

TEXAS FACILITIES COMMISSION  
REPORT ON CUSTOMER SERVICE



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# REPORT ON CUSTOMER SERVICE

## CUSTOMER SERVICE EXCELLENCE

### INTRODUCTION



*The Texas Facilities Commission (TFC) was originally established in 1919 as the State Board of Control by the 36<sup>th</sup> Legislature's enactment of Senate Bill 147. The State Purchasing and General Services Commission replaced the State Board of Control in September 1979. The agency's name was changed again in 1991 to the General Services Commission (GSC). The General Services Commission was abolished in 2001 by the 77<sup>th</sup> Legislature through enactment of Senate Bill 311, thus creating the Texas Building and Procurement Commission (TBPC). Pursuant to HB 3560 of the 80<sup>th</sup> Texas Legislature, the state's procurement division was transferred to the Comptroller of Public Accounts and the remaining facilities division became the Texas Facilities Commission.*

The Texas Facilities Commission (TFC) oversees the building maintenance and construction activities of state-owned office buildings and facilities, leasing procurement, and office space lease management services for other state agencies. Therefore, TFC's primary customers are other state agencies, including the Office of the Governor and the State Legislature. In addition, TFC also provides an array of services to institutions of higher education, counties, local government subdivisions, school districts, and the general public.

These services include:

- Facilities Maintenance
- Custodial
- Grounds Maintenance
- Minor Construction
- Building Services & Maintenance
- Facilities Design and Construction
- Space Planning
- Construction
- Leasing Services
- Support Services
- State and Federal Surplus Property
- Leasing Services
- Recycling

In an effort to provide the highest quality of service, TFC recently revised and improved its customer service program. Revisions include but are not limited to: making the online customer service survey program-specific, implementing a 24-hour response time policy, providing the survey link on all staff outgoing emails and on push cards, and training staff to become aware of the customer service survey and its results. TFC is determined to become a model agency by not only meeting, but by exceeding the expectations of our customers.

## INVENTORY OF EXTERNAL CUSTOMERS BY STRATEGY

Pursuant to HB 3560 of the 80<sup>th</sup> Texas Legislature, the Texas Building and Procurement Commission became the Texas Facilities Commission and the state's procurement function was transferred to the Comptroller of Public Accounts. The customer service functions outlined in this report are based on the strategies included in the Fiscal Year 2008-2009 General Appropriations Act (GAA) for the Texas Facilities Commission. The chart below outlines the external customers served by each strategy.

**TABLE 1.1 GENERAL APPROPRIATIONS ACT STRATEGIES AND EXTERNAL CUSTOMERS**

<b>Strategy</b>	<b>External Customers</b>
<p><i>Leasing:</i> Provide quality leased space for state agencies at best value</p> <p><i>Facilities Planning:</i> Ensure State optimizes use of leased/purchased/constructed office space</p>	Customers include both lessors providing lease space (public and private) and state agencies housed in leased space around the State.
<p><i>Building Design and Construction:</i> Ensure Facilities are Designed and Built Timely/ Cost Eff/Highest Quality</p>	Customers include state employees officed in buildings in the capitol complex and other state facilities.
<p><i>Custodial:</i> Provide cost-effective/Efficient Custodial Services for State Facilities</p>	Customers include state agencies housed in the Capitol Complex buildings and several surrounding area buildings on the TFC inventory.
<p><i>Facilities Operation:</i> Provide a Comprehensive Program to Protect State's Investment in Facilities.</p>	Customers include state agencies, the Governor's Mansion, most of the buildings and garages located in the Capitol Complex and North Austin Complex, the State Aircraft Pooling Board as well as other facilities located throughout the state.
<p><i>State Surplus Property Management:</i> Provide timely/appropriate/Cost-effective Disposal of Surplus Property</p>	The state surplus program serves state agencies, political subdivisions, assistance organizations, and the public.
<p><i>Central Administration</i></p>	These functions support the services provided by both Central Administration and TFC programs.

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## INFORMATION GATHERING METHODOLOGY

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The Texas Facilities Commission's (TFC) method for gathering customer service feedback is an ongoing process. Starting December 1, 2007, the TFC recreated its customer service survey to make it more program-specific and more interactive.

Currently, TFC tracks the number of surveys submitted, satisfaction rates for the agency and its separate divisions, and comments. The agency uses two primary methods of soliciting feedback:

### **Online Customer Survey Website**

The website allows customers to provide feedback by responding to survey questions specific to the division with which the customer has interacted. The survey asks five division-specific questions and five general customer service questions. There is also a section at the end of the survey to provide comments; providing customer contact information is optional. Table 1.2 provides the customer service questions per strategy. Customers are asked to respond with Strongly Agree, Agree, Disagree, Strongly Disagree, or Not Applicable.

- Customers are notified of the customer service survey through distribution of push cards that provide the link to the survey. The survey link is also located at the bottom of every outgoing TFC staff email.
- If a customer comments or makes an inquiry on the on-line system, an email is automatically generated to the customer service representative and a representative from the appropriate division. The Texas Facilities Commission's customer service policy requires that TFC staff response time be no more than 24 business hours.

