

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

2010–2012 REPORT ON CUSTOMER SERVICE

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*, and appointed the director of Small Business and Environmental Assistance as the customer relations representative. The TCEQ Customer Satisfaction Survey (CSS) (*Appendix A*) was made available to thousands of TCEQ customers to measure customer satisfaction during the two-year period from 2010 to 2012.

Significant Findings

The most recent two-year survey period (March 1, 2010 to February 29, 2012) yielded the following results:

- The TCEQ received 3,928 responses to the survey, a significant increase over the 331 received during the previous two-year survey period of March 1, 2008 to February 28, 2010 (an increase of 1,087 percent).
- Overall satisfaction with the agency rose significantly from 41.1 percent from the previous survey period to 80.9 percent.
- Taken as a whole, a majority of agency customers were satisfied to very satisfied with all agency service elements.
- In January 2010, the TCEQ instituted several improvements to the CSS process. These improvements included: expanding the methods of distributing the survey; and enhancing the agency response to and tracking of survey comments. These changes significantly increased return rates and ratings.
- The response rates indicate that the best way to increase return rates is to directly distribute a hard copy of the survey to an individual as opposed to having a hard copy available for pickup or by providing the survey web address. However, adding the online survey link to all web pages and agency correspondence did increase online survey responses by 351.3 percent over the previous reporting period.

External Customers

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

- Citizen
- Owner or Employee of a Regulated Company
- Environmental Group Representative
- Public/Elected Official
- Industry/Association Representative
- Neighborhood/Community Representative
- Attorney/Consultant

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.

As indicated in the General Appropriations Act, the primary goals of the TCEQ are:

- environmental assessment, planning, and permitting;
- assuring the safe delivery of drinking water and providing regulatory oversight of water and sewer utilities;
- administering environmental enforcement and assistance programs;
- identifying, assessing, and remediating contaminated sites; and
- ensuring the delivery of Texas' equitable share of river water.

These goals are supported by 20 strategies and the customer base is served by all 20 of these strategies.

Methodology

In January 2010, TCEQ created a CSS Implementation Team to work on several activities, including improving the distribution of the Customer Satisfaction Survey. As a result of action taken by the Team, the survey distribution and return rates increased over the past two years.

Hard copy survey distribution was expanded and included:

- providing surveys to all 16 regional offices to distribute at the conclusion of every investigation;
- offering surveys in literature racks located at the TCEQ Austin campus;
- making surveys regularly available at Commission Agendas and Work Sessions, at Small Business and Environmental Assistance workshops and seminars, and at public meetings and hearings;
- distribution by the Houston Regional Office to complainants; and
- promotion through agency hotlines.

Increasing the visibility of the electronic survey was also emphasized and efforts included:

- adding a link to the online survey on the sidebar of every TCEQ web page;
- including the tagline "How is our customer service? Fill out our online customer satisfaction survey at www.tceq.state.tx.us/goto/customersurvey" to the bottom of all GovDelivery e-mails, responses from 110 TCEQ e-mail proxy boxes, and regularly produced agency publications, including but not limited to *Take Care of Texas News You Can Use*, *The Advocate*, and *Natural Outlook*;
- adding the link on information distributed at occupational licensing exams;
- making the online survey the default screen on computers in the TCEQ information area at the 2010 and 2011 Environmental Trade Fair and including the survey link in emails sent out after the event to all participants and exhibitors; and

- revising hardcopy and electronic versions of agency letterhead and fax coversheets to include the survey web link to ensure all correspondence from the agency now includes information on how to access the customer satisfaction survey.

The survey was designed to target as many individual agency customers as possible. Neither the online nor the hardcopy versions of the survey had a deadline for submission nor was either version tied to a specific incident of service. The survey is provided in both English and Spanish.

The survey methodology was consistent with prior years, requesting general information and asking respondents to rate multiple aspects dealing with the seven statutorily required customer service quality elements. These service elements included:

- Overall Satisfaction with TCEQ;
- Employees;
- Telephone Calls;
- Written Information or Documentation;
- Website;
- Facilities; and
- If You Filed a Complaint.

The survey also provided space to document specific comments or concerns and provide contact information.

