



Texas Commission on Environmental Quality

Report on Customer Service

March 1, 2018 – February 29, 2020

Introduction

The Texas Commission on Environmental Quality (TCEQ) is the state's leading environmental agency and provides many services related to air and water quality, water supply, and waste management. Almost all of our services require interaction with our customers, both Texans and people in other states and countries.

Texas Government Code Chapter 2114 requires state agencies to establish customer service standards, called a *Compact with Texans*. Under our compact, we commit to:

- Respond to requests for public information through telephone calls, correspondence, and e-mail in a timely, efficient and courteous manner, in accordance with all applicable state and federal statutes and regulations;
- Provide clear, concise, and accurate information related to all applicable permitting, licensing, and registration procedures through written materials, phone assistance, and our official website;
- Establish channels for public participation in all aspects of our operations, including, but not limited to, permitting, rulemaking and compliance, and customer service assistance;
- Track and respond to customer service complaints in a timely manner; and
- Maintain safe, clean, and accessible facilities across the state.

Chapter 2114 also requires state agencies to gather information about certain service elements provided by that agency (such as internet services and complaint-handling) and then report every two years on this gathered information. TCEQ developed the Customer Satisfaction Survey to gather this information and to help verify compliance with our Compact with Texans.

About our Survey

We designed the survey to be used by all customers that interact with us or our website. The survey contains 11 questions; the first three questions ask the customer to give general information about themselves, while the remaining questions ask them to rate their level of satisfaction with certain service elements (on a scale of 1 to 5, with 5 being the highest). Next is a comment section, followed by an optional contact information section.

In February 2020, the Legislative Budget Board (LBB) and Office of the Governor (OOG) required agencies to measure customer satisfaction with eight new standard survey questions. Per the new requirement, we revised our customer survey in March 2020 to replace questions four through 11 with the eight newly required questions. See [Appendix C: Customer Satisfaction Survey](#) for a copy of the previous survey, containing text in English and Spanish. See [Appendix D: Customer Satisfaction Survey](#) for a copy of our revised survey, containing text in English and Spanish.

Although the newly required questions did not receive specific feedback during this period, we correlated the statistical data from this period to the newly required standard questions. See [Appendix B: Survey Descriptive Statistics for Newly Required Standard Questions](#).

Please also note that statistical data was not correlated to newly required survey question four. Although historical questions listed on our survey between 2005 and 2013 were similar to question four, the historical data was not correlated.

Distribution

The most cost-effective method for reaching all of our customers is to distribute a link to the online survey, <tceq.texas.gov/customersurvey> for the English version and <tceq.texas.gov/encuesta> for the Spanish version. You will find these links in many locations, including:

- web pages,
- response emails from program-area email boxes (i.e., proxy boxes),
- emails from GovDelivery,
- letters, and
- publications.

In addition to the online survey, there are also hardcopies of the survey available in the foyer of all regional offices and the TCEQ headquarters in Austin. This provides survey access to anyone visiting our offices. Staff also commonly distribute hardcopies to customers that are undergoing an investigation.

Defined Customers

Our survey is open to all Texans and other customers, including:

- environmental group representatives
- industry/association representatives
- owners/employees of a regulated company
- public/elected officials
- attorneys
- consultants
- neighborhood/community representatives

Some of our customers may not be aware of the survey. This could include customers who never interact with us and our website, as well as some customers who interact with us solely by phone.

Survey Design Notes

The following subsection describes some of the potential nuances of the data, based on design.

In question one, customers identify themselves by selecting one of the eight customer categories. Many customers can fit into multiple categories, which might cause a customer to accidentally score a survey under a potentially less accurate category. For example, a customer that marks *Citizen* on the survey, but bases their satisfaction solely on their interactions with us as a consultant, would impact the *Citizen* statistics instead of the *Attorney/Consultant* statistics.

In addition, a customer that selects the customer category *Other* might fall into another customer category. This could impact the *Other* statistics instead of the statistics for another customer category.

On survey questions four through 11, the customer rates their satisfaction level on a scale of one to five, with five being the highest. One customer might rate differently than another because of different interpretations of this scale (e.g., one customer's five might be another person's three).

Also, customers can base their survey on one or many TCEQ-related interactions; meaning one customer might base it on several interactions, while another could base it on only one (such as one telephone call, or a visit to our website). If a significant number of customers base their surveys (or specific survey questions) on older interactions, this can cause issues when attempting to identify trends.

