

# TEXAS COMMISSION ON ENVIRONMENTAL QUALITY'S REPORT ON CUSTOMER SERVICE

## **Fiscal Year 2008 Customer Service Survey Results**

In accordance with Chapter 2114 of the Government Code, the Texas Commission on Environmental Quality (TCEQ) has established a customer service pledge *Compact with Texans*, which includes a customer relations representative. The compact is available on the agency's Web site and is updated periodically to include the most current information (see *Appendix B*).

Also in accordance with Chapter 2114, the TCEQ made the agency's Customer Satisfaction Survey (see *Appendix C*) available to thousands of recipients of TCEQ services to measure customer satisfaction during the two year period from 2006 to 2008. The survey is designed to target as many individual customers as possible who are served by the agency, and is provided in both English and Spanish. The survey was offered at the 16 TCEQ regional offices, in libraries and literature racks located around the TCEQ's Austin campus, at public meetings and hearings facilitated by the Office of Public Assistance (OPA), and also on the TCEQ Web site.

## **Significant Findings**

The most recent survey period (March 1, 2006 to February 2008) yielded the following results:

- The TCEQ received 430 valid responses to the survey, 48 more than it received during the previous two-year period of 2004-2006. However, given the number of surveys distributed to agency customers, the response level was still low.
- Overall customer satisfaction with the agency fell slightly from 36.3 percent for the previous survey period to 35.4 percent.
- The majority of respondents were satisfied to very satisfied with agency staff and facilities, and neutral to very satisfied with the agency's written info/documents, telephone handling, and Web site.
- The majority of respondents were very dissatisfied with agency complaint handling.
- The number of respondents who left personal contact information rose from 28.5 percent in 2004-2006 to 66.7 percent in the current biennium.

## **External Customers**

The TCEQ divides its customer base into the following eight categories:

- Citizens
- Regulated Entities
- Environmental Groups
- Public Officials
- Industry Associations
- Neighborhood and Community Representatives
- Attorneys and Consultants
- Other/None of the Above

Although the TCEQ provides similar services to all of these customers, the agency also offers each of the categories specific services tailored to meet their specific needs.

The primary goals of the TCEQ are: 1) environmental assessment, planning, and permitting; 2) assuring the safe delivery of drinking water and providing regulatory oversight of water and sewer utilities; 3) administering environmental enforcement and assistance programs; 4) identifying, assessing, and remediating contaminated sites; and 5) ensuring the delivery of Texas' equitable share of river water. These goals are supported by 20 strategies. The customer base is served by all 20 of these strategies.

### **Methodology**

OPA and Agency Communications (AC) staff made no major changes to the survey methodology for the most recent survey period. The second printing of the survey ran out in December of 2007, so staff ordered a third printing (of 4,000) in January. This version fixed a minor numbering error in the second edition.

Neither the online nor hard-copy versions of the survey have a deadline for submission. Nor is either version tied to a specific incident of service; rather, each asks respondents which area of the TCEQ they deal with most frequently as a customer. Finally, the survey provides specific instructions for filing a complaint or commenting in more detail. The cost to the agency for the survey was nominal (the third printing was \$0.22 per copy, \$0.05 per copy cheaper than the second printing).

Staff's decision in 2004-2006 to allow respondents to leave their name, phone number, and/or e-mail address has borne fruit. The number of respondents who provided such information rose from 28.5 percent in 2004-2006 to 66.7 percent in the current biennium. In addition, the number of respondents who left written comments increased from 73.8 percent in 2004-2006 to 75.8 percent in 2006-2008.

OPA staff forwarded survey responses with comments to relevant agency staff whenever possible. 140 of the 326 such responses (42.9 percent) were passed on in this manner. Agency staff receiving these comments then contacted a subset of the commenters and attempted to resolve their concerns. Unfortunately, OPA was unable to forward many survey responses because the comments were too vague, or because they addressed the agency as a whole rather than a specific agency function, program, department, or employee.

### **Data Collection Time Frames and Cycles**

Data collection began on March 1, 2006 (the day after data collection ended for the *TCEQ FY 2006 Report on Customer Service*), and continued without interruption until midnight on February 29, 2008, in order to allow for two full years worth of data. A link to the online survey was continually available in the sidebar of virtually every TCEQ Web page--including the home page.