### **Customer Service Hotline**

- The TFC main phone line also serves as the customer service hotline and is answered by the agency receptionist during business hours, 8:00am to 5:00pm, Monday through Friday.
- The customer service hotline also holds a voice messaging mail box that allows the customer to leave a message after business hours or in the event that the representative is temporarily unavailable.
- Every customer service inquiry received by telephone is entered into the website survey for tracking.

The information and feedback obtained from these methods is compiled and distributed as follows:

- Quarterly Reports – The reports are an extensive assessment of the agency's customer service status. The division of Information Technology at TFC generates the data, and submits it to all division directors every quarter of the fiscal year. The reports and data determine strengths and areas of improvement for the each division, as well as, adherence to strategic goals.

- Biannual Report – An enhanced, detailed report is produced per statutory requirements. The report consolidates the data and feedback from the quarterly report of two fiscal years into one thorough examination and assessment of TFC’s customer service program. This report allows TFC to review the customer service program overall, through goals outlined in the General Appropriations Act (GAA), the methods for gathering information, the assessment of customer-determined service quality, an analysis of the customer service process, and results from customer service related performance measures.

TFC also gathers information through evaluation methods that involve the use of focus groups, and site visits. The following list highlights these specific customer service methods:

- Building Managers host tenant council meetings to obtain direct feedback from agencies officed in state-owned buildings.
- State Leasing officers conduct monthly site visits to all state employees officed in leased properties around the state to ensure that the agencies are content with their leased space.

**TABLE 1.2 CUSTOMER SERVICE SURVEY QUESTIONS PER STRATEGY**

Strategy	Corresponding Survey Questions
<p><i>Leasing:</i> Provide quality leased space for state agencies at best value</p> <p><i>Facilities Planning:</i> Ensure State optimizes use of leased/purchased/constructed office space</p>	<ol style="list-style-type: none"> <li>1. I am satisfied with the timeliness of the lease commencement.</li> <li>2. I am satisfied that the leased space meets the agency requirements.</li> <li>3. The leasing staff answered any questions or concerns that I had during lease negotiations in a prompt and timely manner.</li> <li>4. The leasing staff answered any questions or concerns that I had upon lease commencement in a prompt and timely manner.</li> <li>5. After weekend events, the parking garage is clean and the trash removed. This applies only to large-scale events such as University of Texas football games.</li> </ol>
<p><i>Building Design and Construction:</i> Ensure Facilities are Designed and Built Timely/ Cost Eff/Highest Quality</p>	<ol style="list-style-type: none"> <li>1. I am satisfied with the timeliness of the project.</li> <li>2. I am satisfied with the quality of the design and materials.</li> <li>3. I am satisfied with the design and functionality of the space.</li> <li>4. During the construction phase, the Project Manager answered my questions or concerns in a prompt and timely manner.</li> <li>5. After completion of the construction project, the process of transitioning into the new office space was organized and efficient.</li> <li>6. I found the process of filing a construction or renovation request easy and efficient.</li> <li>7. The request was handled by Minor Construction promptly.</li> <li>8. I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the construction or renovation process.</li> <li>9. The construction or renovation process was completed in a timely manner.</li> <li>10. Upon completion, the results were to my satisfaction.</li> </ol>
<p><i>Custodial:</i> Provide cost-effective/Efficient Custodial Services for State Facilities</p>	<ol style="list-style-type: none"> <li>1. The public areas of the facility are clean and orderly.</li> <li>2. The restrooms are cleaned and well-stocked.</li> <li>3. My office area is cleaned and the trash removed nightly.</li> <li>4. The parking garage is kept clean and the trash removed regularly.</li> <li>5. The grounds surrounding my office building are well maintained and free of litter.</li> </ol>

<p><i>Facilities Operation:</i> Provide a Comprehensive Program to Protect State's Investment in Facilities.</p>	<ol style="list-style-type: none"> <li>1. I found the process of filing a maintenance request easy and efficient.</li> <li>2. The maintenance request was handled promptly.</li> <li>3. I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the maintenance process.</li> <li>4. The maintenance process was completed in a timely manner.</li> <li>5. Upon completion, the results were to my satisfaction.</li> <li>6. I found Building Management easily accessible and readily available.</li> <li>7. Building Management is responsive to my requests.</li> <li>8. Building Management handled my requests promptly.</li> <li>9. Building Management provided follow-up to my requests.</li> <li>10. I found Tenant Council meetings to be informative and productive.</li> </ol>
<p><i>State Surplus Property Management:</i> Provide timely/appropriate/Cost-effective Disposal of Surplus Property</p>	<ol style="list-style-type: none"> <li>1. I found the Surplus Property facility to be clean and orderly.</li> <li>2. I found the inventory at the Surplus Property facility to be both organized and accessible.</li> <li>3. I found the inventory at the State Surplus Property facility reasonably priced and tagged appropriately.</li> <li>4. I found the Surplus Property website easy to use.</li> <li>5. I found the inventory on the Surplus Property website to be well organized.</li> </ol>
<p><i>Central Administration</i></p>	<ol style="list-style-type: none"> <li>1. I found the TFC website easy to use.</li> <li>2. The TFC website provided me with the information that I needed.</li> <li>3. I found it easy to review job openings and apply for employment with TFC.</li> <li>4. My phone call was routed to the correct person or appropriate program area.</li> <li>5. Brochures and other printed material provided thorough and accurate information.</li> </ol>