Distribution Notes

Our online distribution system allows anyone with internet access to submit a survey. This means that non-customers can submit surveys, and customers can submit duplicate surveys (i.e., surveys from the same customer within the same timeframe about the same subject). To improve the accuracy of our results, we do not accept duplicate and non-customer surveys.

Processing

When we receive a survey, we verify that it is not a duplicate survey, and that it came from one of our customers. Next, we determine which program area(s) would benefit from the information and send it to them. This includes customer suggestions for improvements to our services. We also check the survey to see if the customer needs any assistance. For example, if a customer is very unsatisfied with the ease of finding information on our website (i.e., enters a score of one for previous survey question number 10), we may:

- Contact them to find out what information they were looking for;
- Send the information to them if they could not find it;
- Ask for their suggestions to improve our website; and then
- Send those suggestions to the appropriate program area.

An important note: we can only provide assistance to those who enter their phone number or email address in their survey. The time it takes to provide assistance varies, depending on the type of assistance needed.

Data

Received Surveys

During this reporting period, we received 2,580 surveys—623 hardcopy and 1,957 online. See Table 1: *Total Received Surveys*, for a comparison to the previous reporting period (March 1, 2018 through February 29, 2020).

Table 1: Total Received Surveys

	Previous Period	This Period	% Difference
Total Hardcopy	792	623	-21%
Total Online	1,628	1,957	+20%
Total	2,420	2,580	+7%

Costs

Some of the variables that we need to determine the total cost for our survey are not available. For example, some surveys might require time from four or more staff members to provide the customer with an appropriate response, but we do not log their time or wages because it would impact the speed of our response time and increase staff costs from the time spent logging this information. However, we can estimate some of the costs associated with our survey.

One of the costs associated with our hardcopy survey is postage (i.e., we pay for the mailing costs when the customer returns the survey). We received 623 hardcopy surveys during this period; the current rate for mailing a one-ounce business-reply letter is \$0.57, so we estimate our postage cost at \$355.11. Our hardcopy survey also has an associated publication cost;

however, we did not print any surveys during this period. Thus, the total publication cost was not included in the report. For our electronic survey, excluding staff costs, we estimate there to be zero cost because there are no direct costs for this distribution method.

Limitations

During this reporting period, 748 surveys (29% of the total submitted) were received without any contact information. We cannot determine a precise number of customers for these surveys; therefore, we based many of the values in the [Survey Results](#) section on the number of surveys received, rather than the number of customers surveyed. This allows us to include all surveys in the results.

Response Rate

Typically, a response rate is calculated by dividing the number of customers surveyed by the number of customers who received the survey. Our survey method does not fit this model. As discussed in the previous subsection, we cannot determine the number of customers surveyed during this reporting period. In addition, we cannot determine the number of customers who received a survey, because:

- For hardcopy surveys, logistically, it would be inefficient to track the number of customers who took a hardcopy survey; and
- For online surveys, we cannot track the number of customers who went to our web page and noticed the survey link.

Survey Results

This section highlights the results from our survey during this reporting period. See the following section, [Opportunities for the Future](#), for a discussion on any of the issues mentioned below.

General

The following survey results include surveys received March 1, 2018 through February 29, 2020. In Table 2: *Customer Survey Performance Measures*, you will see general information and results from this period, with an explanation for each of the results in the following bullets.

Table 2: Customer Survey Performance Measures

Survey reporting period	March 1, 2018 – February 29, 2020
Total number of surveys	2,580
Percentage of surveys rating overall satisfaction with the TCEQ	74%
Percentage of surveys identifying ways to improve our services	3%
Total estimated customers served	29,952,183
Total customers identified	1,678
Total customers surveyed	Unknown
Total customer groups inventoried	8
Average response time	2 days

- **Total number of surveys:** We received 2,580 surveys from March 1, 2018 through February 29, 2020.
- **Percentage of surveys rating overall satisfaction with the TCEQ:** A total of 2,452 surveys provided a score for question four, *How satisfied are you with the TCEQ?* There were 1,819 surveys with a score of four or five (i.e., overall satisfied). This means that 74% of these surveys expressed overall satisfaction with the TCEQ, a decrease of 7% compared to the last reporting period.