### **Data Limitations**

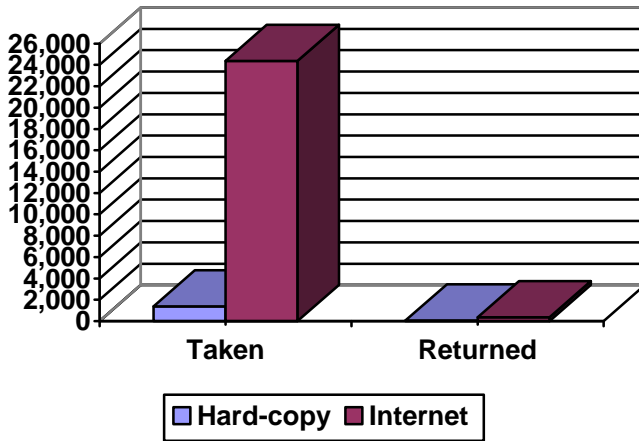
As was the case with the *FY 2006 Report*, the 2008 edition is not scientific, in that even though surveys were made available to a very large population, the response rate was low. The survey was also made available to an undefined universe by its availability on the Web site.

### **Number of Customers Surveyed**

The number of people who are served by the TCEQ is difficult to gauge, given the size and the ever-changing population of Texas. Staff made both online and hard-copy versions of its survey available in the hopes of reaching as many of these customers as possible.

Hits on the agency Web site were tracked by AWStats (Advanced Web Statistics, the program that has replaced Webtrends), an Internet data service. From March 1, 2006, to February 29, 2008, the online survey was visited 24,367 times. In addition to the Web site visits, the agency distributed 1,376 hard-copy surveys, for a total of 25,743 surveys accessed by our customers during the survey period.

**Figure 1: Response Rates**



**Confidence Intervals and Levels**

Staff could not determine what percentage of the general population would have chosen any given answer on the survey because of the low response rate. More extensive feedback is necessary to constitute a statistically valid survey.

**Error and Response Rates**

Of the 3,911 hard-copy surveys made available to the public, 1,376 were taken and 74 returned to the agency (all of which were deemed valid). This constitutes a return rate of 5.4 percent of those taken, and 1.9 percent of those made available (see Figure 1).

The Internet surveys were accessed 24,367 times, with 378 surveys returned. Of those, 22 were judged invalid. One of these only answered Question 1 (customer type), three were duplicates, and 18 were spam (a new problem this biennium). The resulting count of 356 valid responses represents a return of 1.5 percent (see Figure 1).

**Customer Group Limitations**

OPA and AC staff continued making efforts to survey all customer groups. However, the survey may still have reached only a limited group of customers. Those without Internet access who have never visited the TCEQ campus in Austin, never been to a TCEQ regional office, and never attended a public meeting or hearing may have been excluded. These customers may have conducted business with the agency through the mail or over the phone.

**How They Rate Us**

Table A-1 in *Appendix A* provides a breakdown of all valid responses from all customer types by survey question category, and is followed by a brief summary of the responses for each customer group. Almost half of the respondents identified themselves as citizens (211, or 49.1 percent) and the majority (356 or 82.8 percent) responded through the agency Web site.

**Analysis of Findings**

Although staff received 48 more valid surveys in 2006-2008 than in 2004-2006 (a 12.6 percent increase), the overall percentage of returns (5.4 percent of all hard-copy surveys taken by the public, and only 1.5 percent of all surveys viewed online) is still too low to provide an accurate picture of agency customers' opinions about the TCEQ. Therefore the survey results continue to be statistically invalid.

25 additional surveys (a 7.6 percent increase) were submitted electronically, via the Web, and staff received 23 additional hard copy surveys (a 45.1 percent increase). The increase in hard copies is particularly significant, as it reverses last biennium's 52.3 percent downward trend. The increase in the number of Web returns is modest compared to last biennium's 60.7 percent jump, which was most likely due to the many improvements AC staff made to the TCEQ Web site (such as placing a prominent link to the survey in the sidebar of virtually every agency Web page). These improvements have now been around for several years, and most regular visitors to the site are already aware of them.