## CUSTOMER-DETERMINED SERVICE QUALITY

The chart below displays a visual perspective of customer satisfaction in FY 2008, when the Texas Facilities Commission became an agency. The data is separated by division.

The numbers in parenthesis represent # of respondents.

Building Maintenance	SA	A	D	SD	NA
1) I found the process of filing a maintenance request easy and efficient.	40% [2]	60% [3]	0% [0]	0% [2]	-- [9]
2) The maintenance request was handled promptly.	40% [2]	0% [0]	0% [0]	60% [2]	-- [9]
3) I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the maintenance process.	50% [2]	25% [1]	0% [0]	25% [2]	-- [10]
4) The maintenance process was completed in a timely manner.	20% [1]	20% [1]	0% [0]	60% [1]	-- [9]
5) Upon completion, the results were to my satisfaction.	33% [2]	17% [1]	17% [1]	33% [2]	-- [8]
6) TFC staff is knowledgeable and helpful.	25% [1]	50% [2]	0% [0]	25% [1]	-- [10]
7) TFC staff is courteous and professional.	25% [1]	75% [3]	0% [0]	0% [1]	-- [10]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	25% [1]	50% [2]	0% [0]	25% [1]	-- [10]
9) Complaints were handled in a reasonable and timely manner.	20% [1]	0% [0]	20% [1]	60% [1]	-- [9]
10) Overall, I am satisfied with my experience.	43% [3]	14% [1]	14% [1]	29% [3]	-- [7]

Legend: SA - Strongly Agree , A - Agree , D - Disagree , SD - Strongly Disagree , NA - Not Applicable

<b>Building Management</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I found Building Management easily accessible and readily available.	100% [2]	0% [0]	0% [0]	0% [2]	-- [3]
2) Building Management is responsive to my requests.	100% [2]	0% [0]	0% [0]	0% [2]	-- [3]
3) Building Management handled my requests promptly.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
4) Building Management provided follow-up to my requests.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
5) I found Tenant Council meetings to be informative and productive.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
6) TFC staff is knowledgeable and helpful.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
7) TFC staff is courteous and professional.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
9) Complaints were handled in a reasonable and timely manner.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]
10) Overall, I am satisfied with my experience.	50% [1]	50% [1]	0% [0]	0% [1]	-- [3]

<b>Minor Construction</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I found the process of filing a construction or renovation request easy and efficient.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
2) The request was handled by Minor Construction promptly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
3) I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the construction or renovation process.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
4) The construction or renovation process was completed in a timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
5) Upon completion, the results were to my satisfaction.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
6) TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
7) TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
9) Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
10) Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]

Legend: SA - Strongly Agree , A - Agree , D - Disagree , SD - Strongly Disagree , NA - Not Applicable

<b>Custodial Operations</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) The public areas of the facility are clean and orderly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
2) The restrooms are clean and well-stocked.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
3) My office area is cleaned and the trash removed nightly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
4) The parking garage is kept clean and the trash removed regularly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
5) The grounds surrounding my office building are well maintained and free of litter.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
6) TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
7) TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
9) Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
10) Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]

<b>Facilities Design &amp; Construction</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I am satisfied with the timeliness of the project.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
2) I am satisfied with the quality of the design and materials.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
3) I am satisfied with the design and functionality of the space.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
4) During the construction phase, the Project Manager answered my questions or concerns in a prompt and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
5) After completion of the construction project, the process of transitioning into the new office space was organized and efficient.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
6) TFC staff is knowledgeable and helpful.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
7) TFC staff is courteous and professional.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
9) Complaints were handled in a reasonable and timely manner.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]
10) Overall, I am satisfied with my experience.	100% [1]	0% [0]	0% [0]	0% [1]	-- [1]

Legend: SA - Strongly Agree , A - Agree , D - Disagree , SD - Strongly Disagree , NA - Not Applicable

<b>Leasing Survey</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I am satisfied with the timeliness of the lease commencement.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
2) I am satisfied that the leased space meets the agency requirements.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
3) The leasing staff answered any questions or concerns that I had during lease negotiations in a prompt and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
4) The leasing staff answered any questions or concerns that I had upon lease commencement in a prompt and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
5) After weekend events, the parking garage is clean and the trash removed. <i>This applies only to large-scale events such as University of Texas football games.</i>	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
6) TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
7) TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
9) Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
10) Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
11) Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
12) Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]

