

Survey Results -- Overview

General Inquiry, Q4

SPP Request Management System Survey (GI Q4, 2018)

Respondents: 23 displayed, 23 total

Status: Closed

Launched Date: 10-01-2018

Closed Date: 01-03-2019

Display:

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1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		1	4%
Very Satisfied		22	96%
Total Respondents		23	

2. Resolved?			
		Response Total	Response Percent
Yes		23	100%
No		0	0%
Total Respondents		23	

3. Resolution Comment			
No responses were entered for this question.			
Total Respondents			0
(skipped this question)			23

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)	9% (2)	91% (21)	23
b. Exhibiting a professional attitude	0% (0)	0% (0)	4% (1)	96% (22)	23
c. Demonstrating sufficient knowledge	0% (0)	4% (1)	9% (2)	87% (20)	23
d. Delivering a timely solution	0% (0)	9% (2)	9% (2)	83% (19)	23
e. Delivering a quality solution	0% (0)	4% (1)	13% (3)	83% (19)	23
f. Resolving your issue	0% (0)	4% (1)	13% (3)	83% (19)	23
Total Respondents					138

5. Do you have any suggestions for improving our service?		Full Response
1.	None.	VIEW
2.	keep it up	VIEW
3.	My question was regarding overlapping meetings that smaller stakeholders do not have adequate staff to attend. The responder did provide good suggestions for me to better manage meetings, but did not take any internal action to have SPP staff secretaries double check meeting schedules to avoid overlapping meetings with similar stakeholder interest.	VIEW
4.	The solution was to give me a contact to contact by email of which they then sent a response that someone else we need to send me the survey link. It would have been a better solution to have originally given me the second contact to begin with.	VIEW
5.	My request sat for a couple days with no update, so I was not sure what was going on. Maybe give an update after a day or two stating what the status is?	VIEW
6.	Just starting a market relationship.	VIEW
7.	Keep the great people you have in Customer Relations group. They do a great job!	VIEW
8.	Top notch.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Lorie Bailey is great to work with! She will not rest until you have all the answers you need. Great work ethic and customer focus!	VIEW
2.	Very Professional. Thank you!	VIEW
3.	The response itself was thoughtful and well done.	VIEW
4.	Brad did a great job of resolving my request, and explained that part of the delay was due to verifying my identity with our LSA.	VIEW
5.	Karen is great help. Thanks	VIEW
6.	I appreciated the initial phone call from Brad Johnston to provide information on how the request was being processed. Thank you!	VIEW
7.	All good.	VIEW

Survey Results -- Overview

No First Call General Inquiry, Q4

SPP Request Management System Survey (NFCQ4, 2018)

Respondents: 41 displayed, 41 total

Status: Closed

Launched Date: 01-07-2019

Closed Date: 01-07-2019

Display:

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1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied	<div style="width: 2%;"></div>	1	2%
Very Satisfied	<div style="width: 98%;"></div>	40	98%
Total Respondents		41	

2. Resolved?		Response Total	Response Percent
Yes	<div style="width: 98%;"></div>	40	98%
No	<div style="width: 2%;"></div>	1	2%
Total Respondents		41	

3. Resolution Comment		Full Response
1.	Staff did an exceptional job working to provide the information as it exists. However I believe that the tariff and protocols lack clarity regarding the obligation of an MP to maintain a firm fuel supply to represented generation assets that participate in the SPP Marketplace.	VIEW

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)	5% (2)	95% (39)	41
b. Exhibiting a professional attitude	0% (0)	0% (0)	0% (0)	100% (41)	41
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	7% (3)	93% (38)	41
d. Delivering a timely solution	0% (0)	2% (1)	7% (3)	90% (37)	41
e. Delivering a quality solution	0% (0)	0% (0)	5% (2)	95% (39)	41
f. Resolving your issue	0% (0)	2% (1)	2% (1)	95% (39)	41
Total Respondents					246

5. Do you have any suggestions for improving our service?		Full Response
1.	no	VIEW
2.	non	VIEW
3.	No I love the RMS system as well as the important that staff and leadership place on the tool. I wish my organization used such a tool for internal data requests and issue resolution.	VIEW
4.	In the 'request type' box it would be helpful to specify that this is an IT issue or something to do with downloading data. may help this request get to the correct person. Thank you for your assistance!	VIEW
5.	All good, excellent service.	VIEW
6.	No	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Angie took good care of us!	VIEW
2.	Best. Help. Ever.	VIEW
3.	Lorie Bailey was able to determine what was needed to restore access to the LSA access. She open a ticket for me in the RMS system giving me rough estimate with they would return from lunch and she follow up ensue that my issue was resolved. Thank you Lorie for your excellent service.	VIEW
4.	SPP support has been great!	VIEW
5.	Very quick response! Thank you!	VIEW
6.	Very quick response. Thank you!	VIEW
7.	Very quick response. Thank you!	VIEW
8.	Sonya always does a tremendous job researching my questions and get back to my in a timely manner. She is an excellent resource for SPP to have.	VIEW
9.	very quick response. Thank you!	VIEW
10.	Don Martin did an exceptional job of ensuring that I had the information pertaining to my question as it exists in our Tariff and Protocols. I was simply not fully satisfied with the language as it exists today.	VIEW
11.	I appreciated the follow call after the first solution didn't work. Very helpful and professional. Thank you!	VIEW
12.	Prompt, courteous, and timely. Thanks!	VIEW
13.	The issue was resolved so quickly that I believe Sonja must be related to The Flash!	VIEW
14.	We really appreciate the speed at which our customer representative and SMEs responded to our inquiry as it involved a technical and operational error that needed to be fixed quickly.	VIEW

Survey Results -- Overview

Project Inquiries, Q4

SPP Request Management System Survey (PRJQ4, 2018)

Respondents: 11 displayed, 11 total

Status: Closed

Launched Date: 10-01-2018

Closed Date: 01-03-2019

Display:

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1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		0	0%
Very Satisfied		11	100%
Total Respondents		11	

2. Resolved?		Response Total	Response Percent
Yes		11	100%
No		0	0%
Total Respondents		11	

3. Resolution Comment		Full Response
1.	All good.	VIEW

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)	9% (1)	91% (10)	11
b. Exhibiting a professional attitude	0% (0)	0% (0)	0% (0)	100% (11)	11
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	9% (1)	91% (10)	11
d. Delivering a timely solution	0% (0)	0% (0)	0% (0)	100% (11)	11
e. Delivering a quality solution	0% (0)	0% (0)	9% (1)	91% (10)	11
f. Resolving your issue	0% (0)	0% (0)	0% (0)	100% (11)	11
Total Respondents					66

5. Do you have any suggestions for improving our service?		Full Response
1.	Not yet.	VIEW
2.	Make sure SPP checks documents are posted before sending out email to MP's stating document location.	VIEW
3.	The process was quick and straight forward. Nice user interface.	VIEW
4.	No.	VIEW
5.	All good.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	So far so good.	VIEW
2.	Dana resolved the issue quickly.	VIEW
3.	This was not resolving a problem for me, but used as a way to submit data on CROW liason contact.	VIEW
4.	Raleigh took care of the request quickly and accurately.	VIEW
5.	All good.	VIEW