



TEXAS DEPARTMENT OF PUBLIC SAFETY  
CRIME LABORATORY

## Customer Survey

LAB-QA-23 Rev.02 (06/2017)p.3 Issued by: QAC

The Texas DPS strives to achieve service excellence through open communication and cooperation with our customers. Please assist us in achieving this goal by completing this service evaluation.

**We welcome your positive and negative comments on our operations and areas where we might improve our service (e.g., speed of analysis, report writing, personnel and equipment needs). Thank you for your assistance.**

1. Which Crime Laboratory are you rating?

- Abilene
- Amarillo
- Austin
- Breath Alcohol
- Capitol Area
- Convicted Offender/Statewide CODIS Program
- Corpus Christi
- El Paso
- Garland
- Houston
- Laredo
- Lubbock
- Midland
- Tyler
- Waco
- Weslaco

2. Which section of the Laboratory are you rating?

- The entire laboratory
- Evidence Coordination
- AFIS
- Blood Alcohol
- CODIS
- Controlled Substances
- Digital Multimedia Evidence
- Firearms and Toolmarks
- Forensic Biology (DNA)
- Latent Prints
- Questioned Documents
- Toxicology
- Trace Evidence

3. How likely is it that you would recommend this crime lab to a friend or colleague?

- Extremely likely
- Very likely
- Not so likely
- Not likely
- Not at all



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4. Overall, how satisfied or dissatisfied are you with the service you have received?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

5. Which of the following words would you use to describe our service? Select all that apply.

- Reliable
- High quality
- Useful
- Fast
- Slow
- Responsive
- Timely
- Ineffective
- Poor quality
- Unreliable
- Other (please specify)

6. How well do the services offered meet your needs?

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not well at all

I would like to see this offered:

7. How would you rate the quality of the analysis?

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality

8. How would you rate the report that you received?

- Well written and easy to understand
- Well written but too technical
- Adequate
- Could be better
- Confusing



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9. How responsive has the laboratory been to your questions or concerns?

- Extremely responsive
- Very responsive
- Not so responsive
- Not responsive at all
- Not applicable

10. How long have you been a customer of this crime lab?

- First time
- Less than six months
- Six months to a year
- 1-2 years
- 3 or more years

11. Have you experienced a situation that you found to be unsatisfactory or unacceptable? Please provide as much information as possible.

12. Have you experienced a situation that you found to be worthy of a compliment? Please provide as much information as possible.

13. Do you have any other comments, questions, or concerns?

14. (Optional) Please provide your contact information.

Name	
Agency	
E-mail address	
Phone number	

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