AE Collaboration

29 April 2016
Agenda

• Client Feedback Tool results

• Future of SUCCESS

• Existing Conditions Surveys

• Specifications Performance/Brand or Equal
Client Feedback

- **Exceptional**: 7.86% (95 responses)
- **Excellent**: 19.87% (240 responses)
- **Exceeded Expectations**: 19.37% (234 responses)
- **Met Expectations**: 40.65% (491 responses)
- **Needed Improvement**: 4.72% (57 responses)
- **Unacceptable**: 0.75% (9 responses)
- **Acceptable**: 6.79% (82 responses)
Client Feedback

Advanced Report: Bar Graph Report, Graph By Question Category

Unacceptable | Met Expectations | Exceptional

Accuracy | | |
Budget | | |
Helpfulness | | |
Quality | | |
Responsiveness | | |
Schedule | | |
Scope and Fees | | |

Legend: No Responses in this range | Minimum and Maximum scores are in this range | 50% of responses are in this range | Average score
## Client Feedback

<table>
<thead>
<tr>
<th>Category</th>
<th>Average Score</th>
<th>Percent Below Acceptable</th>
<th>Surveys Sent</th>
<th>Recipients</th>
<th>Respondents</th>
<th>Response Rate</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accuracy</td>
<td>4.6</td>
<td>6.1</td>
<td>57</td>
<td>404</td>
<td>192</td>
<td></td>
<td>48</td>
</tr>
<tr>
<td>Budget</td>
<td>4.1</td>
<td>7.5</td>
<td>37</td>
<td>299</td>
<td>148</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Helpfulness</td>
<td>4.8</td>
<td>4.3</td>
<td>60</td>
<td>457</td>
<td>209</td>
<td></td>
<td>46</td>
</tr>
<tr>
<td>Lessons Learned</td>
<td>0.0</td>
<td>0.0</td>
<td>1</td>
<td>29</td>
<td>9</td>
<td></td>
<td>31</td>
</tr>
<tr>
<td>Other Comments</td>
<td>0.0</td>
<td>0.0</td>
<td>59</td>
<td>434</td>
<td>195</td>
<td></td>
<td>45</td>
</tr>
<tr>
<td>Quality</td>
<td>4.7</td>
<td>7.2</td>
<td>57</td>
<td>421</td>
<td>200</td>
<td></td>
<td>48</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>4.8</td>
<td>4.2</td>
<td>59</td>
<td>456</td>
<td>208</td>
<td></td>
<td>46</td>
</tr>
<tr>
<td>Schedule</td>
<td>4.5</td>
<td>6.9</td>
<td>56</td>
<td>403</td>
<td>197</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Scope and Fees</td>
<td>4.5</td>
<td>1.5</td>
<td>48</td>
<td>335</td>
<td>149</td>
<td></td>
<td>44</td>
</tr>
</tbody>
</table>
SUCCESS

• RIB AG acquired US Cost Nov 2012

• Began integration of iTWO 5D BIM ERP Technology

• Future support of SUCCESS unknown

• Facility Investment and Cost Engineering (FiCE) is evaluating alternative cost estimating software
Existing Conditions

• Good existing condition surveys are key to quality plans

• Surveys are expensive and take time

• What strategies can be employed to provide balance
Performance/Brand or =

• Gov’t specifications must be non-proprietary

• Recently Brand Names or Equal has resulted in changes

• Listed Brand Names don’t meet specification requirements

• Should performance specifications be the default?