



Washington Headquarters Services (WHS)
Facilities Services Directorate (FSD)
Facilities Operations & Services Division (FOSD)
Mark Center Operations



Mark Center Transportation Survey Script

Hi.

I'm supporting the Mark Center building management in conducting a brief survey on the commutes and satisfaction of employees and occupants of the Mark Center. The survey is a requirement for re-certifying the building for its sustainable operations and maintenance. Do you have two minutes to respond to some brief questions?

I can walk with you toward the elevator if that's more convenient for you. Also, the survey is optional, so you may decline if you'd like.

If no:

Okay, thank you.. Have a good day.

If yes:

The first question is, "On a typical day, how do you get to and from this building? And please include the approximate number of miles for each method of transportation."

The second question is, "On a Scale of 1 to 7, with 1 being extremely unsatisfied and 7 being extremely satisfied, how satisfied are you with your indoor working environment?"

If unsatisfied (3), very unsatisfied (2), or extremely unsatisfied (1):

Why? Please circle the options on this page that have reduced your satisfaction.

Do you have any additional comments on why you have been unsatisfied?

Can you please provide your room number or floor and tower?

Are you a regular occupant or a visitor?

If satisfied (5), very satisfied (6), or extremely satisfied (7):

Why? Please circle the options on this page that have enhanced your satisfaction.

Do you have any additional comments on why you have been satisfied?

Can you please provide your room number or floor and tower?

Are you a regular occupant or a visitor?

If neither satisfied nor unsatisfied (4):

Do you have any additional comments?

Can you please provide your room number or floor and tower?

Are you a regular occupant or a visitor?

That is all. Thank you for your time.