As for the ratings, customer satisfaction with the following performance measures declined: the agency **Overall** was down 0.9 percent to 35.4 percent, agency **Staff** was down 1.7 percent to 55.5 percent, and agency **Telephone Handling** was down 0.5 percent to 44.8 percent. However, satisfaction with the remaining four performance measures rose: the **Web Site** was up 0.1 percent to 42.5 percent, **Written Info/Docs** was up 3.9 percent to 44.5 percent, **Complaint Handling** was up 6.2 percent to 23.5 percent, and agency **Facilities** was up 8.9 percent to 58.4 percent.

As was the case during the 2002-2004 and 2004-2006 survey periods, respondents in 2006-2008 gave agency **Complaint Handling** the lowest ratings. Of the 430 total valid responses, 196 (45.6 percent) reported filing a complaint with the agency, and 123 of those (64.7 percent) were very dissatisfied with the way their complaints were handled (Question 17). Of the 192 respondents who received a response to their complaints, 120 (66.5 percent) were very dissatisfied with those responses (Question 18). And of the 185 respondents who rated the timeliness of staff in handling their complaints, 105 (56.8 percent) were very dissatisfied with their wait times (Question 19).

### **Improving the Survey**

OPA received five suggestions (one from agency staff and four from survey respondents) for improving the survey during the biennium. Staff implemented the first of these by correcting a grammatical error on the reply page that thanks respondents for submitting an online survey.

The second suggestion, which addressed the online version of Question 3, was to force respondents to select either the "Austin Headquarters" or "Regional Office" pulldown menu, but not *both*. Staff thought this would be unwise, as it would make the online version more restrictive than the hard-copy version and possibly result in a loss of valuable data. It therefore rejected this suggestion.

The third suggestion was to allow respondents to attach lengthy documents to their responses. Staff rejected this idea for two reasons. First and foremost, it was deemed a security threat, as it would enable respondents to anonymously submit infected files to the agency. Second, staff feels that the survey is not the appropriate forum for lengthy comments with supporting documents. By providing the opportunity for respondents to leave contact information, we hope to follow up with those wishing to discuss issues further.

The fourth suggestion was to allow respondents to rate their level of satisfaction with agency management in addition to rank-and-file employees. Staff finds this suggestion interesting and worthy of consideration for the fourth survey printing. The fifth suggestion was to allow respondents to the aforementioned Question 3 (online version) to select more than one choice from the "Austin Headquarters" pulldown menu. Staff considers this to be worthy of consideration as well, as it would bring the online and hard-copy versions of this questions more closely in line with each other (users of the current hard-copy version aren't restricted to a single selection from a limited menu of choices).

OPA continues to look for ways to improve survey distribution and response rates. The more responses the agency receives, the more likely it is to gain a statistically valid picture of customer satisfaction within each of the eight customer service groups. It has been suggested that better results might be obtained by

joining the surveys more closely to specific services offered by the TCEQ. For example, the agency could:

- Mail companies that have just been issued a permit a survey along with the final paperwork.
- Send concerned citizens who have submitted comments on certain permitting action a survey along with the executive director’s response to their comments (RTC).
- Add a sentence with a link to the online version of the survey to the boilerplate language in the executive director’s RTC.
- Put a link to the online version of the survey in the footer of agency e-mails.
- Promote customer service surveys at agency-sponsored regulatory and pollution prevention seminars and workshops.
- Employ focus groups to find out exactly what would work best for the public.

Although the agency lacks the financial resources to implement many of these suggestions as written, it might be feasible to try a scaled-down version of one or two of them. For example, one particular *section* of the Office of Permitting, Remediation, and Registration could be trained to mail surveys to companies that have just completed the permit application process. Or the Office of the Chief Clerk could begin mailing surveys to select recipients of the executive director’s RTC. Another idea would be for OPA and AC staff to meet with staff in select agency offices to promote the survey and find out how it could be most effectively utilized in their programs. Staff will explore these possibilities over the coming biennium.