<b>Surplus Survey</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I found the Surplus Property facility to be clean and orderly.	50% [1]	50% [1]	0% [0]	0% [1]	-- [5]
2) I found the inventory at the Surplus Property facility to be both organized and accessible.	50% [1]	50% [1]	0% [0]	0% [1]	-- [5]
3) I found the inventory at the State Surplus Property facility reasonably priced and tagged appropriately. Applicable to State Surplus only.	50% [1]	50% [1]	0% [0]	0% [1]	-- [5]
4) I found the Surplus Property website easy to use.	50% [1]	50% [1]	0% [0]	0% [1]	-- [5]
5) I found the inventory on the Surplus Property website to be well organized.	50% [1]	50% [1]	0% [0]	0% [1]	-- [5]
6) When I interact with TFC staff, they are knowledgeable and helpful.	100% [2]	0% [0]	0% [0]	0% [2]	-- [5]
7) When I interact with TFC staff, they are courteous and professional.	100% [2]	0% [0]	0% [0]	0% [2]	-- [5]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	100% [2]	0% [0]	0% [0]	0% [2]	-- [5]
9) My requests for assistance were handled in a prompt and timely manner.	100% [2]	0% [0]	0% [0]	0% [2]	-- [5]
10) Overall, I am satisfied with my experience.	100% [2]	0% [0]	0% [0]	0% [2]	-- [5]

Legend: SA - Strongly Agree , A - Agree , D - Disagree , SD - Strongly Disagree , NA - Not Applicable

<b>Agency Administration</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I found the TFC website easy to use.	40% [2]	60% [3]	0% [0]	0% [2]	-- [4]
2) The TFC website provided me with the information that I needed.	50% [2]	50% [2]	0% [0]	0% [2]	-- [5]
3) I found it easy to review job openings and apply for employment with TFC.	75% [3]	25% [1]	0% [0]	0% [3]	-- [5]
4) My phone call was routed to the correct person or appropriate program area.	33% [1]	67% [2]	0% [0]	0% [1]	-- [6]
5) Brochures and other printed material provided thorough and accurate information.	50% [1]	50% [1]	0% [0]	0% [1]	-- [7]
6) TFC staff is knowledgeable and helpful.	67% [2]	33% [1]	0% [0]	0% [2]	-- [6]
7) TFC staff is courteous and professional.	67% [2]	33% [1]	0% [0]	0% [2]	-- [6]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	33% [1]	67% [2]	0% [0]	0% [1]	-- [6]
9) My requests for assistance were handled in a prompt and timely manner.	67% [2]	33% [1]	0% [0]	0% [2]	-- [6]
10) Overall, I am satisfied with my experience.	67% [2]	33% [1]	0% [0]	0% [2]	-- [6]

<b>Recycling</b>	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>NA</b>
1) I have adequate access to materials and information on the Recycling Program.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
2) My office currently participates in the Recycling Program. If you need information on how your office can participate in the Recycling Program, please complete the contact information below.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
3) Brochures and other printed material provided thorough and accurate information.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
4) Recycling receptacles are easily accessible and readily available.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
5) The recycling receptacles in my office area are emptied regularly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
6) TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
7) TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
8) When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
9) Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]
10) Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [0]

Legend: SA - Strongly Agree , A - Agree , D - Disagree , SD - Strongly Disagree , NA - Not Applicable

## **Analysis**

After careful consideration of the survey results, TFC acknowledges that there was not enough responses to do a statistical analysis of customer service. However, the comments TFC received through our online feedback have proven helpful when analyzing our customer service. See "Public Comments" section for more information.

In an effort to improve response rates, TFC plans to send the customer service survey directly to all client agencies. See "Data Limitations" for more information.

## **Data Limitations**

One limitation to the current TFC customer service survey is that all data is considered self-selected data. Each customer is asked to visit the TFC website and fill out a survey when they are handed a push card or when they receive an email from a TFC staff member with the customer service survey link attached. Self-selected data tends to result in extreme results; for a customer to voluntarily take the time to fill out a survey, they are most likely to be extremely satisfied or extremely dissatisfied.

In order to improve its response rates, The Texas Facilities Commission could improve its data by distributing the survey either by hard copy or electronically to each customer once a service provided by TFC is completed. For instance, after a minor construction project is completed, the TFC customer service representative could follow-up by emailing a link of the survey to the customers for feedback. Not only would this increase response, but would also decrease the amount of self-selected data.

## PUBLIC COMMENTS

Most of TFC's customer response has been through our comments section. The TFC policy is the customer should receive a response in 24 business hours.

It is apparent from our submitted comments that TFC staff members should communicate more with client agencies. For Instance, once a work order is responded to, a member of the TFC staff should contact the client agency to notify them that the matter is closed.

