

Scot M. Faulkner
Chief Administrative Officer

Office of the
Chief Administrative Officer
U.S. House of Representatives
Washington, DC 20515-6860

September 17, 1996

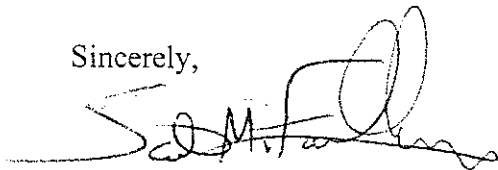
Dear AA or Office Manager:

As employees of the U.S. House of Representatives, we want to offer the best service possible to you and your offices. We endeavor to provide quality service while meeting the fast paced needs of the 104th Congress. To better meet your requirements, we need to know your concerns and where you feel we can improve. We welcome your comments, good or bad.

The information from this survey will be kept confidential and will be used only by my office for planning and implementing service improvements. Please take a few moments to fill out the enclosed survey and return it through inside mail to Terri Hasdorff, H112 in the Capitol by **September 30, 1996**.

Thank you for taking the time to complete this survey.

Sincerely,



Scot M. Faulkner
Chief Administrative Officer

3. Outsourced Services (continued)

C. What additional services would you like to see available?

4. Finance Office

A. Please rate your current level of satisfaction with the House Finance Office processing of vouchers.

- Excellent Very Good Good Fair Poor

B. Has your office experienced any delays in billing or payment of vouchers? Yes No
If yes, please explain:

C. Have you seen any improvements in service in the last few months? Yes No
Comments:

D. What could be done to improve service from the House Finance Office?

5. House Information Resources (HIR)

A. Have you been informed of the CyberCongress Initiative to provide each Member and Committee office with a fully networked pentium computer and one free hookup to a district office?

- Yes No

B. How many computers does your office have? _____

Which type of system does your office currently use? _____

C. Does your office have a web page? Yes No

Would you like to know more about creating a web page? Yes No

D. Does your office have an e-mail system? Yes No

If yes, which system? _____

5. HIR (continued)

E. Does your office have internet access? Yes No

F. Does your office have any problems with computer maintenance, vendors, etc.? Yes No
If yes, please give specifics of the problem, and provide us with the name of your vendor:

6. Office Supply

A. Are there any products or supplies that you would like to see carried in the Office Supply Store?

Yes No

If yes, please be specific:

B. Have you experienced any difficulties in purchasing speciality items (i.e., software) for your office?

Yes No

If yes, please be specific:

7. Publications and Distribution

A. Has the closing of the Folding Room affected your office? Yes No

If yes, please be specific:

B. Would having an internal copy center that could also fold and insert small mailings (less than 1,000 pieces) be helpful to you?

Yes No

C. Does your office send out its mailings locally, or from the district?

Locally From the district

Please return this form via inside mail to the Office of the CAO, Attn: Terri Hasdorff, H112 Capitol.
If you have further comments please attach a separate sheet of paper or call the CAO Suggest Line at x57200.
This survey is also available online on the House Internet page at <http://onlinecao.house.gov/>. Thank you!

8. Outsourced Services Provided by Vendors to the House:

	Aware Of <i>Please check only one</i>		Used <i>Please check only one</i>		Evaluation of Service <i>—Please check only one—</i>			
	Yes	No	Yes	No	Excellent	Good	Fair	Poor
USPS Postal Window, Longworth								
USPS 24-Hour Self Serve, Longworth								
USPS Postal Window, Rayburn								
USPS Postal Window, Cannon								
USPS Postal Window, Capitol								
Pitney Bowes Mail Delivery								
Marriott/Thompson Catering								
Longworth Cafeteria								
Longworth Carry Out								
Rayburn Cafeteria								
Rayburn Pizza Plus Carry Out								
Cannon Carry Out								
Cannon Coffee Wagon								
Members' Dining Room, Capitol								
Ford (Annex II) Cafeteria								
Ford (Annex II) Carry Out								
Skenteria's Catering								
Capitol Historical Society Gift Shop								
Capitol Style Beauty Shop, Cannon								
House Cuts Barber Shop, Rayburn								
Kiko's Shoe Shine, Cannon								
Kiko's Shoe Shine, Rayburn								
Newspaper Vending Machines								
Public Parking Lot								
Systems Integrators								
Correspondence Management Vendors								
Equipment Maintenance Vendors								

A. Please specify the reasons for any rating of services below "Good:"

B. Please specify the best way of keeping you informed about vendor services:
