

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

REPORT ON CUSTOMER SERVICE

Fiscal Year 2010 Customer Satisfaction 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*, and appointed a customer relations representative. The compact is available on the agency's website and is updated periodically to include the most current information (see *Appendix B*).

Also in accordance with Chapter 2114, the TCEQ Customer Satisfaction Survey (CSS) (see *Appendix C*) was made available to thousands of recipients of TCEQ services to measure customer satisfaction during the two year period from 2008 to 2010. 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 literature racks located at the TCEQ Austin campus, at public meetings and hearings facilitated by the Office of Public Assistance (OPA), and on the TCEQ website.

Significant Findings

The most recent survey period (March 1, 2008 to February 28, 2010) yielded the following results:

- The TCEQ received 331 responses to the survey, 99 fewer than it received during the previous two-year period of 2006-2008 (a decline of 23.0 percent). Web survey responses were down 35.4 percent. Hard-copy surveys, however, were up 36.5 percent.
- Overall satisfaction with the agency rose significantly from 35.4 percent from the previous biennium to 41.1 percent.
- Taken as a whole, a majority of agency customers were satisfied to very satisfied with agency staff, telephone handling, and agency facilities. Although a majority of customers were still dissatisfied to very dissatisfied with the handling of complaints, that majority began to shrink.
- In January 2010, the Executive Director, with the support of the Commissioners, mandated a complete overhaul of the CSS process.
- Included in the overhaul was an expansion of the distribution of the CSS, improve return rates and enhance the response to and tracking of the CSS comments.
- Initial changes made in response to the Executive Director's mandate resulted in increasing survey return rates and ratings almost immediately.

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

In January 2010, the Executive Director mandated a complete and immediate overhaul of the survey methodology. Consequently, the next month, executive staff, in coordination with OPA, created a CSS Implementation Team (Team) charged with: 1) increasing survey distribution to all of the agency's customer types, and 2) improving agency ratings by quickly responding to any and all comments, questions, concerns, and complaints received on the surveys. A description of the planned overhaul can be found in the *Improving the Survey* section below.

For the first 23 months of the 2008-2010 biennium, the prior survey methodology was in place with one significant difference. In September 2008, the agency revamped its website, and the link to the survey was moved from the sidebar of most Web pages. It is likely this move resulted in the significant drop in online responses received throughout the biennium.

OPA distributed the hard-copy surveys at 78 TCEQ public meetings and hearings around the state, and mailed them in large batches to the 16 TCEQ regional offices. The survey was also available on the agency website. Neither the online nor the hard-copy versions of the survey had a deadline for submission. Nor was either version tied to a specific incident of service. Instead, each respondent was asked which area of the TCEQ they dealt with most frequently as a customer. It did, however, offer space for respondents to leave a comment, make a complaint, etc., and leave contact information if they wanted a response.

There was no cost to the agency to print the survey in this biennium, as staff did not exhaust the third printing (produced in January 2008) until February 2010. However, the agency did pay a business reply mail rate for each hard-copy survey returned, which averaged 26 cents per survey. The online survey consists of two Web pages and uses almost no bandwidth (survey responses are submitted as small text files) so its cost is too small to calculate.

OPA continued to forward survey responses containing comments (both positive and negative) to the appropriate agency staff whenever possible. Of the 331 surveys received in 2008-2010, 248 contained comments, a 23.9 percent drop from 2006-2008, and 158 or 63.7 percent, were sent to appropriate staff. Agency staff receiving these comments then contacted a subset of the commenters (about 24.1%) and attempted to resolve their concerns. As was the case last biennium, OPA 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.

In February 2010, the final month of the 2008-2010 biennium, OPA began the first phase of the planned changes to the survey methodology by distributing 2,500 surveys to the 16 regional offices for greater dissemination. Although this type of distribution was not new, the greater effort was conducted to place the surveys directly in the hands of a customer group, thereby increasing their response rate. This will be discussed in greater detail in the *Improving the Survey* section below.

Data Collection Time Frames and Cycles

Data collection began on March 1, 2008 (the day after data collection ended for the 2006-2008 *TCEQ Report on Customer Service*), and continued without interruption until midnight on February 28, 2010, to allow for two full years worth of data.

Data Limitations

As was the case with the 2008 *Report*, the 2010 edition is not scientific, in that even though surveys were made available to a very large population, the response rate was 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. Staff made both online and hard-copy versions of its survey available with the intent of reaching as many of these customers as possible.

A link to the online survey was available in the sidebar of virtually every TCEQ Web page, including the home page, until September 2008. After September 2008 it was available at the bottom of the agency's home page and a few other pages, such as *Contact Us*, *About the TCEQ*, *Today's Ozone Forecast*, etc. Hits on the agency website were tracked by AWStats (Advanced Web Statistics), an Internet data service. From March 1, 2008, to February 28, 2010, the online survey was visited 11,841 times. In addition to the website visits, the agency distributed 1,078 hard-copy surveys, for a total of 12,919 surveys accessed by our customers during the survey period.

Confidence Intervals and Levels

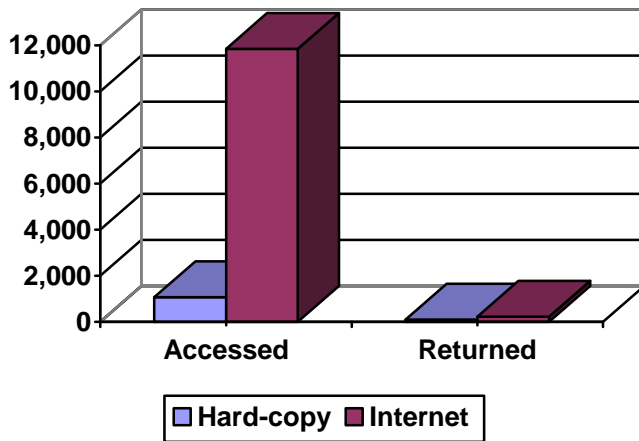
Staff could not determine what percentage of the general population would have chosen any given answer on the survey because of the low response rate. More extensive feedback is necessary to constitute a statistically valid survey.

Error and Response Rates

Of the 5,533 hard-copy surveys made available to the public, 1,078 were taken and 101 returned to the agency (all of which were deemed valid). This constitutes a return rate of 9.3 percent of those taken (up 3.9 percent from last biennium), and 1.8 percent of those made available (down 0.1 percent from last biennium) (see Figure 1).

The Internet surveys were accessed 11,841 times, with 230 valid surveys returned. OPA also received 1,584 invalid responses, 1,583 of which were spam (a troubling 86.9 percent increase over last biennium's spam haul). The remaining invalid survey was an exact duplicate, including comment and contact info, of another valid response received moments prior. The resulting count of valid responses represents a return of 1.9 percent (see Figure 1).

Figure 1: Response Rates (for the Period of March 1, 2008 - February 28, 2010)



This biennium’s page access count dropped 51.4 percent from last biennium’s 24,367 page count. According to AWStats, the Spanish version of the Web survey was not accessed a single time. This drop may be attributed to the move of the survey link from the agency website’s sidebar to the bottom of the page.

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 a public 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. See the *Improving the Survey* section below for more on the Executive Director’s plan to address this issue.

How They Rate Us

Table A-1 in *Appendix A* provides a breakdown by survey quality element and survey question of all 331 valid responses from all customers taken as a whole. Tables A-2-A9 contains similar tables broken out by customer type. In addition, each table is followed by a brief summary of its responses. As has been the case during the last four bienniums, almost half of the respondents identified themselves as citizens (164, or 49.5 percent) and the majority (230 or 69.5 percent) responded through the agency website.

Analysis of Findings

As has been the case during the previous four bienniums, the overall survey return rate (9.3 percent of all hard-copy surveys taken by the public, and only 1.9 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.

During the period under review, the TCEQ received 331 valid responses to the survey, 99 fewer (23 percent) than it received last biennium. Online responses to the survey dropped 35.4 percent, while hard-copy responses increased 36.5 percent. To break the results down further, response numbers for all eight customer groups declined, with the exception of **Regulated Entities**, which increased 2.8 percent, and **Industry Associations**, which increased 80 percent. **Other/None of the Above, Attorneys and Consultants**, and **Environmental Groups** (down 40.0, 64.3, and 80.0 percent, respectively) experienced declines.

The drop in online survey responses may be attributed to the move of the survey link from the agency website's sidebar to the bottom of the page which made the online survey much harder to find. The increase in hard-copy responses is likely due to the agency's new initiative to get more surveys in more hands at the point of service. The two groups showing increases in their survey return rates was likely due to the new policy that a hard copy of the survey is given by each investigator following an investigation. Management hopes that in the very near future, return rates for all the other customer groups will increase as well. The Executive Director's plan to improve survey return rates and ratings is discussed below in greater detail.

During the 2006-2008 biennium, staff decided to allow respondents to provide their name, phone number, and/or e-mail address. This biennium, 70.7 percent of respondents provided such info, and though the overall response rate was down, this is a higher rate proportionally speaking than last biennium's 66.7 percent.

However, the number of respondents who provided written comments decreased proportionally by 0.9 percent from the last period to 74.9 percent in 2008-2010. Staff are not certain why this occurred, but paired with the increase in contact info, it does indicate that some people are providing contact info simply because they see a place to do so, but don't expect a response from the agency. Staff is planning a wording change to remedy this issue in the next printing.

The percentage of surveyed customers identifying ways to improve customer service rose proportionally by 0.5 percent to 61.0 percent. This percentage was determined by tallying the number of respondents who left written comments containing recommendations for ways the agency could better serve its customers and dividing by the number of comments received. The percentage is therefore somewhat, but not entirely, subjective. Comments such as "Good job!" or "You're not protecting the environment!" were not counted, as they contained no useful suggestions for improving customer service. Commonly received useful suggestions included specific criticisms of the agency's website, questions about the STEERS program, and complaints about the difficulty of obtaining licensing and certification testing results.

