

GOP Transition House Operations Survey

Dear Members and Staff:

Every transition to a new majority affords the House an opportunity to review its day-to-day operations in search of ways to lower costs and increase efficiency. The 1994 transition provided perhaps the most emblematic example when daily delivery of ice buckets was finally ended. Longtime House staffers can still recall a time when buckets of ice were delivered each morning to every office on Capitol Hill. Dating from the days before modern refrigeration, by 1994 this service had long since grown unnecessary - and thus wasteful - yet it had continued for years simply because it was "the way things had always been done".

As Members and staffers, you doubtless encounter other "ice buckets" in your daily work: inefficiencies, flawed processes and rules or practices that waste taxpayer dollars while doing little to improve the House's work on behalf of the American people. During this transition, we're asking for your help in identifying aspects of House operations that are most in need of reform. So please take a few minutes to complete this survey and help us answer the questions, how can House operations be improved to better serve you as Members and staff - and where are the ice buckets of 2010?

Rep. Greg Walden
Chairman
GOP Transition Team

SPECIAL NOTE: please return your completed survey by **Friday, November 19th**. Multiple responses from the same office are welcome - whether Member, COS or Scheduler/Office Manager - but at least one response from each office is essential if we are to ensure that the experiences of the entire House are taken into account during transition planning.

GOP Transition House Operations Survey

1) I am a(n):

- Member
- Chief of Staff
- Scheduler
- Office Manager
- Other

2.a) I am satisfied with the quality of the financial services my office receives (payroll, benefits, voucher processing, etc.).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2.b) If you Strongly Disagree with the previous question, please provide any comments or suggestions that you may have about the quality of the financial services your office receives in the following space:

4.a) I am satisfied with the services I receive when I hire new staff (payroll forms, House ID, background checks, etc.).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

GOP Transition House Operations Survey

4.b) Please provide any comments or suggestions that you may have about the new staff hiring services that you receive in the following text box:

5.a) Training opportunities for staff in the House are of high quality, are easily accessible and meet the needs of staff.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5.b) Please provide any comments or suggestions that you may have about the quality and accessibility of House staff training opportunities in the following text box:

6.a) Overall, I am satisfied with the quality and value of the food service on the House campus.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6.b) Please provide any comments or suggestions that you may have regarding your overall satisfaction with the House campus food services in the following text box:

GOP Transition House Operations Survey

7.a) The modular furniture program in the House has been a success.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7.b) Please provide any comments or suggestions that you may have about the modular furniture program in the following text box:

8.a) The IT services I receive from the House meet my office's needs.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

8.b) Please provide any comments or suggestions that you may have about the House IT services that your office receives in the following text box:

9.a) The quality and selection of office supplies available through the House meet my office's needs.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

GOP Transition House Operations Survey

9.b) Please provide any comments or suggestions that you may have about the quality and selection of office supplies available through the House in the following text box:

10.a) It is easy to find out where to go, or who to ask, for all the services the House provides to Members and staff.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10.b) Please provide any comments or suggestions that you may about how easy it is to find out where to go, or who to ask, for all House services provided to Members and staff in the following text box:

11.a) The Franking Regulations and approval process are easy to understand and follow.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11.b) Please provide any comments or suggestions that you may have about the Franking and Regulations approval process in the following text box:

GOP Transition House Operations Survey

12.a) I am satisfied with the process of scheduling Capitol/CVC tours for my constituents.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

12.b) Please provide any comments or suggestions that you may have about the Capitol/CVC scheduling process in the following text box:

13.a) I am satisfied with the process for scheduling meeting rooms in the House office buildings.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

13.b) Please provide any comments or suggestions that you may have about the meeting room scheduling process in the following text box:

14) What House services need to be improved the most?

GOP Transition House Operations Survey

15) What opportunities for savings do you see in the operations of the House?

16) What services for Members, staff or visitors should be offered that currently aren't?

17) What existing services should be reduced or eliminated?

Thank you for your time. Your feedback will help us improve House operations.

Rep. Greg Walden
Chairman
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