- **Percentage of surveys identifying ways to improve our services:** Out of the 2,580 surveys, 70 suggested an improvement, which is 3% of the total surveys.
- **Total estimated customers served:** As the leading environmental agency for the state we serve all Texans, including people that interact with us from other states or countries. We are unable to calculate the number of customers outside of Texas, but estimate the average number of Texans during this period to be 29,952,183 (based on the Texas Department of State Health Service’s population projections for 2018 through 2020).
- **Total customers identified:** From the 1,801 surveys submitted with contact information, we identified approximately 1,733 customers that took our survey; 101 of these customers submitted multiple surveys.
- **Total customers surveyed:** This value is unknown because we allow customers to submit surveys without entering any contact information. We received 748 surveys (29% of the total submitted) without any contact information.
- **Total customer groups inventoried:** As shown on the survey, there are eight customer categories—seven descriptive categories, and the category *Other*.
- **Average response time:** We identified 228 surveys where customers needed assistance. The average time it took us to respond was two days.

Overall Satisfaction

In Table 3: *Overall Satisfaction*, you will see the percent of surveys with a score of four or five, for each customer category and survey question. The customer categories with the lowest percentages were *Citizen* and *Neighborhood or Community Representative*; however, each of these percentages are higher than the reported percentages in the previous biennial report. The customer category with some of the highest percentages was *Public or Elected Official*.

The survey question with the lowest percentages was question 10, the ease of finding information on our website. Survey question six, *Staff is professional*, received most of the highest percentages.

Table 3: Overall Satisfaction

	Attorney or Consultant	Citizen	Environmental Group Representative	Industry or Association Representative	Neighborhood or Community Representative	Other	Owner or Employee of a Regulated Company	Public or Elected Official	Combined
Satisfied with the TCEQ	83%	52%	75%	82%	65%	84%	84%	85%	74%
Staff is sufficiently knowledgeable	89%	66%	87%	87%	79%	91%	91%	95%	84%
Staff is professional	92%	70%	90%	92%	79%	91%	94%	94%	87%
How we handle telephone calls or e-mail inquiries	86%	65%	82%	87%	67%	89%	88%	93%	82%
Timeliness of our response to customer complaints	82%	62%	84%	88%	74%	88%	86%	92%	80%
Accuracy and helpfulness of our written information	84%	56%	76%	86%	67%	85%	86%	86%	77%
Ease of finding information on our website	68%	50%	70%	71%	48%	65%	66%	70%	62%
Usefulness of information on our website	77%	52%	73%	77%	64%	74%	77%	82%	69%

Descriptive Statistics

You can find the following information in [Appendix A: Survey Descriptive Statistics for March 1, 2018 – February 29, 2020](#):

- **Number of Surveys Received:** The number of surveys we received for each customer category.
 - **NOTE:** Because we accept incomplete surveys, the total number of scores for each question varies. For example, there are 777 surveys in the customer category *Citizen*, but only 480 have a score for previous survey question eight (timeliness of our response to customer complaints).
- **Mean:** The average score.
- **Median:** The midpoint when all the scores (1-5) are in order. If the median is five, it means that 50% or more of the surveys scored a five.
- **Mode:** The most common score.
- **Standard Deviation:** The amount of scoring variability. The bigger the number, the more variation in the scores.

The appendix does not include confidence intervals for the mean (an interval containing the population mean, within a certain amount of confidence). This is because confidence intervals require random sampling, but our sample was not random (e.g., customers submitting multiple surveys). Since we only interact with a portion of our entire customer population, it is very unlikely we could have a true random sample and get significant results.