### **Some examples of customer service feedback and TFC responses are:**

(Other customer feedback is included in Appendix B)

Date Submitted to Agency: 03/28/08 Date Responded: 03/31/08

**Comment/Question:** *The request was a bit difficult to find and fill out. My request # 198896 was completed by someone? But when I went back to the garage there was still oil leaking from the floor above. I went back to the sight to reopen the ticket, but was not able to! You should be able to reopen the same ticket when it was not completed to your satisfaction and to keep track of the problem. I called the TFC ( and by the way you should provide a link from the ticket screen back to TFC home) and the said I had to open another ticket (did not offer to reopen the ticket or listen to my complaint!!!!!!!!!!)*

**Agency Response:** *Thank you for submitting a comment through our customer service survey. Your feedback is extremely important to us. TFC staff responded to your initial work order and found a puddle of oil in the area indicated and cleaned the area thoroughly. However, the oil had also seaped into an expansion joint. Personnel thoroughly cleaned the expansion joint and did not find any evidence of it leaking on the floor below when they left. Since there was obviously oil still left to leak out of the joint, the parking space below has been blocked and daily checks are being conducted to clean any more dripping oil. The area will remain closed off until all oil is gone. We apologize for any inconvenience while completing the work orders. TFC prefers that work orders are not reopened because we could not be assured that the work was responded to initially. Please note that the TFC home page can be accessed by engaging the "Back" button on the Internet Standard Button Menu. We apologize if you do not feel that you received excellent customer service. Please continue to keep us updated with any feedback and we appreciate your comments.*

*You may contact our customer service representative, Kristen Blank, at 512-463-6533.*

Date Submitted to Agency: 02/27/08 Date Responded: 02/27/08

**Comment/Question:** *I have emailed FACILITY several times about the amount of heat being pumped into my office when the heater is on. The amount of heat pumped into my office is unbearable. I cannot hold meetings in my office due to the heat. It causes me headaches and an undesirable work environment. I've been responded to by email, but absolutely no change has occurred in the amount of heat pumped into my office. This has gone on for several months and something must be done about it. If at all possible, can my vent be completely shut off during the winter months so that no heat is pumped into my office. During the spring and summer months, it will need to be open. Thank you.*

**Agency Response:** *Thank you for filling out our customer service survey. Your comments are extremely important to us. Your comments and request have been forwarded to the TFC building manager for TCEQ, Toby Marks. If you are not contacted by him today or do not receive a satisfactory response, please call me directly.*

*James Barrington 512-463-3565 Division Director*

**Comment/Question:** *I really believe that we should have full recycling here at DSHS. I work in the laboratory and we discard a lot of glass, styrofoam and other recyclables.*

**Agency Response:** *Thank you for filling out our customer service survey. We appreciate your feedback and value your input. Pertaining to your suggestion of a full recycling program, we currently collect an average of five two wheel (96 gal) paper recycle carts at the DSHS lab and five more from the rest of the complex daily. However, we do have room for improvement. I will be conducting building reviews and on-site state employee and custodial staff training this year. Your facility is first on my list. In addition, we partnered with TCEQ to start a pilot plastic recycle program last year and have included five downtown locations. We have not yet expanded to the DSHS complex. I am working with our current recyclable paper vendor to implement a single stream process which would allow us to collect paper, aluminum cans, and plastic drink bottles together and place them in the paper stream. This would be much more efficient than our current method of separate collection and transport. I have found no recycle vendors interested in tempered lab glass. I will be happy to work with your employees to set up a regular glass bottle recycle program. They would need to collect the materials and deliver it to Ecology Action at: 707 E 9th St, Austin, TX (512) 322-0000 We do collect Styrofoam upon request. Please call Reynaldo (Alex) Alejandro 563-9503 for further information. Again, thank you for your feedback and I welcome any further questions or comments; please contact me at: Thomas Shook Recycling Coordinator Texas Facilities Commission Telephone: (512) 475-2528 Cell (512) 563-9283 Fax: (512) 236-6173 e-mail: recycle@tfc.state.tx.us*

**Some general comments that the agency has received from the online survey or email are:**

“(TFC) was very helpful. All employees that I have encountered were friendly, kind-spirited and great people to work with!”

“I appreciate so much the promptness with which my inquiry was handled by the agency receptionist, especially because we are a very small nonprofit and are not necessarily a frequent customer!”

“The folks both in the (San Antonio surplus property) office and yard were patient, helpful and knowledgeable. Thank you.”

“TFC has always accommodated any questions we've had regarding meeting rooms for our various departments. Phone calls are always returned promptly, with excellent knowledge of the meeting rooms you provide.”

“We are extremely pleased with our new building manager at the Rusk building. He has proven time and time again to be reliable, knowledgeable, and personable. We know when he says he'll take care of something, he will. He is a pleasure to deal with. We depend on him.”

“...the newly hired maintenance personnel has stepped in and takes care of the CSB as if he's been working here for years. He even comes by without being called to work on preventative maintenance issues. He's very friendly, knowledgeable and a pleasure to work with.”