In September of 2010, the survey was updated because two questions were not eliciting the intended information. The previous survey included a fill-in-the-blank question asking which area of the TCEQ they dealt with most frequently as a customer. The open ended question provided vague responses and was rewritten asking how respondents heard about the survey in order to learn which methods were effective in getting the survey out to customers. The section asking for contact information was also improved because the phrasing indicated that anyone providing contact information was requesting that the agency contact them. When staff contacted the respondent it was discovered that most customers had not wanted to be contacted and had no concerns they wanted addressed. Therefore, the section was updated to better reflect whether they specifically wanted to be contacted or only if TCEQ had questions regarding their comments.

Other changes made to the survey at that time included adding information regarding the availability of the online survey, a numbered barcode to allow for easier scanning, and a disclaimer regarding the confidentiality of email addresses.

Survey Processing

The process of handling and responding to surveys was also improved to ensure that:

- agency responses to CSS comments and requests for assistance occur in a timely manner;

- issues are correctly identified and addressed;
- responses are tracked to satisfactory completeness; and
- responses are compiled and summarized on a quarterly basis.

Each office designated a point of contact responsible for receiving the surveys, forwarding to appropriate staff, and ensuring required responses were drafted.

Surveys were forwarded within three days of receipt to the appropriate office either for their information or to prepare a response, if required. Draft responses were prepared by the appropriate agency office within 10 working days and submitted to the customer relations representative for review. The customer relations representative finalized the response and forwarded it to the customer, copying the agency office. A unique email box was created, custserv@tceq.texas.gov, for the receipt and transmittal to the public and agency offices of all surveys and emails regarding the CSS. Surveys and responses were tracked using an Access database which allowed for detailed reports and a more accurate and thorough tracking.

Improvements to the processing of electronic surveys were also made by moving it into the agency's Content Management System. This change allowed staff to download survey data directly into the database to eliminate the need for staff to manually enter the information and increased efficiency.

Data Collection Time Frames and Cycles

Data collection began on March 1, 2010, the day after data collection ended for the *2008-2010 TCEQ Report on Customer Service*, and continued without interruption until midnight on February 29, 2012, to allow for two full years worth of data.

Data Limitations

As was the case with the *2010 Report*, the 2012 edition is not scientific, in that even though surveys were made available to a very large population, the response rate, though improving, continues to be very low, especially from select customer groups. The survey was also made available to an undefined universe by its presence on the website.

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. Both online and hardcopy versions of the survey were made available with the intent of reaching as many of these customers as possible. The agency distributed 18,710 hardcopy surveys and received 2,890 responses. The increased visibility and promotion of the link to the online survey resulted in 1,038 responses to the electronic survey.

Confidence Intervals and Levels

Staff could not determine what percentage of the general population would have chosen any given answer on the survey because it cannot be assured that a true random sample was taken. There was a significant increase in responses from the Owner or Employee of a Regulated Entity customer category, which accounted for 58.7 percent of total survey responses, likely due to the practice of distributing a survey at the conclusion of

every inspection and cannot be assumed to accurately represent all the citizens of Texas. Also, some individuals completed numerous surveys because they represented multiple facilities that had been inspected and received a survey at each inspection.

