

Operations Division (OPR) Survey Questionnaire

1. How would you rate the cleaning performed by the janitorial team in your area?

| | Excellent | Good | Need Improvement | NA |
|--------------|-----------|------|------------------|----|
| Corridors | | | | |
| Office/Cubes | | | | |
| Restrooms | | | | |
| Breakroom | | | | |
| Conference | | | | |
| Courtrooms | | | | |
| Jury Rooms | | | | |

2. Are the cleaning tasks performed consistently in your area and as scheduled?

_____ Always (The area is always in pristine condition and consistently maintained.)

_____ Normal (The area is maintained in an acceptable condition.)

_____ Need Improvement (The scheduled cleaning is often missed and called for service.)

3. When you need to request janitorial services, do you find it easy to contact or locate a janitorial crew member?

_____ Yes

_____ No

4. How would you rate the janitorial service response time when contacted for additional or emergency service?

_____ Excellent

_____ Good

_____ Need Improvement

_____ NA

5. How would you rate the attitude/friendliness of the janitorial staff?

_____ Excellent

_____ Good

_____ Need Improvement

6. Your feedback is appreciated. Please let us know how we can improve our cleaning services.

SUBMIT YOUR SURVEY TO: george.purnell@traviscountytexas.gov