**Customer Service Survey Performance Measures**

Table 1 below identifies FY 2008 estimated performance for the customer service standard measures.

**Table 1. Customer Service Survey Performance Measures**

Measure	Performance
<b>Outcome Measures</b>	
Percentage of customers expressing overall satisfaction with service provided	35.4%
Percentage of surveyed customers identifying ways to improve customer service	60.5%
<b>Output Measures</b>	
Number of customers surveyed	25,743
Number of customers served	NA
<b>Efficiency Measure</b>	
Average cost per customer served	\$0.22
Measure	Performance
<b>Explanatory Measures</b>	
Number of customers identified	NA
Number of customer groups inventoried	8



## **APPENDIX A**



**Table A-1. Responses from All Customer Groups**

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>General</b>					
TCEQ Overall	23.3%	14.9%	11.4%	9.8%	40.7%
Attentiveness to Customer Complaints	20.7%	11.6%	13.4%	8.8%	45.6%
<b>Staff</b>					
Proper Identification	48.5%	14.2%	10.8%	8.7%	17.7%
Sufficiently Knowledgeable	33.1%	13.4%	13.7%	11.0%	28.8%
Professional and Courteous	41.1%	16.0%	14.9%	9.0%	19.0%
<b>Telephone Calls</b>					
Call Handling	28.6%	12.7%	15.3%	7.8%	35.7%
Length of Wait	31.9%	16.6%	10.5%	8.8%	32.2%
<b>Written Info/Documents</b>					
Accuracy, Helpfulness	28.2%	14.3%	11.6%	7.6%	38.2%
Ease of Understanding	29.9%	16.7%	13.9%	9.5%	29.9%
<b>Web Site</b>					
Ease of Finding Information	20.1%	18.4%	22.7%	11.0%	27.8%
Usefulness of Information	26.9%	19.7%	20.2%	9.5%	23.7%
<b>Facilities</b>					
Appearance and Location	37.6%	22.9%	18.2%	6.5%	14.7%
Accessibility of	36.8%	19.5%	19.5%	4.6%	19.5%
<b>If You Filed a Complaint</b>					
Complaint Handling	14.2%	7.4%	6.3%	7.4%	64.7%
Response You Received	16.1%	6.3%	6.8%	8.3%	62.5%
Timeliness of Staff	15.1%	11.4%	10.8%	5.9%	56.8%

*All Customers*

The agency received 430 total valid responses to the survey. The majority of those respondents were satisfied to very satisfied with agency **Facilities** (58.4 percent) and **Staff** (55.5 percent), and neutral to very satisfied with **Written Info/Documents** (59.0 percent), **Telephone Calls** (57.7 percent), and the **Web Site** (57.5 percent). However, 52.3 percent were dissatisfied to very dissatisfied with the agency **Overall**, and 61.4 percent were very dissatisfied with agency **Complaint Handling**. 196 of the respondents (45.6 percent) reported lodging a complaint with the agency.

*Citizens*

211 respondents (49.1 percent) identified themselves as citizens. A majority of these were neutral to satisfied with **Facilities** (71.2 percent) and **Staff** (60.4 percent). However, a majority were neutral to very dissatisfied with the **Web Site** (65.5 percent), dissatisfied to very dissatisfied with **Telephone Handling** (57.6 percent), and very dissatisfied with **Written Info/Docs** (50.2 percent), the agency **Overall** (57.9 percent) and **Complaint Handling** (67.4 percent). 119 of the citizens (56.4 percent) reported lodging a complaint with the agency.

*Regulated Entities*

72 respondents (16.7 percent) identified themselves as owners or employees of regulated companies. A majority of these were very satisfied with agency **Staff** (53.6 percent), and satisfied to very satisfied with

agency **Facilities** (73.8 percent), **Telephone Handling** (63.8 percent), the **Web Site** (66.7 percent), the agency **Overall** (69.4 percent), and **Written Info/Docs** (56.4 percent). However, the majority were very dissatisfied with agency **Complaint Handling** (56.6 percent). 26 of the regulated entities (36.11 percent) reported lodging a complaint with the agency.