“Wanted to say a big THANKS for great support from your maintenance group as indicated below. All of the painters were able to come through very quickly when we wound up with several empty offices for a brief period here in the Clements building due to some internal moves that we are making. Their immediate response let us get the offices in excellent condition for the employees who will be moving into them. Thanks.”

“Good morning, I just wanted to send kudos to (the TFC) for implementing this (reservation) feature so quickly. We have such few shared conference rooms and they're often booked. Sometimes folks book them and then plans change and they don't need the room after all but they forget to cancel their reservation (I've learned to call and ask if the reserver still needs a room if I can't find meeting space.) Hopefully these reminder emails will help.”

“I was previously responsible for reserving the Travis Board room (1-104) for the State Board for Educator Certification Board meetings and continue to use the system for other meetings. I just had to let you know that the improvements you have made to the TFC reservation system in the last few months are sincerely appreciated. Thank you for listening to the needs of TFC conference room database users. Sending confirming emails 7-14 days prior to scheduled meetings is brilliant! I am also enjoying the ‘My Calendar’ improvements you emailed about last month. Your emails are always informative and relevant. Keep up the good work!”

“The TFC Conference Room Reservation Database Administrator is extremely helpful and very prompt about responding to questions. Thank you for: 1) maintaining this database of meeting space - which is a valuable service, and 2) assigning an employee who offers such good customer service. Kudos to TFC!!”

“TFC has always accommodated any questions we've had regarding meeting rooms for our various departments. Phone calls are always returned promptly, with excellent knowledge of the meeting rooms you provide.”

“We are extremely pleased with our new building manager at the Rusk building. He has proven time and time again to be reliable, knowledgeable, and personable. We know when he says he'll take care of something, he will. He is pleasure to deal with.”

“First let me begin by saying what a great job your entire staff has been doing by ‘taking care of the needs’ at the new Governor’s residence. Unfortunately, the house was empty for a year and several things have needed attention. Your staff has been more than helpful. .they never say no and are always eager to tackle any and every request. You should be very proud of them and the way that they represent your agency. One individual in particular, went out of his way to help us this past week. As you know, it is the Christmas season and we have had a few events at the residence. This has proved a challenge for all of us, including your staff. (NAME DELETED) has been there every step of the way, and he even stayed through an event late into the night last week just to make certain all went okay with the electrical needs. (This house was not built for our ‘menagerie’!) He then showed back up first thing the next morning to assist us again. Needless to say, we felt much better having him there, but he certainly went above and beyond what some others would have done.”

## ANALYSIS OF THE CUSTOMER SERVICE PROCESS

The Customer Service Program at the Texas Facilities Commission (TFC) is located in the Executive Division. The program has one central administrator in conjunction with points of contact in each program area. Although one employee has been designated TFC's representative, all service-oriented programs are involved. The intent of the program is to measure customer service satisfaction by encouraging customers to rate services. The TFC's service standards are set by the responses received from customers via surveys and group meetings.

TFC compiles the number of surveys submitted, satisfaction rates for the agency and its separate divisions, and comments. The agency analyzes the survey data in reports submitted quarterly. The reports and data are used to determine strengths and areas for improvement for the agency, as well as, adherence to strategic goals.

TFC recognizes the constant need for evaluating the customer service program and analysis methods. Monitoring the on-line survey system for needed improvements and efficiencies is a priority. In assessing TFC's process for conducting customer satisfaction surveys, we found evidence to support the following accomplishments. Opportunities for improvement were mentioned above under **Data Limitations**.

### Accomplishments

- Respond daily to customer feedback and comments.
- Continuous evaluation of methods for assessing quality customer service to ensure the process is cost-effective and properly addresses the needs/wants of the customers.
- Expeditious response to customer needs based on the daily data analysis.
- Point of contact service to ensure that every customer is invited to provide feedback.
- The Customer Service Representative of TFC collaborates with the appropriate program regularly to develop corrective action plans as a result of customer feedback.
- TFC has an effective management process to follow-up on customer service reports to ensure that appropriate action and improvements in cost recovery operations are implemented expeditiously.

## PERFORMANCE MEASURES RELATED TO CUSTOMER SERVICE

### AGENCY-SPECIFIC AND STANDARD MEASURES

The following Legislative Budget Board (LBB) performance measures provide information on customer service in addition to the statutorily required elements reported in the previous

#### ACTUAL FY '07 RESULTS

Strategy	Description	Outcome Measure	Percentage
Custodial	Outcome	Percent satisfaction with office environment attained.	96%

#### ACTUAL 1<sup>st</sup> & 2<sup>nd</sup> QUARTER FY '08 RESULTS

Strategy	Description	Outcome Measure	Percentage
Custodial	Outcome	Percent satisfaction with office environment attained.	76%

#### Conclusion

As a new agency, with a new customer service program, the Texas Facilities Commission does not currently have enough responses to perform an adequate statistical analysis of its customer service. However, based on our customer comments, we have identified that we need to be more proactive in our follow-up of services with client agencies. In addition, we plan to increase our response rates by sending the survey directly to our client agencies after work is completed.