Overall satisfaction with the agency for all customers taken as a whole rose significantly from 35.4 percent for the previous survey period to 41.1 percent. Although 46.7 percent of customers are still dissatisfied to very dissatisfied overall with the agency, this figure is down from 52.3 percent in 2006-2008. Breaking this out by customer groups, **Citizens, Regulated Entities, Environmental Groups, Public Officials, and Neighborhood and Community Representatives**, all showed significantly more satisfaction than they did last period. However, three groups, **Industry Associations, Attorneys and Consultants, and Other/None of the Above**, were less satisfied than they were in 2006-2008.

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

- **Overall** was up 5.7 percent to 41.1 percent;
- **Staff** was up 5.3 percent to 60.8 percent;
- **Telephone Calls** was up 8.6 percent to 53.4 percent;
- **Written Info/Docs** was up 3.8 percent to 48.3 percent;
- **Website** was up 5.5 percent to 48.0 percent;
- **Facilities** was up 7.9 percent to 66.3 percent;
- **If You Filed a Complaint** was up 1.6 percent to 25.1 percent.

As was the case during the previous four bienniums, 2008-2010 respondents gave **If You Filed a Complaint** the lowest ratings. Of the 331 total valid responses, 158 or 47.7 percent reported filing a complaint with the agency. Of the 157 who rated how their complaints were handled (Question 17), 89 or

56.7 percent were very dissatisfied. Of the 152 respondents who reported receiving a response to their complaints, 83 or 54.6 percent were very dissatisfied with those responses (Question 18). Also, of the 153 respondents who rated the timeliness of staff in handling their complaints, 79 or 51.6 percent were very dissatisfied with their wait times (Question 19). It should be noted that these ratings are all significantly better than the ones from the 2006-2008 biennium.

Actions Taken To Improve the Survey Process

No suggestions for ways to improve the survey were received from the public during the 2008-2010 period. However, in late January 2010, the Executive Director directed staff to take action to increase distribution of the CSS to all customer groups, to improve CSS response rates, and to revise the CSS as necessary. In addition, staff was directed to immediately modify its current process 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.

To determine how to best put into practice these changes, a Team comprised of key staff from offices across the agency met to develop a plan.

Increasing CSS Distribution and Response Rate

Some actions to increase CSS distribution were taken immediately. In February 2010, the final month of the 2008-2010 biennium, surveys were distributed to the 16 regional offices and the Field Operations Support Division for distribution at the conclusion of all investigations. As a result, survey return rates and ratings improved immediately.

In March 2010, the CSS was promoted in Commissioner Buddy Garcia's online newsletter, Modern Stewardship. The CSS will also be promoted in the following agency publications beginning over the next several months:

- Take Care of Texas News You Can Use
- Natural Outlook
- The Advocate
- The Surface Quality Monitor.

In April 2010, two offices that maintain toll-free hotlines, OPA and the Small Business and Local Government Assistance Program, began informing hotline callers of the CSS, offering to send them a hard copy of the survey or the link to the online survey. In June 2010, these offices will assess and report the effectiveness of this outreach. The Team will determine if this practice should be expanded to other agency offices.

The CSS was made available at the Environmental Trade Fair in May 2010. The survey will continue to be distributed at all OPA public meetings and hearings and made available at the 16 TCEQ regional offices and literature racks located around the Austin campus. It will also continue to be available to the public at Commissioner's Agendas and Work Sessions.

Both hard-copy and electronic versions of agency letterhead have been revised to include customer survey language at the bottom of the page. This will ensure that every letter sent from the agency now includes information on how to access customer survey information. Electronic letterhead will be available for staff use as soon as the online survey is revised as discussed below. Hard-copy letterhead for the Austin

headquarters will be available in September 2010. Hard-copy letterhead will be available to the Regional Offices as each office requests a reprint.

Revising the Survey

In reviewing the survey, it was determined that invalid responses have been received to Questions 3 and 20 (a copy of the current survey is included in *Appendix C*), and that changes to these questions should be made before the next printing of the survey and before increased publication or visibility of the CSS. Agency Communications (AC) and OPA drafted changes that are intended to elicit more useful responses from customers regarding how they found out about the survey and whether the customer wishes to be contacted by the TCEQ regarding comments or complaints. AC staff asked participants at the TCEQ Environmental Trade Fair to complete the survey containing the new language in an effort to obtain feedback from individuals on whether the changes to the survey elicit more complete responses. The language was further revised and a copy of the revised online survey is included in *Appendix D*.

It was decided that any further outreach in addition to that discussed above should be delayed until the CSS could be revised. The revised online survey should be finalized by June 4, 2010. The revised language will be incorporated into the next printing of the hard-copy survey. As soon as the CSS language is revised, a link to the survey will be more prominently displayed on the TCEQ homepage and other Web pages.

Tracking CSS Receipt and Response

Although there was a system in place to track receipt of surveys and comments or complaints made, there was no system in place to track responses. The Team developed a process to ensure adequate and timely responses to all CSS comments and requests for assistance. The Team identified key offices that would be responsible for receiving and considering the CSS. Within each office a point of contact responsible for receiving the surveys and forwarding to appropriate staff was identified.