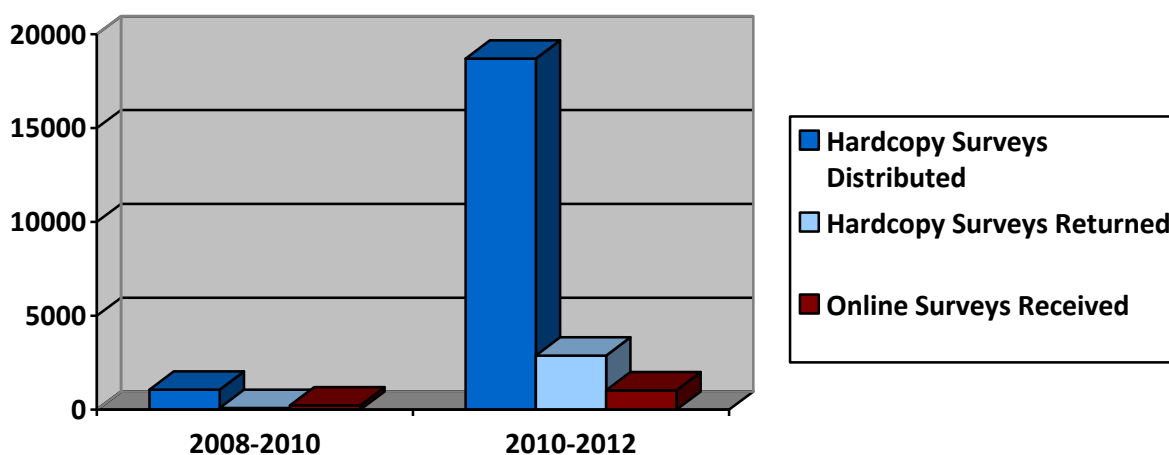
Error and Response Rates

Of the 18,710 hardcopy surveys distributed to the public, 2,890 were returned to the agency. This constitutes a return rate of 15.4 percent, an increase of 6.0 percent from last reporting period.

The agency received 1,038 surveys submitted electronically. The return rate for electronic surveys could not be calculated due to the difficulty in verifying the number of people who received the survey link through the various electronic media and other agency correspondence. *See Figure 1.*

While the majority of surveys received during the previous reporting period were to the electronic survey (69.5 percent), this reporting period saw an increase in responses to the hardcopy survey with 73.6 percent of the total.

Figure 1. Response Rates for the past two reporting periods



Customer Group Limitations

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

Analysis of Findings

During the period under review, the agency received 3,928 responses to the hardcopy and electronic survey. This figure is significantly greater than the 331 responses received during the 2008-2010 reporting period. In fact, each quarter saw a return

greater than the previous reporting period due to the actions implemented to increase survey distribution.

Since revising the survey and inquiring how respondents heard about the survey, the agency was able to determine which methods were effective in getting the survey out to customers:

- A letter I received – 4.7 percent (112)
- An email I received – 17.1 percent (407)
- A TCEQ publication – 2.8 percent (66)
- A TCEQ employee – 62.1 percent (1477)
- Surfing the TCEQ website – 6.9 percent (163)

When the agency mailed thousands of hard copy surveys to the regional investigators for distribution to the regulated community, hard copy response rates increased dramatically. When the agency increased the profile of its online survey and began including the link in all agency correspondence, online response rates began to rise and non-industry customers began participating in greater numbers as well.

A decrease in the response to hard copy surveys was seen each quarter throughout the reporting period likely due to regulated entities that had multiple inspections declining to fill out surveys if they had already done so in the past through previous inspections. Regardless, the response rates indicate that the best way to increase return rates is to directly give a hard copy of the survey to an individual as opposed to having a hard copy available for pick up or by providing the survey URL address.

However, this practice also indicates an unequal distribution to a single customer category. The practice of distributing a hard copy survey at the conclusion of every investigation implemented this reporting period resulted in a significant shift in the return rates for two customer categories and whether the response was to the hardcopy or electronic survey. During the last five reporting periods, almost half of the respondents consistently identified themselves as citizens; however, this reporting period only 12.8 percent identified themselves as Citizens while 58.7 percent identified themselves as an Owner or Employee of a Regulated Entity. Also, while the hard copy responses accounted for 30.5 percent of the total the previous reporting period, this rate increased to 73.5 percent this reporting period.

The percentage of surveys that contained comments was 36.5 percent. The agency continued to forward survey responses containing positive and negative comments to the appropriate agency staff whenever possible. The agency forwarded 39.7 percent of the surveys received to the appropriate staff. This number is slightly higher than expected due to the policy during the beginning of this reporting period to forward surveys with low ratings but no comments or contact information to the appropriate division when possible. This policy was subsequently changed because low ratings without accompanying comments were not providing useful information to staff. If contact information was provided, the agency attempted to contact the respondent for more information regarding their low ratings. As was the case in the last reporting period, the agency was unable to forward many of the 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. Agency staff contacted 21.9 percent of commenters because a response was deemed necessary.

While the figure is somewhat subjective, 10.3 percent of surveyed customers identified ways to improve customer service. The most commonly received suggestion involved the agency's website with 22.2 percent suggesting better website navigation, making it more user friendly, and improving specific online databases or reports. The second most common suggestion addressed improving communication from agency staff and receiving more timely responses.

These suggestions for improvement also were the two most predominant complaints received from respondents. Customers that reported being dissatisfied with communication with staff and had difficulty with forms, reports, databases, and web pages were not limited to a specific customer category. Another consistent trend seen were comments related to water utilities and most often addressed billing, fee, and rate increase concerns. Citizens were the most prevalent customer category providing these type of comments.

