

## 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.

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**SUBMIT YOUR SURVEY TO: [george.purnell@traviscountytx.gov](mailto:george.purnell@traviscountytx.gov)**