OPA will continue to receive all hard-copy and online CSSs. OPA will forward a survey within three days of receipt to the appropriate office for consideration and determine if a response is required. If a standard response is required, OPA will draft the response and respond to the customer, copying the appropriate agency office. If a more technical response is required, the appropriate agency office will be notified that a draft response will be due to OPA within 10 working days of receipt. OPA will finalize the response and forward it to the customer, copying the agency office. A unique email box was identified, custserv@tceq.state.tx.us, for the receipt and transmittal to the public and agency offices of all electronic surveys and emails regarding the CSS. Whenever possible, hard-copy surveys will be scanned and transmitted electronically. OPA will track any follow-up commitment made in a response to ensure that the follow-up occurs. In addition, the existing database that tracks surveys and responses is being updated and expanded to allow for more accurate and thorough tracking of the CSS and response, if required.

Improving Outreach

The Team determined that as each scheduled implementation of additional CSS outreach takes place, the effectiveness of the outreach activity will be assessed to determine whether that particular activity effectively increased distribution of the CSS. Additional outreach recommendations that have been proposed include:

- Placing a link to the CSS on highly trafficked or accessed TCEQ Web pages;
- Including CSS language in proxy box responses;
- Inserting CSS language in electronic transactions and authorizations;

- Providing hard copies of the CSS and/or information on how to access the online version at stakeholder meetings, all trainings and exams with external customers, advisory group meetings, HUB forums and fairs;
- Adding CSS language to agency brochures; and
- Placing hard copies of the CSS and information on how to access the online version in additional areas of the TCEQ Austin campus routinely visited by the public.

Customer Satisfaction Survey Performance Measures

Table 1 below identifies FY 2010 estimated performance for the customer satisfaction standard measures.

Table 1. Customer Satisfaction Survey Performance Measures

Measure	Performance
Outcome Measures	
Percentage of surveyed customer respondents expressing overall satisfaction with services received	41.1%
Percentage of surveyed customer respondents identifying ways to improve service delivery	61.0%
Output Measures	
Total customers surveyed	331*
Total customers served	Unknown**
Efficiency Measures	
Cost per customer surveyed	\$0.26
Measure	Performance
Explanatory Measures	
Total customers identified	Unknown
Total customer groups inventoried	8

* This number represents the total number of survey respondents.

** 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

Table A-1. Responses from All Customer Groups

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	21.7%	20.0%	13.7%	10.7%	34.0%
Attentiveness to Customer Complaints	22.2%	18.1%	10.7%	9.6%	39.3%
Staff					
Proper Identification	49.6%	17.6%	15.5%	4.0%	13.3%
Sufficiently Knowledgeable	33.3%	17.9%	12.5%	7.9%	28.3%
Professional and Courteous	41.5%	22.4%	11.9%	7.2%	17.0%
Telephone Calls					
Call Handling	34.6%	17.7%	12.8%	8.2%	26.7%
Length of Wait	29.8%	24.8%	12.6%	7.1%	25.6%
Written Info/Documents					
Accuracy, Helpfulness	25.2%	23.2%	11.4%	11.0%	29.1%
Ease of Understanding	24.7%	23.5%	16.7%	12.0%	23.1%
Website					
Ease of Finding Information	20.8%	25.0%	21.1%	12.7%	20.4%
Usefulness of Information	26.5%	23.7%	20.4%	10.0%	19.4%
Facilities					
Appearance and Location	30.9%	33.1%	18.7%	5.8%	11.5%
Accessibility of	33.6%	35.0%	14.0%	4.2%	13.3%
If You Filed a Complaint					
Complaint Handling	14.6%	10.2%	8.9%	9.6%	56.7%
Response You Received	14.5%	9.2%	13.8%	7.9%	54.6%
Timeliness of Staff	16.3%	10.5%	15.0%	6.5%	51.6%

All Customers

The agency received 331 total valid responses to the survey. The majority of respondents were satisfied to very satisfied with agency **Staff** (60.8 percent), **Telephone Calls** (53.4 percent), and agency **Facilities** (66.3 percent). A plurality of respondents were satisfied to very satisfied with **Written Info/Documents** (48.3 percent), and the **Website** (48.0 percent). However, a plurality of respondents were dissatisfied to very dissatisfied with the agency **Overall** (46.7 percent), and a majority were dissatisfied to very dissatisfied with **If You Filed a Complaint** (62.3 percent). 158 of the respondents (47.7 percent) reported lodging a complaint with the agency.

Table A-2. Responses from Citizens

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	16.2%	8.1%	13.5%	12.2%	50.0%
Attentiveness to Customer Complaints	14.2%	9.2%	7.8%	10.6%	58.2%
Staff					
Proper Identification	36.4%	17.4%	21.2%	5.3%	19.7%
Sufficiently Knowledgeable	22.0%	12.1%	14.4%	6.8%	44.7%
Professional and Courteous	29.5%	22.0%	12.1%	8.3%	28.0%
Telephone Calls					
Call Handling	22.6%	11.3%	10.4%	11.3%	44.3%
Length of Wait	20.6%	15.7%	11.8%	9.8%	42.2%
Written Info/Documents					
Accuracy, Helpfulness	14.3%	16.8%	15.1%	7.6%	46.2%
Ease of Understanding	14.8%	17.4%	19.1%	14.8%	33.9%
Website					
Ease of Finding Information	22.3%	17.7%	23.8%	9.2%	26.9%
Usefulness of Information	24.6%	12.7%	23.8%	11.1%	27.8%
Facilities					
Appearance and Location	10.6%	25.5%	27.7%	12.8%	23.4%
Accessibility of	23.2%	25.0%	21.4%	7.1%	23.2%
If You Filed a Complaint					
Complaint Handling	8.1%	3.0%	10.1%	11.1%	67.7%
Response You Received	8.5%	1.1%	14.9%	8.5%	67.0%
Timeliness of Staff	10.5%	5.3%	17.9%	8.4%	57.9%