## CUSTOMER SERVICE CONTACT INFORMATION

**Customer Service Representative:**

Kristen Blank

**Physical Address:**

1711 San Jacinto Blvd., Austin, Texas 78701

**Mailing Address:**

P.O. Box 13047, Austin, Texas 78711

**Hours of Operation:**

Monday – Friday 8 a.m. to 5 p.m.

**Phone Number:**

512.463.6533

**Fax Number:**

512.236.6186

**Email Address:**

Kristen.blank@tfc.state.tx.us

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## APPENDIX A

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Date Submitted to Agency: 05/20/08

Date Responded: 05/22/08

Comment/Question: *I would like to request or suggest having access to the meeting room held at the Department of State Health Services, the Exchange Bldg and Austin State Hospital. It will be great to have this set up in the Conference Room Reservation System database. Thank you LaCrecia*

Agency Response: *Thank you for using our online customer service survey. We appreciate your feedback and welcome your suggestions. The DSHS site is the only property of the three that you listed that is under the oversight of the TFC. Therefore, we are not responsible for the conference room facilities at the other two properties listed. If the conference rooms at the DSHS facility are "shared" conference facilities, that are not assigned to a particular agency FTE count of space, then we can work with DSHS to add these to our system. Our Manager of Commercial Parking and Events, Debbie Simecek is out of the office this week. I will have her call you when she returns to discuss the possibility of adding the DSHS building to our system. If there is anything in the meantime that you need, please call me. Sincerely, Kristen Blank Customer Service Representative 512-463-6533*

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Date Submitted to Agency: 05/16/08

Date Responded: 05/19/08

Comment/Question: ""

Agency Response: *Judy Beers talked to customer and she does not have any questions.*

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Date Submitted to Agency: 04/06/08

Date Responded: 04/07/08

Comment/Question: *I found working with Greg Conn and his staff a great experience. He has been very instrumental in helping us set up our paper work, warehouse, and our ministry. He has been an over all blessing and an amazing tool to supply us with such needed items. I found him to be very knowledgeable about how to obtain such items. I have not only found a new ministry partner, but a good friend too.*

Agency Response: *Thank you for providing this valuable feedback and we look forward to serving your future needs. I agree with you that Greg is very knowledgeable and of great help. Thanks again! Alex Gutierrez Surplus Property Director Texas Facilities Commission (512) 463-9709 Office alex.gutierrez@tfc.state.tx.us*

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Date Submitted to Agency: 03/28/08

Date Responded: 03/31/08

Comment/Question: *The request was a bit difficult to find and fill out. My request # 198896 was completed by someone? But when I went back to the garage there was still oil leaking from the floor above. I went back to the sight to reopen the ticket, but was not able to! You should be able to reopen the same ticket when it was not completed to your satisfaction and to keep track of the problem. I called the TFC ( and by the way you should provide a link from the ticket screen back to TFC home) and she said I had to open another ticket(did not offer to reopen the ticket or listen to my complaint!!!!!!!!!!!!)*

Agency Response: *Thank you for submitting a comment through our customer service survey. Your feedback is extremely important to us. TFC staff responded to your initial work order and found a puddle of oil in the area indicated and cleaned the area thoroughly. However, the oil had also seaped into an expansion joint. Personnel thoroughly cleaned the expansion joint and did not find any evidence of it leaking on the floor below when they left. Since there was*

obviously oil still left to leak out of the joint, the parking space below has been blocked and daily checks are being conducted to clean any more dripping oil. The area will remain closed off until all oil is gone. We apologize for any inconvenience while completing the work orders. TFC prefers that work orders are not reopened because we could not be assured that the work was responded to initially. Please note that the TFC home page can be accessed by engaging the "Back" button on the Internet Standard Button Menu. We apologize if you do not feel that you received excellent customer service. Please continue to keep us updated with any feedback and we appreciate your comments. You may contact our customer service representative, Kristen Blank, at 512-463-6533.

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Date Submitted to Agency: 03/08/08

Date Responded: 03/10/08

Comment/Question: *Great site. Please keep me on e-mailing lists.*

Agency Response: *Thank you for taking the time to fill out our customer service survey. Your responses are extremely important to us. We appreciate your comments about our site. It is our pleasure to continue to send you emails informing you of items in which you may be interested. Have a good week! Greg Conn Lead Manager Federal Surplus Property*

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Date Submitted to Agency: 03/04/08

Date Responded: 03/05/08

Comment/Question: *email from TCEQ Facility dept: Work order number 195566 has been turned in to the TFC To check the HVAC per your request. I informed TFC of the previous work #193277 for the same problem. TCEQ Facilities Liaison Team X 0080 Ben Moreno X 6233*

Agency Response: *There is an HVAC renovation project in process for this facility and the HVAC controls are temporarily disconnected. We do have the ability to adjust the vents without controls and will make the adjustment this morning. The Building Tech will also continue to monitor this office this week to see if any more adjustment is needed. Toby Marks Property Manager TCEQ Complex ph. 239-5005*