Overall satisfaction with the agency for all customers taken as a whole rose significantly from 41.1 percent for the previous survey period to 80.9 percent.

All customer groups showed significantly more satisfaction than they did last period:

- **Citizens** was up 33.4 percent to 57.3 percent;
- **Regulated Entities** was up 12.4 percent to 85.7 percent;
- **Environmental Groups** was up 34.2 percent to 84.2 percent;
- **Public Officials** was up 12.0 percent to 80.4 percent;
- **Industry Associations** was up 21.9 percent to 87.5 percent;
- **Neighborhood and Community Representatives** was up 26.1 percent to 47.2 percent; and
- **Attorneys and Consultants** was up 27.1 percent to 75.1 percent.

Overall, customer satisfaction with all seven service quality elements also greatly increased:

- **Overall** was up 39.8 percent to 80.9 percent;
- **Staff** was up 31.6 percent to 92.4 percent;
- **Telephone Calls** was up 28.1 percent to 81.5 percent;
- **Written Info/Docs** was up 32.9 percent to 81.2 percent;
- **Website** was up 20.8 percent to 68.8 percent;
- **Facilities** was up 17.3 percent to 83.6 percent; and
- **If You Filed a Complaint** was up 49.6 percent to 74.7 percent.

During the previous four reporting periods, respondents gave **If You Filed a Complaint** the lowest ratings while this reporting period customers were least satisfied with the **Website**.

Table B-1 in *Appendix B* provides a breakdown by survey quality element and survey question of all 3,928 responses from all customers taken as a whole. Tables B-2 through B-9 contains similar tables broken out by customer type. In addition, each table is followed by a brief summary of its responses.

Improving Outreach

The response rates indicate that the best way to increase return rates is to directly distribute a hard copy of the survey to an individual. However, the unequal distribution to a single customer category indicates a need to also increase the response rates for all other customer groups. Discussions have been initiated on how to address this issue and also increase return rates to the electronic survey but a final plan of action has not yet been formulated. The discussion also addressed the possibility of consolidating survey questions so respondents answer one question per service element and streamlining the hardcopy version into a one page self-mailer. Those discussions are also on-going.

The agency hopes to continue to increase the responses to the electronic version as well as response rates for all the other customer groups.

Customer Satisfaction Survey Performance Measures

Table 1 below identifies estimated performance for the customer satisfaction standard measures for 03/01/10 thru 02/29/12.

Table 1. Customer Satisfaction Survey Performance Measures

Measure	Performance
Outcome Measures	
Percentage of surveyed customer respondents expressing overall satisfaction with services received	80.9%
Percentage of surveyed customer respondents identifying ways to improve service delivery	10.3%
Output Measures	
Total customers surveyed	3,928*
Total customers served	Unknown**
Efficiency Measures	
Cost per customer surveyed	\$2.10
Measure	Performance
Explanatory Measures	
Total customers identified	Unknown
Total customer groups inventoried	7

* This number represents the total number of survey respondents for the period 03/01/10 to 02/29/12.

** The TCEQ serves all of the citizens of Texas, and this number is constantly changing. Therefore, the TCEQ is unable to meaningfully calculate the total number of customers served.

APPENDIX A

**HARDCOPY VERSION OF THE
TCEQ CUSTOMER SATISFACTION SURVEY**

APPENDIX B

Table B-1. Responses from All Customer Groups

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	45.6%	35.0%	11.8%	2.9%	4.8%
Attentiveness to Customer Complaints	49.4%	31.9%	10.6%	2.8%	5.3%
Staff					
Proper Identification	79.0%	15.4%	2.8%	1.2%	1.6%
Sufficiently Knowledgeable	68.5%	20.7%	5.9%	2.1%	2.8%
Professional and Courteous	77.3%	16.3%	3.3%	1.4%	1.8%
Telephone Calls					
Call Handling	54.0%	29.4%	10.8%	2.9%	2.8%
Length of Wait	47.0%	32.6%	13.5%	3.8%	3.1%
Written Info/Documents					
Accuracy, Helpfulness	52.2%	30.7%	10.6%	2.8%	3.8%
Ease of Understanding	47.0%	32.5%	13.6%	3.4%	3.4%
Web Site					
Ease of Finding Information	28.6%	33.7%	24.2%	8.4%	5.1%
Usefulness of Information	37.7%	37.6%	16.9%	4.4%	3.4%
Facilities					
Appearance and Location	47.9%	35.9%	12.7%	2.0%	1.5%
Accessibility of	47.7%	35.6%	12.1%	2.5%	2.0%
If You Filed a Complaint					
Complaint Handling	50.0%	24.5%	11.3%	2.8%	11.4%
Response You Received	52.0%	22.3%	10.4%	3.5%	11.8%
Timeliness of Staff	51.4%	24.0%	11.3%	3.4%	10.0%