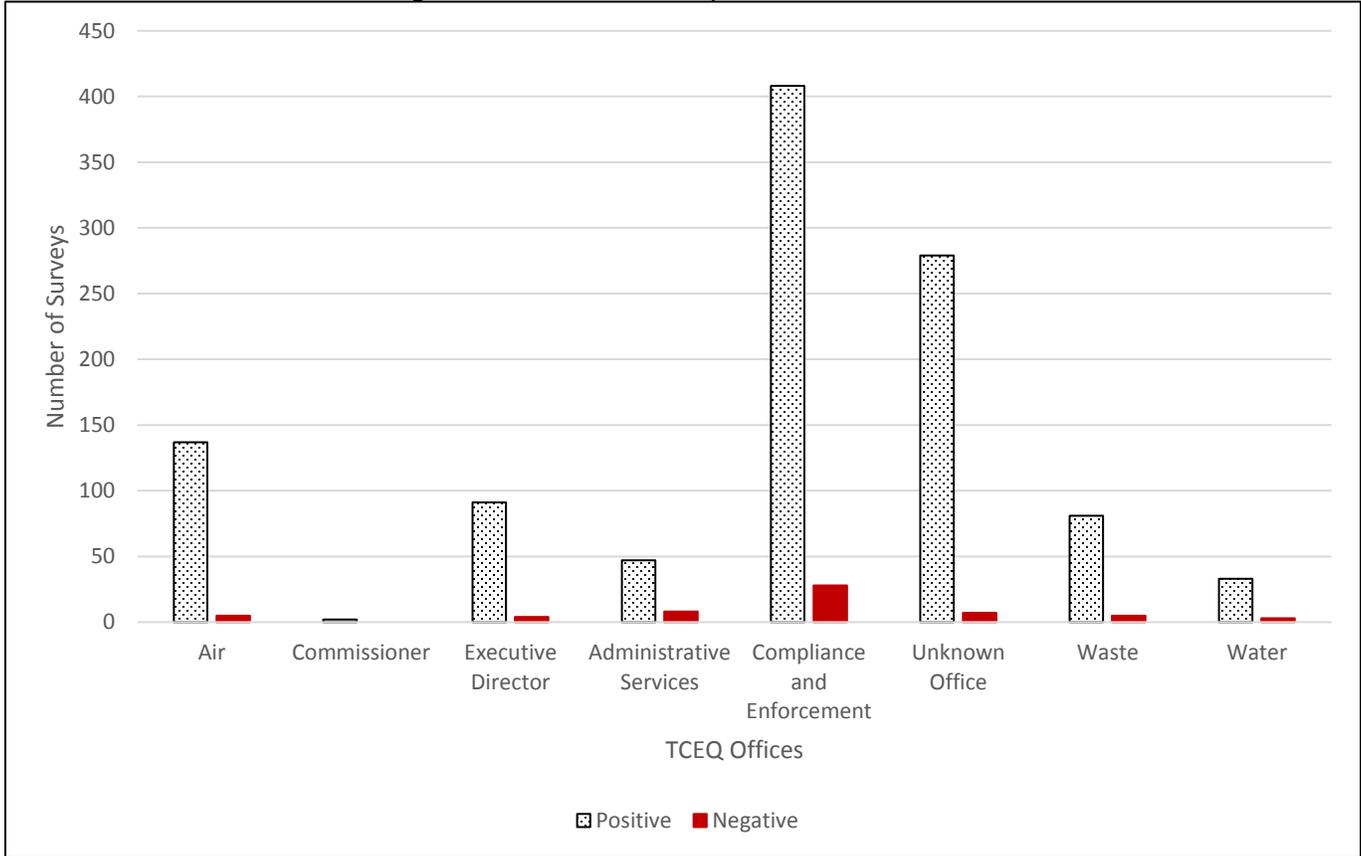
Survey Comments

For this reporting period, 1,800 surveys included comments. We categorized each comment by its service elements and staff interactions, and also noted if the customer's experience with that service (or staff member) was a positive or negative experience.

From the 1,138 comments about staff, 95% of our customers said it was a positive experience, and these customers scored staff professionalism and knowledgeability (previous survey questions five and six) the highest on their surveys. Figure 1 shows the total number of positive and negative experiences with staff, grouped together at the office-level.

From the 183 comments about online services, such as our website, 89% of customers indicated they had a negative experience. To address this, all negative comments were forwarded to the appropriate program area management chains for review. Some early actions taken during this period include additional customer service agents to take calls, new online tutorials, guidance documents, and assistance forms to utilize program area web pages more effectively.

Figure 1: Customers' Experiences with Staff



Opportunities for the Future

For this reporting period, 74% of the surveys reported overall satisfaction with the TCEQ. With this value (which is lower than the previous reporting period), we strive to do better. This section suggests opportunities to improve our survey data, increase the amount of survey data, and most importantly, improve our services.

Improving Survey Data

As mentioned in the subsection [Distribution Notes](#), we do not accept duplicate and non-customer surveys. We will continue to focus on these efforts to further improve our survey data.