Citizens

164 respondents (49.5 percent) identified themselves as citizens. A plurality of these were satisfied to very satisfied with **Staff** (46.5 percent), the **Website** (38.7 percent) and **Facilities** (42.7 percent). However, a majority were dissatisfied to very dissatisfied with the agency **Overall** (65.4 percent), **Telephone Calls** (53.8 percent), **Written Info/Documents** (51.3 percent), and **If You Filed a Complaint** (73.6 percent). 100 of the citizens (61.0 percent) reported lodging a complaint with the agency.

Table A-3. Responses from Regulated Entities

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	34.2%	39.7%	8.2%	9.6%	8.2%
Attentiveness to Customer Complaints	37.1%	35.5%	12.9%	6.5%	8.1%
Staff					
Proper Identification	67.6%	18.3%	8.5%	2.8%	2.8%
Sufficiently Knowledgeable	56.3%	22.5%	7.0%	5.6%	8.5%
Professional and Courteous	58.6%	22.9%	10.0%	5.7%	2.9%
Telephone Calls					
Call Handling	46.5%	28.2%	12.7%	5.6%	7.0%
Length of Wait	38.0%	39.4%	9.9%	2.8%	9.9%
Written Info/Documents					
Accuracy, Helpfulness	41.2%	29.4%	7.4%	11.8%	10.3%
Ease of Understanding	35.3%	32.4%	10.3%	8.8%	13.2%
Website					
Ease of Finding Information	21.1%	33.8%	22.5%	8.5%	14.1%
Usefulness of Information	31.0%	36.6%	14.1%	7.0%	11.3%
Facilities					
Appearance and Location	35.6%	44.4%	15.6%	0.0%	4.4%
Accessibility of	35.6%	46.7%	11.1%	4.4%	2.2%
If You Filed a Complaint					
Complaint Handling	38.7%	25.8%	6.5%	9.7%	19.4%
Response You Received	35.5%	29.0%	6.5%	9.7%	19.4%
Timeliness of Staff	38.7%	25.8%	6.5%	6.5%	22.6%

Regulated Entities

74 respondents (22.4 percent) identified themselves as owners or employees of regulated companies. A majority of these were satisfied to very satisfied with all seven of the service quality elements: **Overall** (73.3 percent), **Staff** (82.1 percent), **Telephone Calls** (76.1 percent), **Written Info/Documents** (69.1 percent), the **Website** (61.3 percent), **Facilities** (81.1 percent), and **If You Filed a Complaint** (64.5 percent). 31 of the regulated entities (41.9 percent) reported lodging a complaint with the agency.

Table A-4. Responses from Environmental Groups

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	0.0%	66.7%	0.0%	33.3%	0.0%
Attentiveness to Customer Complaints	33.3%	0.0%	33.3%	33.3%	0.0%
Staff					
Proper Identification	33.3%	33.3%	33.3%	0.0%	0.0%
Sufficiently Knowledgeable	33.3%	33.3%	33.3%	0.0%	0.0%
Professional and Courteous	33.3%	33.3%	33.3%	0.0%	0.0%
Telephone Calls					
Call Handling	66.7%	0.0%	33.3%	0.0%	0.0%
Length of Wait	0.0%	33.3%	33.3%	33.3%	0.0%
Written Info/Documents					
Accuracy, Helpfulness	33.3%	33.3%	0.0%	33.3%	0.0%
Ease of Understanding	0.0%	33.3%	33.3%	33.3%	0.0%
Website					
Ease of Finding Information	0.0%	33.3%	33.3%	33.3%	0.0%
Usefulness of Information	0.0%	66.7%	33.3%	0.0%	0.0%
Facilities					
Appearance and Location	33.3%	33.3%	33.3%	0.0%	0.0%
Accessibility of	33.3%	33.3%	33.3%	0.0%	0.0%
If You Filed a Complaint					
Complaint Handling	0.0%	0.0%	100.0%	0.0%	0.0%
Response You Received	0.0%	0.0%	0.0%	100.0%	0.0%
Timeliness of Staff	0.0%	0.0%	100.0%	0.0%	0.0%

Environmental Groups

3 respondents (0.9 percent) identified themselves as representatives of environmental groups. A majority of these were satisfied to very satisfied with **Staff** (66.7 percent) and **Facilities** (66.7 percent). And a plurality were satisfied to very satisfied with the agency **Overall** (50 percent), **Telephone Calls** (50 percent), **Written Info/Documents** (50 percent), and the **Website** (50 percent). However, a majority of respondents gave neutral responses for **If You Filed a Complaint** (66.7 percent). Only 1 respondent (33.3 percent) reported lodging a complaint with the agency.

