








Survey Results -- Overview

SPP Request Management System Survey (Q2, 2016)			
Respondents:	86 displayed, 86 total	Status:	Closed
Launched Date:	04-01-2016	Closed Date:	06-30-2016
Display:	<input type="text" value="Display all pages and questions"/>		Manage Filters

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		1	1%
Somewhat Dissatisfied		1	1%
Somewhat Satisfied		7	8%
Very Satisfied		77	90%
Total Respondents		86	



2. Resolved?			
		Response Total	Response Percent
Yes		83	97%
No		3	3%
Total Respondents		86	

3. Resolution Comment			Full Response
1.	everything was resolved and Lorie Bailey was most helpful and very prompt		VIEW
2.	N/A		VIEW
3.	The first part of my question was completely resolved but the second part was too technical to be resolved over email communications. I either have to read (the technical support guided me very well into this) or I think I should attend training sessions if possible.		VIEW
4.	Each person we have dealt with had been helpful and recommended new people to talk to, but we have not yet found our answer. I closed this ticket because it was opened in an effort to specifically get to a specific person. That person helpfully referred us to another team member and I opened a new ticket for that issue. While we have not yet found our answer, we feel we are getting closer and appreciate the followup.		VIEW
5.	N/A		VIEW
6.	It took and year and 3 days to get the 2 pieces of data. When I finally received them, they were 8 spreadsheets. So, now I have to write something to transform the data to fit into our repository. SPP attempted to close the ticket before it was done about 6 months ago.		VIEW

4. Please let us know how we did at the following:

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	1% (1)	1% (1)	16% (14)	81% (70)	86
b. Exhibiting a professional attitude	1% (1)	0% (0)	9% (8)	90% (77)	86
c. Demonstrating sufficient knowledge	0% (0)	1% (1)	13% (11)	86% (74)	86
d. Delivering a timely solution	2% (2)	3% (3)	19% (16)	76% (65)	86
e. Delivering a quality solution	1% (1)	2% (2)	15% (13)	81% (70)	86
f. Resolving your issue	1% (1)	2% (2)	12% (10)	85% (73)	86
Total Respondents					516

5. Do you have any suggestions for improving our service?

	Full Response
1. No	VIEW
2. n/a	VIEW
3. N/A	VIEW
4. Response could have been a little more timely, but in the end I was not impacted by the timing of the response.	VIEW
5. I only receive these surveys after the successful closure of incredibly simple RMS tickets. When I submit tickets that take a long time to resolve or stay unresolved, I never receive one of these surveys to provide feedback. There are a number of tickets I've had in which this form would be useful, but SPP only sends me the survey after instances in which I have received stellar service or the most minute service was performed. It's happened at least ten times, and someday I'd like to provide feedback for one of my many less satisfying service experiences. However, in this case, everything was speedy and helpful! 	VIEW
6. No	VIEW
7. Very fast solution provided.	VIEW
8. As with all companies, the increase in knowledge silos makes it more and more difficult to know how each person's area impacts the actual system (EMS, RTBM, etc.) and leads to longer times to resolve issues. This is a growing problem everywhere.	VIEW
9. For most of my RMS requests, the timeliness of the response is better. While I received a response ahead of my internal deadline, it took a couple weeks and much haranguing from my CEO before I received the response.	VIEW
10. No	VIEW
11. Not really. This was a very basic request, and handled very well.	VIEW
12. N/A	VIEW
13. Quicker, and deliver data in the same format as your API. 	VIEW

6.	Please provide any additional comments about your service experience.	Full Response
1.	Like several previous RMS tickets, Clint responded with quick and accurate solutions. I think I am going to vote for Clint for President.	VIEW
2.	Please give Clint Savoy a raise.	VIEW
3.	n/a	VIEW
4.	Clint was great. We asked whether certain data would ever be posted and he advocated on our behalf to get it posted. Great outcome.	VIEW
5.	N/A	VIEW
6.	Although the response was a little delayed, the response I received was excellent (very thorough and responsive to my questions).	VIEW
7.	Great help, Eddie was very informed. Thanks!	VIEW
8.	Thank you, Clint. As always, you provide great service! Margaret	VIEW
9.	I am seriously going to vote for Clint for President.	VIEW
10.	All SPP personnel are very pleasant to work with.	VIEW
11.	Tim validated the model and did not find any issues. Instead of giving up, he went ahead and looked at the constraints that were modeled and found an issue with the constraint that activated.	VIEW
12.	I did have a thorough discussion with Pat Bourne on the subject and greatly appreciate the time he spent educating me on the Tariff language and its application to my request.	VIEW
13.	Clint completed a 3 part RMS request in less than 1 day.	VIEW
14.	I will always reply with a "Thank you".	VIEW
15.	The prompt response was very much appreciated.	VIEW
16.	The help was much appreciated, when updates to certain certificates only happens every two years, it's sometimes hard to find the right procedure to have the authorization done. Thanks Kevin	VIEW
17.	Lorie did an excellent job from start to finish!	VIEW
18.	Very quick response.	VIEW
19.	Russell Quattlebaum has been a responsive shepherd for our inquiries and we appreciate his attention.	VIEW
20.	Very quick resolution of my issue. thank you.	VIEW
21.	Thank you!	VIEW
22.	N/A	VIEW
23.	Lorie was great	VIEW
24.	Gerald Williams was extremely helpful in quickly providing the requested materials.	VIEW