#### *Environmental Groups*

15 respondents (3.5 percent) identified themselves as representatives of environmental groups. A majority of these were very satisfied with **Telephone Handling** (51.9 percent), and neutral to very satisfied with agency **Staff** (60.2 percent). However, the majority were dissatisfied to very dissatisfied with the agency **Overall** (53.8 percent) and the **Web Site** (57.1 percent). 66.7 percent were very dissatisfied with agency **Complaint Handling**. The **Written Info/Docs** ratings were largely flat, with very satisfied and neutral tying with a 23.1 percent plurality, as were the **Facilities** ratings, which featured a 31.8 percent plurality of dissatisfied customers. Six of the environmental groups (40.0 percent) reported lodging a complaint with the agency.

#### *Public Officials*

16 respondents (3.7 percent) identified themselves as public or elected officials. The majority of these were very satisfied with **Written Info/Docs** (60.0 percent), and satisfied to very satisfied with agency **Staff** (72.5 percent), **Facilities** (63.2 percent), **Telephone Calls** (61.9 percent), **Complaint Handling** (58.8 percent), and the agency **Overall** (57.1 percent). However, 73.9 percent were neutral to very satisfied with the agency **Web Site**. Six of the public officials (37.5 percent) reported lodging a complaint with the agency.

#### *Industry Associations*

10 respondents (2.3 percent) identified themselves as industry or association representatives. The majority of these were satisfied to very satisfied with agency **Telephone Handling** (73.7 percent), **Written Info/Documents** (68.8 percent), **Staff** (67.9 percent), **Facilities** (66.7 percent), and the **Web Site** (62.5 percent). In addition, 62.5 percent were satisfied with the agency **Overall**. However, 66.7 percent were dissatisfied to very dissatisfied with agency **Complaint Handling**. Only three of the industry associations (30.0 percent) reported lodging a complaint with the agency.

#### *Neighborhood and Community Representatives*

19 respondents (4.4 percent) identified themselves as neighborhood or community representatives. A majority of these were neutral to very satisfied with the agency **Web Site** (70.4 percent), **Facilities** (66.7 percent), and **Staff** (65.3 percent). However, 55.2 percent of respondents were neutral to very dissatisfied with the quality of **Written Info/Documents**, and 52.9 percent were very dissatisfied with the agency **Overall**. The ratings for agency **Telephone Handling** were much more ambiguous. Nine respondents (32.1 percent) were satisfied with this service, but eight (28.6 percent) were very dissatisfied with it. 13 of the representatives (68.4 percent) reported lodging a complaint with the agency.

#### *Attorneys and Consultants*

28 respondents (6.5 percent) identified themselves as attorneys or consultants. This group was the most satisfied of all the customer types. 55.6 percent were very satisfied with agency **Staff**, and satisfied to very satisfied with agency **Facilities** (86.4 percent), **Complaint Handling** (76.5 percent), **Written Info/Documents** (68.2 percent), **Telephone Calls** (60.8 percent), the agency **Overall** (59.2 percent), and the **Web Site** (53.7 percent). Six of the attorneys and consultants (21.4 percent) reported lodging a complaint with the agency.

#### *Others*

50 respondents (11.6 percent) identified themselves as "other." The majority of these were satisfied to very satisfied with agency **Facilities** (59.4 percent), **Staff** (57.1 percent), and **Written Info/Documents**

(53.0 percent). In addition, 61.8 percent were neutral to very satisfied with the agency **Overall**. However, 63.8 percent were neutral to very dissatisfied with the agency **Web Site**, and 51.2 percent were dissatisfied to very dissatisfied with agency **Complaint Handling**. Agency **Telephone Handling** ratings were very polarized, with very satisfied and very dissatisfied tying with a plurality of 37.7 percent. 15 of the others (30.0 percent) reported lodging a complaint with the agency.