Increasing Survey Data

In this reporting period, we continued to improve the visibility of our online survey. Compared to the last reporting period, we received 20% more online surveys and 21% less hardcopy surveys; this may indicate an increase of online surveys because of the streamlined survey on our website. We will continue to test other methods to motivate our customers to submit surveys.

Improving Our Services

Website

The subsection [Overall Satisfaction](#) shows survey question 10 (ease of finding information on our website) with the lowest percentages, which is a 4% decrease compared to the previous period. It should be noted that data correlated to newly required survey question seven (internet site, including ease of use) was 6% higher than survey question 10 (ease of finding information on our website). We expect an increase to satisfaction when switching to the new standard required

questions, and as we continue to forward suggestions for improvements to our online services to appropriate staff.

Customer Complaints

As discussed in the subsection [Processing](#), we review surveys to see if a customer needs any assistance—this includes customer complaints. In the previous reporting period, the average response time was three days after we received the survey; for this reporting period, the number of customers needing assistance increased by 31%, and the average response time was two days after we received the survey. This decrease in response time is partly due to the streamlined response procedures we implemented, including a calculated response tool and multiple staff that regularly monitor customer feedback. We will continue to use these response procedures when surveyed customers need assistance.

Phone Etiquette

Compared to the previous reporting period, we received 41% less comments regarding our phone etiquette (a total of 59 comments); 31% of these were positive comments, which is a 22% decrease from the previous reporting period. In addition, overall satisfaction for survey question seven (how we handle telephone calls and e-mail inquiries) decreased 4% from the previous reporting period. This service will continue to be a focus in the next reporting period to determine methods for improving our phone etiquette and to adhere to our Compact with Texans commitment to “respond to requests for public information through telephone calls, correspondence, and e-mail in a timely, efficient and courteous manner, in accordance with all applicable state and federal statutes and regulations.”

Appendix A: Survey Descriptive Statistics for March 1, 2018 – February 29, 2020

	Attorney or Consultant	Citizen	Environmental Group Representative	Industry or Association Representative	Neighborhood or Community Representative	Other	Owner or Employee of a Regulated Company	Public or Elected Official	Combined
Number of Surveys Received	159	777	84	140	35	169	1,120	96	2,580
<i>Survey Questions</i>									
Satisfied with the TCEQ	4.3	3.2	4.1	4.3	3.7	4.3	4.3	4.4	4.0
	5, 5, 1.2	4, 5, 1.8	5, 5, 1.5	5, 5, 1.3	4, 5, 1.6	5, 5, 1.3	5, 5, 1.3	5, 5, 1.6	5, 5, 0
Staff is sufficiently knowledgeable	4.5	3.8	4.5	4.5	4.2	4.6	4.6	4.7	4.4
	5, 5, 1.1	5, 5, 1.7	5, 5, 1.2	5, 5, 1.1	5, 5, 1.4	5, 5, 1	5, 5, 1	5, 5, 1.3	5, 5, 0
Staff is professional	4.6	3.9	4.6	4.7	4.2	4.7	4.7	4.8	4.5
	5, 5, 1	5, 5, 1.6	5, 5, 1.1	5, 5, 0.8	5, 5, 1.4	5, 5, 0.9	5, 5, 0.8	5, 5, 1.2	5, 5, 0
Handling of phone calls or e-mails	4.5	3.7	4.4	4.5	3.7	4.6	4.5	4.6	4.3
	5, 5, 1.2	5, 5, 1.7	5, 5, 1.3	5, 5, 1.2	5, 5, 1.7	5, 5, 1.1	5, 5, 1.1	5, 5, 1.4	5, 5, 0
Timeliness of response to customer complaints	4.3	3.6	4.3	4.4	3.9	4.5	4.4	4.6	4.2
	5, 5, 1.4	5, 5, 1.8	5, 5, 1.3	5, 5, 1.2	5, 5, 1.5	5, 5, 1.2	5, 5, 1.2	5, 5, 1.4	5, 5, 0
Accuracy and helpfulness of written information	4.4	3.4	4.2	4.5	3.8	4.3	4.4	4.4	4.1
	5, 5, 1.2	4.5, 5, 1.8	5, 5, 1.5	5, 5, 1	5, 5, 1.6	5, 5, 1.2	5, 5, 1.2	5, 5, 1.5	5, 5, 0
Ease of finding information on TCEQ website	3.8	3.2	3.9	4.0	3.5	3.8	3.8	4.0	3.6
	4, 5, 1.3	4, 5, 1.7	4, 5, 1.4	4, 5, 1.2	3, 5, 1.4	4, 5, 1.4	4, 5, 1.3	5, 5, 1.5	4, 5, 0
Usefulness of information on TCEQ website	4.0	3.3	4.0	4.2	3.5	4.1	4.1	4.2	3.8
	4, 5, 1.2	4, 5, 1.7	5, 5, 1.4	5, 5, 1.1	4, 5, 1.6	5, 5, 1.3	5, 5, 1.2	5, 5, 1.5	4, 5, 0