All Customers

The agency received 3,928 total valid responses to the survey. The majority of respondents were satisfied to very satisfied with all agency service elements:

- Overall – 80.9%
- Staff – 92.4%
- Telephone Calls – 81.5%
- Written Info/Documentation – 81.2%
- Website – 68.8%
- Facilities – 83.6%
- If You Filed a Complaint – 74.7%

26.3 percent of all customers reported lodging a complaint with the agency.

Table B-2. Responses from Citizens

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	38.8%	18.4%	10.9%	6.6%	25.3%
Attentiveness to Customer Complaints	39.5%	17.9%	8.3%	6.6%	27.7%
Staff					
Proper Identification	63.7%	14.6%	7.9%	4.1%	9.8%
Sufficiently Knowledgeable	55.2%	13.9%	10.8%	5.7%	14.4%
Professional and Courteous	63.9%	11.9%	10.7%	3.8%	9.7%
Telephone Calls					
Call Handling	51.1%	17.8%	9.4%	7.8%	13.9%
Length of Wait	44.4%	22.4%	12.9%	7.1%	13.2%
Written Info/Documents					
Accuracy, Helpfulness	44.7%	18.7%	10.6%	7.1%	18.9%
Ease of Understanding	43.6%	19.7%	13.3%	6.7%	16.7%
Web Site					
Ease of Finding Information	32.5%	21.7%	17.9%	11.1%	16.8%
Usefulness of Information	37.9%	21.8%	14.4%	9.4%	16.5%
Facilities					
Appearance and Location	43.3%	32.4%	12.4%	4.3%	7.6%
Accessibility of	42.4%	31.0%	11.4%	4.8%	10.5%
If You Filed a Complaint					
Complaint Handling	34.3%	14.5%	8.7%	4.8%	37.7%
Response You Received	35.0%	14.1%	6.8%	5.8%	38.3%
Timeliness of Staff	37.5%	14.0%	11.0%	5.5%	32.0%

Citizens

503 respondents (12.8 percent) identified themselves as citizens. The majority of citizens were satisfied to very satisfied with the following agency service elements:

- Overall – 57.3%
- Staff – 74.4%
- Telephone Calls – 67.9%
- Written Info/Documentation – 63.4%
- Website – 56.9%
- Facilities – 74.5%

A plurality of citizens were satisfied to very satisfied with:

If You Filed a Complaint – 49.8%

20.4 percent of this customer category reported lodging a complaint with the agency.

Table B-3. Responses from Owners or Employees of Regulated Company

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	48.3%	36.8%	11.3%	2.3%	1.3%
Attentiveness to Customer Complaints	52.8%	33.6%	10.2%	2.1%	1.4%
Staff					
Proper Identification	84.1%	13.1%	1.8%	0.6%	0.4%
Sufficiently Knowledgeable	72.9%	19.7%	5.1%	1.5%	0.9%
Professional and Courteous	81.8%	14.4%	2.2%	0.9%	0.7%
Telephone Calls					
Call Handling	55.6%	30.2%	10.7%	2.1%	1.4%
Length of Wait	47.9%	33.8%	13.7%	2.9%	1.7%
Written Info/Documents					
Accuracy, Helpfulness	54.1%	32.0%	10.2%	2.1%	1.6%
Ease of Understanding	47.7%	34.0%	13.7%	3.0%	1.7%
Web Site					
Ease of Finding Information	29.0%	34.1%	26.3%	7.2%	3.4%
Usefulness of Information	38.6%	38.8%	17.2%	3.7%	1.7%
Facilities					
Appearance and Location	51.6%	33.7%	12.4%	1.7%	0.5%
Accessibility of	50.4%	34.3%	12.5%	2.0%	0.8%
If You Filed a Complaint					
Complaint Handling	57.1%	27.4%	10.6%	2.2%	2.7%
Response You Received	59.2%	25.1%	10.3%	2.6%	2.8%
Timeliness of Staff	57.5%	27.0%	10.1%	2.6%	2.8%