Table A-5. Responses from Public Officials

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	30.0%	30.0%	20.0%	10.0%	10.0%
Attentiveness to Customer Complaints	33.3%	44.4%	22.2%	0.0%	0.0%
Staff					
Proper Identification	60.0%	30.0%	0.0%	0.0%	10.0%
Sufficiently Knowledgeable	45.5%	18.2%	9.1%	18.2%	9.1%
Professional and Courteous	45.5%	27.3%	9.1%	0.0%	18.2%
Telephone Calls					
Call Handling	50.0%	10.0%	20.0%	0.0%	20.0%
Length of Wait	50.0%	30.0%	10.0%	0.0%	10.0%
Written Info/Documents					
Accuracy, Helpfulness	40.0%	40.0%	10.0%	0.0%	10.0%
Ease of Understanding	40.0%	30.0%	30.0%	0.0%	0.0%
Website					
Ease of Finding Information	36.4%	45.5%	9.1%	0.0%	9.1%
Usefulness of Information	45.5%	36.4%	18.2%	0.0%	0.0%
Facilities					
Appearance and Location	66.7%	0.0%	33.3%	0.0%	0.0%
Accessibility of	33.3%	66.7%	0.0%	0.0%	0.0%
If You Filed a Complaint					
Complaint Handling	0.0%	50.0%	50.0%	0.0%	0.0%
Response You Received	0.0%	50.0%	50.0%	0.0%	0.0%
Timeliness of Staff	0.0%	50.0%	50.0%	0.0%	0.0%

Public Officials

12 respondents (3.6 percent) identified themselves as public or elected officials. The majority of these were satisfied to very satisfied with the agency **Overall** (68.4 percent), agency **Staff** (75.0 percent), **Telephone Calls** (70.0 percent), **Written Info/Documents** (75.0 percent), the agency **Website** (81.8 percent), and agency **Facilities** (83.3 percent). Public officials were equally split in their responses to **If You Filed a Complaint**, with 50.0 percent feeling satisfied to very satisfied, and 50.0 percent feeling neutral. Only 2 of the public officials (16.7 percent) reported lodging a complaint with the agency.

Table A-6. Responses from Industry Associations

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	29.4%	35.3%	17.6%	0.0%	17.6%
Attentiveness to Customer Complaints	40.0%	26.7%	13.3%	6.7%	13.3%
Staff					
Proper Identification	88.2%	0.0%	5.9%	0.0%	5.9%
Sufficiently Knowledgeable	35.3%	35.3%	17.6%	5.9%	5.9%
Professional and Courteous	76.5%	0.0%	11.8%	5.9%	5.9%
Telephone Calls					
Call Handling	60.0%	20.0%	6.7%	6.7%	6.7%
Length of Wait	60.0%	20.0%	6.7%	6.7%	6.7%
Written Info/Documents					
Accuracy, Helpfulness	26.7%	40.0%	20.0%	13.3%	0.0%
Ease of Understanding	26.7%	40.0%	0.0%	13.3%	20.0%
Website					
Ease of Finding Information	5.6%	55.6%	5.6%	27.8%	5.6%
Usefulness of Information	27.8%	38.9%	16.7%	11.1%	5.6%
Facilities					
Appearance and Location	53.8%	38.5%	0.0%	0.0%	7.7%
Accessibility of	66.7%	26.7%	0.0%	0.0%	6.7%
If You Filed a Complaint					
Complaint Handling	25.0%	50.0%	0.0%	0.0%	25.0%
Response You Received	25.0%	50.0%	0.0%	0.0%	25.0%
Timeliness of Staff	25.0%	25.0%	25.0%	0.0%	25.0%

Industry Associations

18 respondents (5.4 percent) identified themselves as industry or association representatives. The majority of these were satisfied to very satisfied with all seven of the service quality elements: **Overall** (65.6 percent), **Staff** (78.4 percent), **Telephone Calls** (80.0 percent), **Written Info/Documents** (66.7 percent), the **Website** (63.9 percent), **Facilities** (92.9 percent), and **If You Filed a Complaint** (66.7 percent). 4 of the regulated entities (22.2 percent) reported lodging a complaint with the agency.

Table A-7. Responses from Neighborhood and Community Representatives

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	0.0%	20.0%	0.0%	30.0%	50.0%
Attentiveness to Customer Complaints	0.0%	22.2%	0.0%	33.3%	44.4%
Staff					
Proper Identification	30.0%	20.0%	30.0%	0.0%	20.0%
Sufficiently Knowledgeable	0.0%	22.2%	33.3%	22.2%	22.2%
Professional and Courteous	33.3%	11.1%	44.4%	11.1%	0.0%
Telephone Calls					
Call Handling	0.0%	50.0%	16.7%	0.0%	33.3%
Length of Wait	0.0%	33.3%	16.7%	16.7%	33.3%
Written Info/Documents					
Accuracy, Helpfulness	11.1%	44.4%	11.1%	22.2%	11.1%
Ease of Understanding	11.1%	33.3%	33.3%	11.1%	11.1%
Website					
Ease of Finding Information	0.0%	27.3%	18.2%	36.4%	18.2%
Usefulness of Information	0.0%	36.4%	18.2%	27.3%	18.2%
Facilities					
Appearance and Location	0.0%	50.0%	0.0%	50.0%	0.0%
Accessibility of	0.0%	50.0%	0.0%	0.0%	50.0%
If You Filed a Complaint					
Complaint Handling	0.0%	20.0%	0.0%	20.0%	60.0%
Response You Received	0.0%	20.0%	40.0%	0.0%	40.0%
Timeliness of Staff	0.0%	20.0%	20.0%	0.0%	60.0%