KEY

Mean (average score)
Median (middle score), Mode (most common score), Standard Deviation (variability)

Appendix B: Survey Descriptive Statistics for March 1, 2018 – February 29, 2020 (Correlated with LBB and OOG Required Questions)

	Attorney or Consultant	Citizen	Environmental Group Representative	Industry or Association Representative	Neighborhood or Community Representative	Other	Owner or Employee of a Regulated Company	Public or Elected Official	Combined
Number of Surveys Received	159	777	84	140	35	169	1,120	96	2,580
<i>Survey Questions</i>									
How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?	NA	NA	NA	NA	NA	NA	NA	NA	NA
	NA, NA, NA	NA, NA, NA	NA, NA, NA	NA, NA, NA	NA, NA, NA	NA, NA, NA	NA, NA, NA	NA, NA, NA	NA, NA, NA
How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	4.6	3.8	4.5	4.6	4.2	4.7	4.7	4.8	4.4
	5, 5, 1.1	5, 5, 1.7	5, 5, 1.2	5, 5, 1.1	5, 5, 1.4	5, 5, 1	5, 5, 1	5, 5, 1.3	5, 5, 0
How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	4.5	3.7	4.4	4.5	3.7	4.6	4.5	4.6	4.3
	5, 5, 1	5, 5, 1.6	5, 5, 1.1	5, 5, 0.8	5, 5, 1.4	5, 5, 0.9	5, 5, 0.8	5, 5, 1.2	5, 5, 0
How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and	4.3	3.6	4.3	4.4	3.9	4.5	4.4	4.6	4.2

information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?	4, 5, 1.2	3.5, 5, 1.7	5, 5, 1.3	4.5, 5, 1.3	4.5, 5, 1.2	3.5, 5, 1.7	4.5, 5, 1.1	5, 5, 1.1	4, 5, 0
How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely	4.5	3.7	4.4	4.5	3.7	4.6	4.5	4.6	4.3
	5, 5, 1.4	5, 5, 1.8	5, 5, 1.3	5, 5, 1.2	5, 5, 1.5	5, 5, 1.2	5, 5, 1.2	5, 5, 1.4	5, 5, 0
How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?	4.4	3.4	4.2	4.5	3.8	4.3	4.4	4.4	4.1
	5, 5, 1.2	5, 5, 1.8	5, 5, 1.5	5, 5, 1	5, 5, 1.6	5, 5, 1.2	5, 5, 1.2	5, 5, 1.5	5, 5, 0
How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	4.3	3.2	4.1	4.3	3.7	4.3	4.3	4.4	4.0
	5, 5, 1.3	5, 5, 1.7	5, 5, 1.4	5, 5, 1.2	5, 5, 1.4	5, 5, 1.4	5, 5, 1.3	5, 5, 1.5	5, 5, 0
Please rate your overall satisfaction with the agency.	4.3	3.2	4.1	4.3	3.7	4.3	4.3	4.4	4.0
	5, 5, 1.2	4, 5, 1.8	5, 5, 1.5	5, 5, 1.3	4, 5, 1.6	5, 5, 1.3	5, 5, 1.3	5, 5, 1.6	5, 5, 0

KEY	Mean (average score)
	Median (middle score), Mode (most common score), Standard Deviation (variability)