Owners or Employees of Regulated Company

2,306 respondents (58.7 percent) identified themselves as an owner or employee of a regulated company. The majority of respondents were satisfied to very satisfied with all agency service elements:

- Overall – 85.7%
- Staff – 95.3%
- Telephone Calls – 83.7%
- Written Info/Documentation – 83.9%
- Website – 70.3%
- Facilities – 85.1%
- If You Filed a Complaint – 84.5%

54.0 percent of this customer category reported lodging a complaint with the agency.

Table B-4. Responses from Environmental Group Representatives

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	43.6%	39.6%	10.9%	2.0%	4.0%
Attentiveness to Customer Complaints	48.8%	36.6%	4.9%	4.9%	4.9%
Staff					
Proper Identification	75.5%	19.4%	3.1%	1.0%	1.0%
Sufficiently Knowledgeable	68.7%	22.2%	4.0%	2.0%	3.0%
Professional and Courteous	71.7%	23.2%	2.0%	1.0%	2.0%
Telephone Calls					
Call Handling	47.0%	33.7%	14.5%	3.6%	1.2%
Length of Wait	42.7%	35.4%	15.9%	4.9%	1.2%
Written Info/Documents					
Accuracy, Helpfulness	48.5%	38.4%	6.1%	4.0%	3.0%
Ease of Understanding	48.5%	34.3%	11.1%	3.0%	3.0%
Web Site					
Ease of Finding Information	31.7%	41.6%	16.8%	5.0%	5.0%
Usefulness of Information	43.0%	37.0%	16.0%	0.0%	4.0%
Facilities					
Appearance and Location	48.4%	37.5%	10.9%	3.1%	0.0%
Accessibility of	48.4%	32.8%	15.6%	3.1%	0.0%
If You Filed a Complaint					
Complaint Handling	51.6%	29.0%	12.9%	3.2%	3.2%
Response You Received	54.8%	25.8%	9.7%	6.5%	3.2%
Timeliness of Staff	54.8%	35.5%	6.5%	0.0%	3.2%

Environmental Group Representatives

103 respondents (2.6 percent) identified themselves as an environmental group representative.

The majority of respondents were satisfied to very satisfied with all agency service elements:

- Overall – 84.2%
- Staff – 93.6%
- Telephone Calls – 79.4%
- Written Info/Documentation – 84.8%
- Website – 76.6%
- Facilities – 83.6%
- If You Filed a Complaint – 83.9%

3.0 percent of this customer category reported lodging a complaint with the agency.

Table B-5. Responses from Public/Elected Officials

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	41.0%	38.0%	16.5%	3.0%	1.5%
Attentiveness to Customer Complaints	45.1%	36.9%	15.2%	2.0%	0.8%
Staff					
Proper Identification	78.6%	16.9%	3.4%	1.1%	0.0%
Sufficiently Knowledgeable	69.4%	22.4%	6.0%	1.5%	0.7%
Professional and Courteous	77.9%	16.5%	4.1%	1.1%	0.4%
Telephone Calls					
Call Handling	51.6%	32.0%	10.2%	4.5%	1.6%
Length of Wait	45.6%	33.6%	14.9%	2.9%	2.9%
Written Info/Documents					
Accuracy, Helpfulness	48.8%	35.7%	11.2%	2.7%	1.6%
Ease of Understanding	42.7%	35.7%	16.1%	3.9%	1.6%
Web Site					
Ease of Finding Information	21.7%	40.0%	22.1%	11.3%	5.0%
Usefulness of Information	31.3%	42.1%	18.3%	6.7%	1.7%
Facilities					
Appearance and Location	40.5%	44.9%	13.3%	0.6%	0.6%
Accessibility of	41.7%	42.9%	13.5%	1.3%	0.6%
If You Filed a Complaint					
Complaint Handling	43.5%	29.4%	18.8%	3.5%	4.7%
Response You Received	47.1%	28.2%	16.5%	3.5%	4.7%
Timeliness of Staff	45.3%	30.2%	16.3%	3.5%	4.7%

Public/Elected Officials

271 respondents (6.9 percent) identified themselves as a public or elected official. The majority of respondents were satisfied to very satisfied with all agency service elements:

- Overall – 80.4%
- Staff – 93.9%
- Telephone Calls – 81.4%
- Written Info/Documentation – 81.5%
- Website – 67.5%
- Facilities – 85.0%
- If You Filed a Complaint – 74.6%

8.3 percent of this customer category reported lodging a complaint with the agency.

