

JJCA Survey Results: 2009 vs. 2015

Question	2009 Consultant	2009 Contractor	2009 Client	2009 Average	2015
By truly understanding the needs of the client, JJCA's mission is to "create special places to work, play and heal." Rate your level of agreement with the following statement: JJCA listens to our needs and creates special places that meet those needs.					4.6
JJCA understands my business and aligns their project goals with my business goals.			4.4	4.4	4.3
In comparison to their competition, JJCA's documentation allows us to build our buildings more efficiently and more quickly.		4.0		4.0	
JJCA clearly demonstrates an appropriate level of experience and expertise in construction administration.	4.2	4.1	4.3	4.2	4.5
JJCA clearly demonstrates an appropriate level of experience and expertise in their design and documentation efforts.	4.1	4.6	4.5	4.4	4.7
JJCA clearly demonstrates an appropriate level of experience and expertise in their planning efforts.			4.6	4.6	
JJCA clearly demonstrates an appropriate level of experience and expertise with their preliminary pricing documents.		4.2		4.2	
JJCA communicates their needs and expectations clearly during the design process.	4.2			4.2	
JJCA's team (consultants, engineers and interior designers) works diligently to provide the the design options we need.					4.3
JJCA is highly effective in helping the team manage the construction budget in our documents.					4.5
JJCA is highly effective in managing our construction budget in our documents			4.3	4.3	
JJCA is highly effective in managing the client's construction budget in their documents.		4.2		4.2	
JJCA's pricing and construction documents allow us to give our clients more accurate pricing than the		3.6		3.6	
JJCA's consultant's documents are superior to those of other architects we work with.		3.4	3.6	3.5	
The quality of JJCA's construction documents is superior to those of other architects we work with.	3.7	4.2	4.1	4.0	
The quality of JJCA's construction documents met/meets our expectations.					4.5
The quality of JJCA's consultants' construction documents met/meets our expectations.					4.3
JJCA's consultants display expertise in their respective fields.					4.6
JJCA's consultants provide/provided excellent service during the construction administration process.					4.5
We are highly satisfied with JJCA's design and planning.	4.4			4.4	4.5
We are highly satisfied with the way JJCA leads projects during design.	4.5	4.1	4.6	4.4	
We are highly satisfied with the way JJCA leads projects during construction.	4.2	4.3	4.2	4.2	4.5
JJCA maintains schedules that meet our goals.					4.5
JJCA schedules projects aggressively enough to meet our goals.		4.0	4.2	4.1	
JJCA's meets the schedules they set.		4.2	4.3	4.2	
JJCA's design team makes and executes good decisions throughout a project.					4.6
JJCA is highly responsive to our needs.	4.0	4.4	4.5	4.3	4.4
JJCA quickly resolves any issues that arise after a project is completed (during the warranty period and beyond).					4.4
JJCA quickly resolves any issues that arise during a project.					4.6
JJCA's follow-up after project completion is timely and appropriate.					4.5
JJCA supports project goals and helps projects perform successfully.		4.7		4.7	
JJCA takes ownership and responsibility for any mistakes they make.	4.3	4.3	4.4	4.3	4.4
JJCA demonstrates a sincere, firm-wide focus on developing "lean" thinkers who are continuously seeking opportunities to eliminate waste in the design and construction process.					4.2
JJCA demonstrates a spirit of servant leadership (leading by serving the best interests of others) throughout a project.					4.4

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JJCA recognizes the value of long-term relationships.					4.8
JJCA's checksetting process is superior to that of other architects we work with.	4.1			4.1	
The all-day checkset meeting is a worthwhile investment of time in creating better construction documents.	4.1			4.1	
JJCA's use of technology is appropriate for our project(s). (Revit/BIM, on-line project management tools, phone/tablet use, scheduling, 3D Imaging, etc.)					4.4
Principals of the firm are sufficiently involved in our projects.	4.0	4.3	4.5	4.3	
Principals of the firm are well informed of the details of our projects.		4.3	4.5	4.4	4.6
JJCA principals/owners are available when we need them.	3.9	4.3	4.5	4.2	4.6
JJCA's phone and voicemail system supports efficient communication.	4.0	4.3	4.3	4.2	
JJCA's project management software system supports effective communication.	3.4	3.7		3.5	
JJCA's invoices are accurate and timely.					4.3
JJCA's fees are more competitive than other firms we work with.			3.3	3.3	
We receive an excellent value for the fees charged by JJCA.					4.3
Working with the people at JJCA is an enjoyable experience.	4.7	4.8	4.8	4.8	4.9
I feel I get the same level of service from each of the employees at JJCA.	3.8	3.7	4.2	3.9	3.9
Overall Average	4.1	4.2	4.3	4.2	4.5
Scale: 5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree					