pulse Survey data is aggregated and evaluated to identify trends, best practices, and areas of improvement at the regional and national levels. Survey data has helped PBS examine the root cause of common challenges and obstacles, which can then be addressed and alleviated by process change, greater collaboration, or enhanced training and outreach.

Survey results are also shared with customer agencies, which allows them to review the outcomes of successful partnering efforts and highlights areas for focused improvement.

## **For More Information**

To learn more about the Project Pulse Survey, contact your [PBS Customer Lead](#).