Table B-6. Responses from Industry/Association Representatives

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	43.0%	44.5%	10.7%	1.5%	0.3%
Attentiveness to Customer Complaints	47.5%	40.0%	10.9%	0.4%	1.1%
Staff					
Proper Identification	77.1%	21.5%	0.6%	0.6%	0.3%
Sufficiently Knowledgeable	64.4%	28.8%	5.0%	0.9%	0.9%
Professional and Courteous	74.6%	23.0%	0.6%	0.9%	0.9%
Telephone Calls					
Call Handling	54.7%	31.9%	10.5%	1.8%	1.1%
Length of Wait	50.7%	33.1%	10.1%	5.0%	1.1%
Written Info/Documents					
Accuracy, Helpfulness	49.1%	36.3%	11.2%	3.1%	0.3%
Ease of Understanding	48.6%	35.6%	12.1%	3.1%	0.6%
Web Site					
Ease of Finding Information	28.2%	35.1%	25.2%	8.9%	2.6%
Usefulness of Information	35.4%	41.1%	19.2%	3.6%	0.7%
Facilities					
Appearance and Location	36.5%	47.9%	13.0%	2.1%	0.5%
Accessibility of	40.1%	46.9%	9.4%	3.6%	0.0%
If You Filed a Complaint					
Complaint Handling	50.0%	23.2%	23.2%	0.0%	3.6%
Response You Received	57.9%	14.0%	22.8%	1.8%	3.5%
Timeliness of Staff	58.6%	12.1%	22.4%	3.4%	3.4%

Industry/Association Representatives

344 respondents (8.8 percent) identified themselves as an industry or association representative. The majority of respondents were satisfied to very satisfied with all agency service elements:

- Overall – 87.5%
- Staff – 96.5%
- Telephone Calls – 85.2%
- Written Info/Documentation – 84.8%
- Website – 69.9%
- Facilities – 85.7%
- If You Filed a Complaint – 71.9%

5.8 percent of this customer category reported lodging a complaint with the agency.

Table B-7. Responses from Neighborhood/Community Representatives

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	32.6%	15.2%	13.0%	4.3%	34.8%
Attentiveness to Customer Complaints	32.6%	14.0%	16.3%	18.6%	18.6%
Staff					
Proper Identification	59.1%	15.9%	11.4%	9.1%	4.5%
Sufficiently Knowledgeable	46.7%	15.6%	13.3%	6.7%	17.8%
Professional and Courteous	54.5%	29.5%	6.8%	2.3%	6.8%
Telephone Calls					
Call Handling	42.4%	24.2%	18.2%	0.0%	15.2%
Length of Wait	32.4%	17.6%	32.4%	5.9%	11.8%
Written Info/Documents					
Accuracy, Helpfulness	38.6%	18.2%	15.9%	6.8%	20.5%
Ease of Understanding	34.9%	25.6%	18.6%	7.0%	14.0%
Web Site					
Ease of Finding Information	26.3%	26.3%	18.4%	15.8%	13.2%
Usefulness of Information	33.3%	23.1%	17.9%	12.8%	12.8%
Facilities					
Appearance and Location	55.6%	14.8%	18.5%	0.0%	11.1%
Accessibility of	48.3%	17.2%	10.3%	0.0%	24.1%
If You Filed a Complaint					
Complaint Handling	40.0%	15.0%	0.0%	5.0%	40.0%
Response You Received	38.1%	14.3%	0.0%	4.8%	42.9%
Timeliness of Staff	35.0%	20.0%	0.0%	15.0%	30.0%

Neighborhood/Community Representatives

48 respondents (1.2 percent) identified themselves as a neighborhood or community representative. The majority were satisfied to very satisfied with the following agency service elements:

- Staff – 73.7%
- Telephone Calls – 58.2%
- Written Info/Documentation – 58.6%
- Website – 54.5%
- Facilities – 67.9%
- If You Filed a Complaint – 54.1%

A plurality were satisfied to very satisfied with:

- Overall – 47.2%

2.0 percent of this customer category reported lodging a complaint with the agency.