#### *Unknowns*

Nine respondents (2.1 percent) failed to select a customer type. The majority of these were satisfied to very satisfied with the agency's **Written Info/Documents** (66.7 percent), and neutral to very satisfied with agency **Telephone Handling** (100 percent), and **Staff** (83.3 percent). However, the majority were dissatisfied to very dissatisfied with the agency **Overall** (60.0 percent), and very dissatisfied with the **Web Site** (60.0 percent) and agency **Complaint Handling** (75.0 percent). None of the unknowns responded to the questions on agency **Facilities**, and only two of them (22.2 percent) reported lodging a complaint with the agency.



## **APPENDIX B**



## Compact with Texans

The Texas Commission on Environmental Quality pledges through the Compact with Texans to provide the best possible service to our customers.

The TCEQ is one of the most comprehensive state environmental agencies in the nation. Our responsibilities are grossly diversified and include those of permitting, licensing, compliance, enforcement, pollution prevention programs and education related to preservation and protection of our air and water quality and safe disposal of waste. The TCEQ has approximately 3,000 employees, 16 regional offices, and an annual budget that exceeds \$500 million funded primarily by regulatory program fees, federal funds and the state general revenue fund. For more information, call 512/239-1000 or follow this web link: <http://www.tceq.state.tx.us/index.html>.

The Office of Permitting, Remediation and Registration is responsible for implementing the federal and state laws and regulations governing all aspects of permitting for air, water and waste programs. The office also oversees the investigation and cleanup of hazardous pollutants released into the environment; registers and manages the reporting requirements for certain facilities; and implements the petroleum storage tank reimbursement program. For more information about the timelines and requirements for a permit of specific interest to you, call 512/239-2104 or follow this web link <http://www.tceq.state.tx.us/about/organization/oprr.html>.

The Compliance Support Division issues occupational licenses to qualified individuals in the environmental professions ranging from on-site sewage system installers to public water system operators. The licensing requirements for each program are based on job analyses which identify licensee job tasks for the purposes of training and examination development. In general, the licensing activities involve, application review for verification of licensee qualifications such as, experience, education, completion of basic training courses and an examination; review of renewal applications for continuing education requirements; performance of job analysis; examination development and administration; training approval; and initiation of enforcement actions when necessary. After qualifications are verified, most licenses will be issued within 45 days. For more information about occupational licenses, call 512/239-6300 or follow this web link: <http://www.tceq.state.tx.us/nav/permits/licenses.html>.

The Texas Commission on Environmental Quality is dedicated to serving the people of Texas and ensuring meaningful public participation in the decision making process. To accomplish these goals, we pledge to commit to the following:

- Responding to all customers in a timely, efficient and professional manner, in compliance with all applicable state and federal statutes and regulations;
- Providing clear, concise and accurate information related to all applicable licensing and certification procedures via written materials and our official website;
- Establishing a Public Input section of our website which will contain comprehensive information related to our public participation for all aspects of our operations including but not limited to permitting, rulemaking, compliance and customer service contracts;
- Tracking and responding to customer service complaints in a timely manner; and
- Providing safe, clean and accessible facilities across the state.

We realize that no matter what processes we implement, there will be times when we do not meet the needs of our customers at the service level expected and we are always looking for ways to improve. We are proud to have in place a process which will immediately address those times. Our complaint process has a two fold mission:

*Swiftly and effectively address the issue at hand and take the appropriate action to avoid similar future dissatisfaction.*

Our complaint process is as simple as it is effective. We have appointed a Customer Service Representative, the Director of our Office of Public Assistance, to monitor complaints and ensure swift and efficient resolution as well as process modification as necessary. This representative can be reached at 512/239-4000 or at the e-mail address shown below. Any complaints received will be forwarded to the appropriate office for attention. It is our promise that all complaints will be addressed and a written notification sent to the complainant within two working days and resolved within ten working days from receipt.

The Texas Commission on Environmental Quality continually strives to provide quality customer service and we value your opinion and encourage you to tell us about your experience with us and what you think about our service and how you believe we can improve. We ask that you take a moment to complete our [customer survey](#) to assist us in serving you better in the future.

