

## Survey Results -- Overview

<b>SPP Request Management System Survey</b>		<b>General Inquiry, Q1</b>	
<b>Respondents:</b> 37 displayed, 37 total	<b>Status:</b> Closed		
<b>Launched Date:</b> 01-03-2018	<b>Closed Date:</b> 04-02-2018		
<b>Display:</b> <input type="text" value="Display all pages and questions"/>			<a href="#">Manage Filters</a>

1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 11%;"></div>	4	11%
Very Satisfied	<div style="width: 89%;"></div>	33	89%
<b>Total Respondents</b>			<b>37</b>

2. Resolved?		Response Total	Response Percent
Yes	<div style="width: 100%;"></div>	37	100%
No		0	0%
<b>Total Respondents</b>			<b>37</b>

3. Resolution Comment		Full Response
1. <input type="text" value="great"/>		<a href="#">VIEW</a>

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	22% (8)	78% (29)	37
b. Exhibiting a professional attitude	0% (0)	0% (0)	3% (1)	97% (36)	37
c. Demonstrating sufficient knowledge	0% (0)	3% (1)	8% (3)	89% (33)	37
d. Delivering a timely solution	0% (0)	3% (1)	8% (3)	89% (33)	37
e. Delivering a quality solution	0% (0)	0% (0)	11% (4)	89% (33)	37
f. Resolving your issue	0% (0)	0% (0)	11% (4)	89% (33)	37
<b>Total Respondents</b>					<b>222</b>

5. Do you have any suggestions for improving our service?		Full Response
1.	No	<a href="#">VIEW</a>
2.	No.	<a href="#">VIEW</a>
3.	No	<a href="#">VIEW</a>
4.	It seems like there could be better communication among teams, such as the teams that produce the RRR and Settlements.	<a href="#">VIEW</a>
5.	nope!	<a href="#">VIEW</a>
6.	Proactively check the SOAP API	<a href="#">VIEW</a>
7.	Nope.	<a href="#">VIEW</a>
8.	No	<a href="#">VIEW</a>

6. Please provide any additional comments about your service experience.		Full Response
1.	Flash Gordon could not have completed my RMS ticket request with greater alacrity.	<a href="#">VIEW</a>
2.	Sonya and Lauren quickly resolved by RMS ticket. One could say they are a dynamic duo!	<a href="#">VIEW</a>
3.	Karen is a great on-boarding Specialist.	<a href="#">VIEW</a>
4.	I got to deal with Lori Bailey again. What a wonderful understanding person. You have a great employee there.	<a href="#">VIEW</a>
5.	There seems to be some disconnect between the RRR (regulatory team) and the Settlements team, specifically in regards to PY loads. I think there needs to be more communication between these teams that the loads that are provided/used to settle.	<a href="#">VIEW</a>
6.	Sonya always does a great job finding answers to my questions or resolving any issues we have. She is a terrific asset.	<a href="#">VIEW</a>
7.	Good work and thank you for QUICK resolution!	<a href="#">VIEW</a>
8.	It was great and very timely!	<a href="#">VIEW</a>
9.	thx	<a href="#">VIEW</a>
10.	Thanks!	<a href="#">VIEW</a>
11.	The help provided was very quick and I especially appreciated the phone call to ensure my request was understood adequately. Much better than back and forth emails, even though sometimes email is the best way to proceed. Very good service.	<a href="#">VIEW</a>
12.	Julia's great, she's making SPP Great Again. Thanks for your help.	<a href="#">VIEW</a>
13.	Sonya was quick as a lightening bolt!	<a href="#">VIEW</a>

## Survey Results -- Overview

<b>SPP Request Management System Survey</b>		<b>No First Call. Q1</b>	
<b>Respondents:</b> 36 displayed, 36 total	<b>Status:</b> Closed		
<b>Launched Date:</b> 01-03-2018	<b>Closed Date:</b> 04-02-2018		
<b>Display:</b> <input type="text" value="Display all pages and questions"/>	<a href="#">Manage Filters</a>		

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 14%;"></div>	5	14%
Very Satisfied	<div style="width: 86%;"></div>	31	86%
<b>Total Respondents</b>			<b>36</b>

2. Resolved?			
		Response Total	Response Percent
Yes	<div style="width: 100%;"></div>	36	100%
No		0	0%
<b>Total Respondents</b>			<b>36</b>