Table B-8. Responses from Attorneys and Consultants

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	34.8%	41.3%	16.8%	4.5%	2.6%
Attentiveness to Customer Complaints	40.0%	33.6%	19.1%	2.7%	4.5%
Staff					
Proper Identification	63.1%	27.4%	7.0%	1.9%	0.6%
Sufficiently Knowledgeable	52.9%	32.5%	8.9%	4.5%	1.3%
Professional and Courteous	64.7%	28.2%	4.5%	2.6%	0.0%
Telephone Calls					
Call Handling	44.0%	35.1%	11.9%	4.5%	4.5%
Length of Wait	38.8%	35.8%	14.2%	6.7%	4.5%
Written Info/Documents					
Accuracy, Helpfulness	49.3%	31.8%	14.2%	1.4%	3.4%
Ease of Understanding	42.6%	39.2%	14.2%	2.0%	2.0%
Web Site					
Ease of Finding Information	17.9%	39.7%	23.8%	14.6%	4.0%
Usefulness of Information	32.7%	45.3%	16.0%	3.3%	2.7%
Facilities					
Appearance and Location	37.6%	41.3%	19.3%	0.9%	0.9%
Accessibility of	41.0%	40.0%	14.3%	4.8%	0.0%
If You Filed a Complaint					
Complaint Handling	41.7%	37.5%	4.2%	0.0%	16.7%
Response You Received	41.7%	37.5%	4.2%	0.0%	16.7%
Timeliness of Staff	41.7%	37.5%	8.3%	0.0%	12.5%

Attorneys and Consultants

161 respondents (4.1 percent) identified themselves as an attorney or consultant. The majority were satisfied to very satisfied with all agency service elements:

- Overall – 75.1%
- Staff – 89.6%
- Telephone Calls – 76.9%
- Written Info/Documentation – 81.4%
- Website – 67.8%
- Facilities – 79.9%
- If You Filed a Complaint – 79.2%

33.3 percent of this customer category reported lodging a complaint with the agency.

Table B-9. Responses from Other/None of the Above

Survey Questions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	54.7%	29.1%	10.5%	1.7%	4.1%
Attentiveness to Customer Complaints	58.6%	26.3%	9.8%	1.5%	3.8%
Staff					
Proper Identification	75.0%	19.6%	1.8%	0.6%	3.0%
Sufficiently Knowledgeable	68.5%	22.6%	3.6%	1.8%	3.6%
Professional and Courteous	74.4%	20.2%	1.2%	2.4%	1.8%
Telephone Calls					
Call Handling	56.0%	28.4%	11.3%	2.1%	2.1%
Length of Wait	48.6%	32.1%	10.7%	5.0%	3.6%
Written Info/Documents					
Accuracy, Helpfulness	65.1%	19.9%	11.4%	1.2%	2.4%
Ease of Understanding	56.6%	25.9%	12.7%	1.8%	3.0%
Web Site					
Ease of Finding Information	35.3%	34.0%	17.9%	7.7%	5.1%
Usefulness of Information	41.3%	38.7%	13.5%	2.6%	3.9%
Facilities					
Appearance and Location	51.0%	33.3%	8.3%	3.1%	4.2%
Accessibility of	53.8%	32.3%	7.5%	2.2%	4.3%
If You Filed a Complaint					
Complaint Handling	55.0%	20.0%	10.0%	5.0%	10.0%
Response You Received	55.0%	17.5%	10.0%	5.0%	12.5%
Timeliness of Staff	51.2%	22.0%	12.2%	2.4%	12.2%

Other/None of the Above

30 respondents (9.0 percent) identified themselves as other or did not answer Question 1. The majority of respondents were satisfied to very satisfied with all agency service elements:

- Overall – 84.3%
- Staff – 93.5%
- Telephone Calls – 82.6%
- Written Info/Documentation – 83.7%
- Website – 74.6%
- Facilities – 85.2%
- If You Filed a Complaint – 73.6%

4.2 percent of this customer category reported lodging a complaint with the agency.