Neighborhood and Community Representatives

12 respondents (3.6 percent) identified themselves as neighborhood or community representatives. A plurality of these respondents reported being satisfied to very satisfied with agency **Staff** (39.3 percent) and **Written Info/Documents** (50.0 percent). Ratings of two of the service quality elements between those who were satisfied and those who were dissatisfied: agency **Telephone Calls** (41.7 percent each), and agency **Facilities** (50.0 percent each). Finally, a majority of respondents reported being dissatisfied to very dissatisfied with the agency **Overall** (78.9 percent), and **If You Filed a Complaint** (60.0 percent), and a plurality of respondents reported being dissatisfied to very dissatisfied with the agency **Website** (50 percent). 5 of the representatives (41.7 percent) reported lodging a complaint with the agency.

Table A-8. Responses from Attorneys and Consultants

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	21.4%	28.6%	35.7%	0.0%	14.3%
Attentiveness to Customer Complaints	27.3%	18.2%	18.2%	9.1%	27.3%
Staff					
Proper Identification	46.2%	30.8%	0.0%	7.7%	15.4%
Sufficiently Knowledgeable	46.2%	7.7%	7.7%	15.4%	23.1%
Professional and Courteous	38.5%	46.2%	0.0%	0.0%	15.4%
Telephone Calls					
Call Handling	42.9%	0.0%	21.4%	7.1%	28.6%
Length of Wait	28.6%	14.3%	21.4%	14.3%	21.4%
Written Info/Documents					
Accuracy, Helpfulness	33.3%	8.3%	25.0%	8.3%	25.0%
Ease of Understanding	33.3%	25.0%	16.7%	0.0%	25.0%
Website					
Ease of Finding Information	28.6%	0.0%	28.6%	21.4%	21.4%
Usefulness of Information	30.8%	15.4%	15.4%	15.4%	23.1%
Facilities					
Appearance and Location	30.0%	20.0%	30.0%	10.0%	10.0%
Accessibility of	33.3%	33.3%	11.1%	22.2%	0.0%
If You Filed a Complaint					
Complaint Handling	33.3%	16.7%	0.0%	0.0%	50.0%
Response You Received	33.3%	0.0%	16.7%	0.0%	50.0%
Timeliness of Staff	33.3%	0.0%	0.0%	0.0%	66.7%

Attorneys and Consultants

18 respondents (5.4 percent) identified themselves as attorneys or consultants. A majority of these respondents were satisfied to very satisfied with agency **Staff** (71.8 percent) and agency **Facilities** (57.9 percent). And a plurality were satisfied to very satisfied with the agency **Overall** (48.0 percent), **Telephone Calls** (42.9 percent), and **Written Info/Documents** (50.0 percent). However, a plurality of these respondents was dissatisfied to very dissatisfied with the agency **Website** (40.7 percent), and a majority were dissatisfied to very dissatisfied with **If You Filed a Complaint** (55.6 percent). 6 of the attorneys and consultants (33.3 percent) reported lodging a complaint with the agency.

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

Survey Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
General					
TCEQ Overall	20.0%	8.0%	20.0%	8.0%	44.0%
Attentiveness to Customer Complaints	20.0%	10.0%	15.0%	5.0%	50.0%
Staff					
Proper Identification	50.0%	13.6%	18.2%	4.5%	13.6%
Sufficiently Knowledgeable	26.1%	26.1%	8.7%	8.7%	30.4%
Professional and Courteous	36.4%	27.3%	9.1%	13.6%	13.6%
Telephone Calls					
Call Handling	27.8%	22.2%	16.7%	11.1%	22.2%
Length of Wait	29.4%	23.5%	23.5%	0.0%	23.5%
Written Info/Documents					
Accuracy, Helpfulness	27.8%	16.7%	5.6%	22.2%	27.8%
Ease of Understanding	42.1%	5.3%	21.1%	15.8%	15.8%
Website					
Ease of Finding Information	23.1%	19.2%	15.4%	19.2%	23.1%
Usefulness of Information	26.9%	19.2%	26.9%	7.7%	19.2%
Facilities					
Appearance and Location	30.0%	50.0%	10.0%	0.0%	10.0%
Accessibility of	40.0%	40.0%	10.0%	0.0%	10.0%
If You Filed a Complaint					
Complaint Handling	0.0%	0.0%	0.0%	0.0%	100.0%
Response You Received	0.0%	0.0%	11.1%	0.0%	88.9%
Timeliness of Staff	0.0%	0.0%	0.0%	0.0%	100.0%

Other/None of the Above

30 respondents (9.0 percent) identified themselves as *Other*, or failed to answer Question 1 of the survey. The majority of these were satisfied to very satisfied with agency **Staff** (59.7 percent), **Telephone Calls** (51.4 percent), and **Facilities** (80.0 percent). And a plurality of these respondents were satisfied to very satisfied with **Written Info/Documents** (45.9 percent) and the **Website** (44.2 percent). However, a majority of them reported being dissatisfied to very dissatisfied with the agency **Overall** (53.3 percent) and **If You Filed a Complaint** (an astonishing 96.3 percent). 9 of the others (30.0 percent) reported lodging a complaint with the agency.