3. Resolution Comment			Full Response
1.	NA		<a href="#">VIEW</a>

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	22% (8)	78% (28)	36
b. Exhibiting a professional attitude	0% (0)	0% (0)	14% (5)	86% (31)	36
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	19% (7)	81% (29)	36
d. Delivering a timely solution	0% (0)	6% (2)	31% (11)	64% (23)	36
e. Delivering a quality solution	0% (0)	0% (0)	22% (8)	78% (28)	36
f. Resolving your issue	0% (0)	0% (0)	19% (7)	81% (29)	36
<b>Total Respondents</b>					<b>216</b>

5. Do you have any suggestions for improving our service?		Full Response
1.	No	<a href="#">VIEW</a>
2.	Resolutions before posting a final version would be preferred.	<a href="#">VIEW</a>
3.	Timeliness remains my biggest complaint.	<a href="#">VIEW</a>
4.	Yes. I would like to be able to ensure that anyone I list as receiving notification should get all updates to RMS ticket. There should be two options. One option would be I can email every response and part of the RMS ticket to someone the other is a one time notice. Also it would be handy if I could use my outlook contacts.	<a href="#">VIEW</a>
5.	None at this time.	<a href="#">VIEW</a>
6.	Not at the moment.	<a href="#">VIEW</a>

6. Please provide any additional comments about your service experience.		Full Response
1.	Lorie was great as usual! Always gets back to me right away and ensures I have everything I need. This was the first time working with Kimberly Woods and she was so hopeful. I think she went above and beyond to set up a meeting with me right away to walk me through the MCST. Both ladies are great and a real asset to SPP and me as well! Thank you!	<a href="#">VIEW</a>
2.	RMS occasionally lets me close a ticket (as it has this time), but I cannot normally do it. Its possibly tied to the different submission sections (ITP, etc...).	<a href="#">VIEW</a>
3.	I have a concern about all surveys I take. To me Good service is fine, it is beyond expectations. To some management people anything less than excellent is a failure. This would of course devalue all ratings. I was quite satisfied with the responses, good is good. Excellent would be instantaneous and inefficient.	<a href="#">VIEW</a>
4.	I really appreciate the quick response. The number of errors had attracted considerable attention, and finding a quick answer went a long way to calming everyone.	<a href="#">VIEW</a>
5.	I appreciate the ability to present a question to SPP Staff and receive a documented, timely response. This is a great method of receiving documented responses to a wide range of questions.	<a href="#">VIEW</a>
6.	Don Martin is very professional and does a phenomenal job of providing high quality customer support.	<a href="#">VIEW</a>
7.	Response to initial request was swift. Pertinent questions were asked to identify the problem. Once identified, the resolution was very timely. Communication was maintained throughout every phase.	<a href="#">VIEW</a>
8.	The team operated under a very tight timeline to explain a complex topic. They used protocol references and exhibits to help support their answer. It was perfect.  Also, Lorie Bailey worked late to make sure a team was assigned to the ticket so it was answered within our time constraints. As always, she was incredibly helpful.	<a href="#">VIEW</a>

## Survey Results -- Overview

<b>SPP Request Management System Survey</b>		<b>Project Inquiry, Q1</b>	
<b>Respondents:</b> 5 displayed, 5 total	<b>Status:</b> Closed		
<b>Launched Date:</b> 01-03-2018	<b>Closed Date:</b> 04-02-2018		
<b>Display:</b> <input type="text" value="Display all pages and questions"/>	<a href="#">Manage Filters</a>		

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		0	0%
Very Satisfied	<div style="width: 100%; background-color: yellow;"></div>	5	100%
<b>Total Respondents</b>			<b>5</b>

2. Resolved?			
		Response Total	Response Percent
Yes	<div style="width: 100%; background-color: yellow;"></div>	5	100%
No		0	0%
<b>Total Respondents</b>			<b>5</b>

3. Resolution Comment		Full Response
1.	Guys did a great job. With the infrequency of using this from my end, every task requires calls to the help desk to remember how things work. Their patience is greatly appreciated.	<a href="#">VIEW</a>

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	20% (1)	80% (4)	5
b. Exhibiting a professional attitude	0% (0)	0% (0)	20% (1)	80% (4)	5
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	20% (1)	80% (4)	5
d. Delivering a timely solution	0% (0)	0% (0)	20% (1)	80% (4)	5
e. Delivering a quality solution	0% (0)	0% (0)	20% (1)	80% (4)	5
f. Resolving your issue	0% (0)	0% (0)	20% (1)	80% (4)	5
<b>Total Respondents</b>					<b>30</b>

5. Do you have any suggestions for improving our service?		Full Response
1.	Keep up the good work.	<a href="#">VIEW</a>

<b>6.</b> Please provide any additional comments about your service experience.	
No responses were entered for this question.	
<b>Total Respondents</b>	<b>0</b>
(skipped this question)	5