

TRC Contract Services Survey

Instructions: Your survey input is very important to us. If a rating area does not apply, please leave it blank. Please provide whole-number ratings for the items below, using the following rating scales:

In the first column to the left, rate the importance of that item to you.

Extremely Important	Very Important	Somewhat Important	Not Very Important	Unimportant
5	4	3	2	1

In the second column, rate TRC's *performance* on this item. How well are we doing?

Importance	Excellent	Exceeds Expectations	Meets Expectation	Below Expectations	Poor
Performance	5	4	3	2	1

Administrative Level - Please rate the administrative services you receive from TRC

Hiring

Timeliness in filling open jobs
Knowledge, skills, and abilities of new hires

Employee Retention

--	--

Ability to retain employees

Communication

--	--

Exchange of information, resolution of problems, follow-up on requests

Invoicing

Timeliness of invoice
Accuracy of invoice

Project Level - Please rate the services of TRC personnel assigned to you AT YOUR SITE

Personnel

--	--

Overall satisfaction with personnel assigned to you (competency, skills, teamwork, attitudes)

Project Accomplishment

--	--

Overall satisfaction with project deliverables (organization and planning, communicating test/project status, accuracy, and timeliness)

Additional comments are encouraged. Please write comments within the item box above or use the space below.

Signature: _____

Date: _____