Appendix C: Customer Satisfaction Survey



Texas Commission on Environmental Quality
Comisión de Calidad Ambiental de Texas

Customer Satisfaction Survey Encuesta de Satisfacción del Cliente

- Please identify yourself: (mark only one) *Favor de identificarse: (marque sólo una)*
 - Citizen *Ciudadano*
 - Environmental Group Representative
Representante de grupo ambiental
 - Industry/Association Representative
Representante de industria/asociación
 - Owner/Employee of Regulated Company
Dueño/empleado de una compañía regulada
 - Public/Elected Official
Funcionario público/elegido
 - Attorney/Consultant *Abogado/asesor*
 - Neighborhood/Community Representative
Representante comunitario/de vecindad
 - Other (please describe) *Otro (favor de describir)*
2. What Texas county do you live in? *¿En cuál condado de Texas vive?* _____
3. What was the nature of your contact with us? (mark only one)
¿Cuál era la naturaleza de su contacto con nosotros? (marque solo uno)
 - General Information
Información general
 - Problem Resolution
Resolución de problemas
 - Technical Assistance *Ayuda técnica*
 - Other (please describe)
Otro (favor de describir)
 - Permitting/Licensing Assistance
Ayuda con permiso/licencia
 - Investigation/Inspection
Investigación/Inspección

How satisfied are you? (on a scale of 1 to 5, with 5 being very satisfied)
¿Qué tan satisfecho está? (en una escala de 1 a 5, 5 siendo lo muy satisfecho)

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 4. With the Texas Commission on Environmental Quality
<i>Con la Comisión de Calidad Ambiental de Texas</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 5. That our staff is sufficiently knowledgeable
<i>Que nuestro personal está suficientemente informado</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 6. That our staff is professional
<i>Que nuestro personal es profesional</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 7. With how we handle your telephone calls or e-mail inquiries
<i>Sobre cómo atendemos sus preguntas por teléfono o correo electrónico</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 8. With the timeliness of our response to customer complaints
<i>Con la puntualidad de nuestras respuestas a quejas de clientes</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 9. With the accuracy and helpfulness of our written information
<i>Con la exactitud y utilidad de nuestra información escrita</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 10. With the ease of finding information on our website
<i>Con la facilidad de encontrar información en nuestro sitio web</i> | 5 | 4 | 3 | 2 | 1 | N/A |
| 11. With the usefulness of information on our website
<i>Con la utilidad de información en nuestro sitio web</i> | 5 | 4 | 3 | 2 | 1 | N/A |
12. Comments: (on staff performance, agency service, or suggested improvement)
Comentarios: (sobre el desempeño de nuestro personal, el servicio de la agencia, o sugerencias para mejorar)

Additional space for comments on the back. *Espacio adicional para comentarios al dorso.*

Contact Information: (optional) *Información de contacto (opcional)*

Name: *Nombre:* _____

Phone Number: *Número de teléfono:* _____ E-mail: *Correo electrónico:* _____

Note: An e-mail address of a member of the public that is provided for the purpose of communicating electronically with a governmental body is confidential in most, but not all, cases. See more information at <www.tceq.texas.gov/goto/privacy>. Also, individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, contact us at 512-239-3282.

Nota: Una dirección de correo electrónico de un miembro del público que se proporciona para el propósito de comunicarse electrónicamente con una entidad gubernamental es confidencial en la mayoría, pero no todos, de los casos. Vea más información en <www.tceq.texas.gov/goto/privacy>. Además, individuos tienen derecho de pedir y examinar su información personal que la agencia reúne en sus formularios. También tienen derecho de que se corrija cualquier error que haya en su información. Para examinar tal información, comuníquese con nosotros al 512-239-3282.

TCEQ-10333 (10/17)

Appendix D: Revised Customer Satisfaction Survey



Texas Commission on Environmental Quality
Comisión de Calidad Ambiental de Texas

Customer Satisfaction Survey Encuesta de Satisfacción del Cliente

1. Please identify yourself: (mark only one) Favor de identificarse: (marque sólo una)
- | | | |
|--|--|--|
| <input type="checkbox"/> Citizen Ciudadano | <input type="checkbox"/> Owner/Employee of Regulated Company Dueño/empleado de una compañía regulada | <input type="checkbox"/> Neighborhood/Community Representative Representante comunitario/de vecindad |
| <input type="checkbox"/> Environmental Group Representative Representante de grupo ambiental | <input type="checkbox"/> Public/Elected Official Funcionario público/elegido | <input type="checkbox"/> Other (please describe) Otro (favor de describir) |
| <input type="checkbox"/> Industry/Association Representative Representante de industria/asociación | <input type="checkbox"/> Attorney/Consultant Abogado/asesor | |