APPENDIX B

The TCEQ is currently revising its Compact with Texans to accurately reflect organizational changes within the agency, clearly explaining the complaint process and moving the link to the Customer Satisfaction Survey to a more prominent position.

Compact with Texans

The Texas Commission on Environmental Quality pledges through this 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/>.

The Office of Permitting and Registration is responsible for implementing the federal and state laws and regulations governing all aspects of permitting for air, water and waste programs. 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 and 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 public participation for all aspects of our operations including, but not limited to, permitting, rulemaking, compliance and customer service contacts;
- 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 comptxns@tceq.state.tx.us. 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.

APPENDIX C

**HARD-COPY VERSION OF THE
TCEQ CUSTOMER SATISFACTION SURVEY
DISTRIBUTED DURING THE
2008-2010 BIENNIUM**



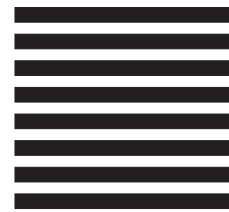
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Texas Commission on Environmental Quality
Comisión de Calidad Ambiental de Texas



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
<i>Representante de Industria o Asociación Civil</i> |
| <input type="checkbox"/> Owner or Employee of Regulated Company
<i>Propietario o Empleado de una Empresa Controlada</i> | <input type="checkbox"/> Neighborhood/Community Representative
<i>Representante de Vecinos/Comunidad</i> |
| <input type="checkbox"/> Environmental Group Representative
<i>Representante de Grupo Ecologista</i> | <input type="checkbox"/> Attorney/Consultant, <i>Abogado/Consultor</i> |
| <input type="checkbox"/> Public/Elected Official
<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),
<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, 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, 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.

APPENDIX D

**REVISED VERSION OF THE ONLINE
TCEQ CUSTOMER SATISFACTION SURVEY
AVAILABLE JUNE 2010**



Customer Satisfaction Survey

[En Español](#)

Have we provided the service you need?

1. Which customer type would you consider yourself:

- Citizen
- Owner or Employee of Regulated Company
- Environmental Group Representative
- Public/Elected Official
- Industry/Association Representative
- Neighborhood/Community Representative
- Attorney/Consultant
- Other (please describe):

2. What county do you live in?

3. How did you find out about this survey?

- A letter I received
- A TCEQ publication
- A TCEQ employee
- Surfing the TCEQ website
- Other (please describe):

For the following questions, your answers mean:

Very Satisfied					Very Dissatisfied	Not Applicable
5	4	3	2	1	N/A	

Over All

How satisfied are you:

4. With the Texas Commission on Environmental Quality

5 4 3 2 1 N/A

5. That the TCEQ is attentive to customer complaints?

5 4 3 2 1 N/A

TCEQ EMPLOYEES

How satisfied are you:

6. That staff identified themselves adequately?

5 4 3 2 1 N/A

7. That the staff is sufficiently knowledgeable?

5 4 3 2 1 N/A

8. That the staff is professional and courteous?

5 4 3 2 1 N/A

Very Satisfied					Very Dissatisfied	Not Applicable
5	4	3	2	1		N/A

Telephone Calls

How satisfied are you:

9. With the handling of telephone calls you've placed to the TCEQ?

5 4 3 2 1 N/A

10. With the length of time you wait to reach the right person on the phone?

5 4 3 2 1 N/A

Written Information or Documentation

How satisfied are you:

11. With the accuracy/helpfulness of the written information or documentation you received?

5 4 3 2 1 N/A

12. With the ease of understanding the written information or documentation you received?

5 4 3 2 1 N/A

Very Satisfied					Very Dissatisfied	Not Applicable
5	4	3	2	1		N/A

Website

How satisfied are you:

13. With the ease of finding information on our Web site?

5 4 3 2 1 N/A

14. With the usefulness of information on our Web site?

5 4 3 2 1 N/A

Facilities

How satisfied are you:

15. With the appearance and location of our facilities?

5 4 3 2 1 N/A

16. With the accessibility of our facilities?

5 4 3 2 1 N/A

Very Satisfied					Very Dissatisfied	Not Applicable
5	4	3	2	1		N/A

If you Filed a Complaint

How satisfied are you:

17. With the way your complaint was handled?

5 4 3 2 1 N/A

18. With the response you received regarding your complaint?

5 4 3 2 1 N/A

19. With the timeliness of staff in handling your complaint?

5 4 3 2 1 N/A

Other

How satisfied are you:

20. Do you have any other comments or concerns?

Yes, please contact me about my responses and comments:

Name:

Phone Number:

E-mail:

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](#). 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.

[Submit Survey](#)

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