**[custserv@tceq.state.tx.us](mailto:custserv@tceq.state.tx.us)**

## **APPENDIX C**



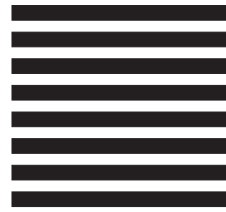


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 2953 AUSTIN, TX  
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ENVIRONMENTAL QUALITY  
PO BOX 13087  
AUSTIN TX 78711-9958



**Texas Commission on Environmental Quality**  
*Comisión de Calidad Ambiental de Texas*



# Customer Satisfaction Survey

## Encuesta de Satisfacción del Cliente

### Have we provided the service you need?

*¿Le hemos dado el servicio que usted necesita?*

In order to serve you better, the Texas Commission on Environmental Quality (TCEQ) would like to know about your experience with us. Please take the time to complete this brief survey and return it to us.

*A fin de servirle mejor, la Comisión de Calidad Ambiental de Texas (TCEQ) desea conocer sobre sus experiencias con nosotros. Por favor tome el tiempo para contestar esta breve encuesta y devuélvanosla después.*

#### General Information, Información General

**1. Which customer type would you consider yourself: (mark only one)**

*¿Cuál categoría de cliente considera que le corresponde a usted? (marque sólo una)*

- |  |  |
|--|--|
| <input type="checkbox"/> Citizen, <i>Ciudadano</i>   | <input type="checkbox"/> Industry/Association Representative<br><i>Representante de Industria o Asociación Civil</i> |
| <input type="checkbox"/> Owner or Employee of Regulated Company<br><i>Propietario o Empleado de una Empresa Controlada</i> | <input type="checkbox"/> Neighborhood/Community Representative<br><i>Representante de Vecinos/Comunidad</i>          |
| <input type="checkbox"/> Environmental Group Representative<br><i>Representante de Grupo Ecologista</i>                    | <input type="checkbox"/> Attorney/Consultant, <i>Abogado/Consultor</i>   |
| <input type="checkbox"/> Public/Elected Official<br><i>Funcionario Público y/o Elegido</i>                                 | <input type="checkbox"/> Other (please describe), <i>Otro (favor de describir)</i>                                   |

**2. What county do you live in? \_\_\_\_\_**

*¿En qué condado tiene su domicilio?*

**3. Which area of the Texas Commission on Environmental Quality do you most frequently deal with as a customer?**

*¿Cuál es el área de la Comisión de Calidad Ambiental de Texas con la que más frecuentemente trata usted como cliente?*

- |   |   |
|---|---|
| <input type="checkbox"/> Austin Headquarters (specific program),<br><i>Sede de Austin (programa específico)</i> | <input type="checkbox"/> Regional Office (which region), <i>Oficina Regional (indique por favor a cual de nuestras oficinas acudió)</i> |
|---|---|

# Customer Satisfaction Survey

## Encuesta de Satisfacción del Cliente



**Texas Commission on Environmental Quality**  
*Comisión de Calidad Ambiental de Texas*

(Please fold in thirds and staple to show return address.)  
*(Favor de doblarlo en tres y grápelo, mostrando la dirección.)*

Thank you for completing our survey.  
*Gracias por completar nuestra encuesta.*

If you wish to file a complaint or comment in more detail, please contact our Customer Service Representative at 1-800-687-4040 or send an e-mail message to [custserv@tceq.state.tx.us](mailto:custserv@tceq.state.tx.us), or mail in your comments to the Office of Public Assistance MC-108, TCEQ, P.O. Box 13087, Austin, TX 78711.

*Si desea presentar una queja o comentario con más detalle, favor de comunicarse con nuestro Representante de Servicio al Cliente, al teléfono 1-800-687-4040, o envíe un correo electrónico a [custserv@tceq.state.tx.us](mailto:custserv@tceq.state.tx.us), ó envíe sus comentarios a la Oficina de Asistencia al Público MC-108, TCEQ, P.O. Box 13087, Austin, TX 78711.*

The TCEQ is an equal opportunity/affirmative action employer. The agency does not allow discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation or veteran status.  
*La Comisión de Calidad Ambiental de Texas (TCEQ) es un empleador que da oportunidades iguales y ofrece acción afirmativa. Esta institución no permite discriminación por raza, color, religión, nacionalidad, sexo, incapacidades, edad, orientación sexual o estado de veterano.*