2. What Texas county do you live in? ¿En cuál condado de Texas vive? _____

3. What was the nature of your contact with us? (mark only one) ¿Cuál fue la naturaleza de su contacto con nosotros? (marque sólo una)
- | | | |
|---|--|--|
| <input type="checkbox"/> General Information Información general | <input type="checkbox"/> Problem Resolution Resolución de problemas | <input type="checkbox"/> Technical Assistance Ayuda técnica |
| <input type="checkbox"/> Permitting/Licensing Assistance Ayuda con permiso/licencia | <input type="checkbox"/> Investigation/Inspection Investigación/Inspección | <input type="checkbox"/> Other (please describe) Otra (favor de describir) |

How satisfied are you? (on a scale of 1 to 5, with 5 being very satisfied) ¿Qué tan satisfecho está? (en una escala de 1 a 5, donde 5 es muy satisfecho)

5 – Very Satisfied Muy satisfecho	4 – Satisfied Satisfecho	3 – Neutral Neutral	2 – Unsatisfied Insatisfecho	1 – Very unsatisfied Muy insatisfecho	N/A – Not applicable No aplica
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4. How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness? ¿Qué tan satisfecho está con las instalaciones de la agencia, incluyendo su acceso, la ubicación de las oficinas, señalización y limpieza? 5 4 3 2 1 N/A

5. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledge-ability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability? ¿Cuán satisfecho está con el personal de la agencia, incluyendo cortesía, amabilidad y conocimientos, y si los miembros del personal se identifican adecuadamente con los clientes por nombre, incluyendo el uso de placas o etiquetas con nombres para rendición de cuentas? 5 4 3 2 1 N/A

6. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications? ¿Cuán satisfecho está con las comunicaciones de la agencia, incluyendo el acceso telefónico gratuito, el tiempo promedio que pasa en espera, las transferencias de llamadas, el acceso a una persona en vivo, cartas, correo electrónico y otros medios de comunicación como cualquier aplicación de mensajería de texto o de móvil aplicable? 5 4 3 2 1 N/A

7. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain? ¿Qué tan satisfecho está con el sitio de Internet de la agencia, incluyendo la facilidad de uso del sitio, el acceso móvil al sitio, la información sobre la ubicación del sitio y la agencia, y la información accesible a través del sitio, tal como una lista de servicios y programas y a quién contactar para obtener más información o para quejarse? 5 4 3 2 1 N/A

8. How satisfied are you with the agency's complaint-handling process, including whether it is easy to file a complaint and whether responses are timely? ¿Cuán satisfecho está con el proceso de la agencia para el manejo de quejas, incluyendo si es fácil presentar una queja y si las respuestas son oportunas? 5 4 3 2 1 N/A

9. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person? ¿Cuán satisfecho está con la capacidad de la agencia de servirle oportunamente, incluyendo la cantidad de tiempo que pasa esperando servicio en persona? 5 4 3 2 1 N/A

10. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information? ¿Cuán satisfecho está con los folletos u otra información impresa de la agencia, incluyendo la exactitud de esa información? 5 4 3 2 1 N/A

11. Please rate your overall satisfaction with the agency. Por favor, califique su satisfacción general con la agencia. 5 4 3 2 1 N/A

12. Comments: (on staff performance, agency service, or suggested improvement) Comentarios: (sobre el desempeño del personal, el servicio de la agencia o mejoras sugeridas) _____

Additional space for comments on the back. Espacio adicional para comentarios al dorso.

Contact Information: (optional) Información de contacto: (opcional)

Name Nombre _____
 Phone Number Número de teléfono _____
 Email Correo electrónico _____
 TCEQ-10333 (3/20) _____

Note: An email address of a member of the public that is provided for the purpose of communicating electronically with a governmental body is confidential in most, but not all, cases. See more information at <www.tceq.texas.gov/goto/privacy>. Also, individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, contact us at 512-239-3282.
 Nota: Una dirección de correo electrónico de un miembro del público que se proporciona para el propósito de comunicarse electrónicamente con una entidad gubernamental es confidencial en la mayoría, pero no todos, de los casos. Vea más información en <www.tceq.texas.gov/goto/privacy>. Además, individuos tienen derecho de pedir y examinar su información personal que la agencia reúne a través de sus formularios. También tienen derecho de que se corrija cualquier error que haya en su información. Para examinar tal información, comuníquese con nosotros al 512-239-3282.