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Date Submitted to Agency: 02/27/08

Date Responded: 02/27/08

Comment/Question: *I have emailed FACILITY several times about the amount of heat being pumped into my office when the heater is on. The amount of heat pumped into my office is unbearable. I cannot hold meetings in my office due to the heat. It causes me headaches and an undesirable work environment. I've been responded to by email, but absolutely no change has occurred in the amount of heat pumped into my office. This has gone on for several months and something must be done about it. If at all possible, can my vent be completely shut off during the winter months so that no heat is pumped into my office. During the spring and summer months, it will need to be open. Thank you.*

Agency Response: *Thank you for filling out our customer service survey. Your comments are extremely important to us. Your comments and request have been forwarded to the TFC building manager for TCEQ, Toby Marks. If you are not contacted by him today or do not receive a satisfactory response, please call me directly. James Barrington 512-463-3565 Division Director*

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Date Submitted to Agency: 01/31/08

Date Responded: 02/05/08

Comment/Question: *Winters Bldg. Why is that for the 1,600 people in this building they can't keep the all elevators working? This is a DAILY occurrence.*

Agency Response: *Thank you for using our online customer service tool. Your feedback is extremely important to us. The Texas Facilities Commission is currently aware that the elevators in the Winters Building are in need of regular maintenance. In an effort to keep the elevators operating, our maintenance contractor, Austin Elevator, is on site every day working to maintain and improve performance. At present, we anticipate that the elevators in the Winters Building will be replaced in the next 3 years. We apologize for any inconvenience experienced by the tenants. Thank you again for your feedback.*

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Date Submitted to Agency: 01/25/08

Date Responded: 01/28/08

Comment/Question: *the city of big wells has not participated for some time due to the fact that the new administration was not aware of the surplus program, we are getting ready to visit the web site which in our situation is very helpful since we are more than a hundred mile from san antonio. we as a city appreciate the surplus program because there are bargains that the city of big wells can afford and therefore serve our community better. thank you very much, alicia m. oregel city secretary*

Agency Response: *Good morning, Thank You for taking the time to send in your email inquiry regarding the Federal Surplus Property Program. Your input is extremely important to us. I pulled up your account and your account is currently eligible in the Federal Surplus Program. Your account was last updated 7/11/06 and the following personnel are authorized to sign on this account, The email address we have on file for you is not working, cityofbigwells@awesomenet.net. We faxed you a paper this morning to request your correct email address. If you would like for me to contact you and explain the program in detail, please feel free to email me back with your telephone number. My phone number is 210-661-2381 and my email address is tammye.heefner@tfc.state.tx.us. Sincerely, Tammye Heefner*

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Date Submitted to Agency: 01/10/08

Date Responded: 01/11/08

Comment/Question: *I really believe that we should have full recycling here at DSHS. I work in the laboratory and we discard alot of glass, styrofoam and other recyclables.*

Agency Response: *Thank you for filling out our customer service survey. We appreciate your feedback and value your input. Pertaining to your suggestion of a full recycling program, we currently collect an average of five two wheel (96 gal) paper recycle carts at the DSHS lab and five more from the rest of the complex daily. However, we do have room for improvement. I will be conducting building reviews and on-site state employee and custodial staff training this year. Your facility is first on my list. In addition, we partnered with TCEQ to start a pilot plastic recycle program last year and have included five downtown locations. We have not yet expanded to the DSHS complex. I am working with our current recyclable paper vendor to implement a single stream process which would allow us to collect paper, aluminum cans, and plastic drink bottles together and place them in the paper stream. This would be much more efficient than our current method of separate collection and transport. I have found no recycle vendors interested in tempered lab glass. I will be happy to work with your employees to set up a regular glass bottle recycle program. They would need to collect the materials and deliver it to Ecology Action at: 707 E 9th St, Austin, TX (512) 322-0000 We do collect Styrofoam upon request. Please call Reynaldo (Alex) Alejandro 563-9503 for further information. Again, thank you for your feedback and I welcome any further questions or comments; please contact me at: Thomas Shook Recycling Coordinator Texas Facilities Commission Telephone: (512) 475-2528 Cell (512) 563-9283 Fax: (512) 236-6173 e-mail: recycle@tfc.state.tx.us*

Date Submitted to Agency: 12/12/07

Date Responded: 12/12/07

Comment/Question: *There is a lady named Ms. Moy who assisted me. She is probably the most helpful and courteous person I have ever interacted with at any State office. She is either brand new or really loves her job, which-ever it is others would do well to emulate her approach. Sincerely, John Pavelka*

Agency Response: *Dear Mr. Pavelka : Thank you so much for the kind words regarding Connie Moy. I personally have known Connie for six years and also find her to be exactly as you described. We in the Surplus Property Program are proud of her and very much appreciate your comments. Doug Florence State Surplus Property 512 463-3915*

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Date Submitted to Agency: 11/29/07

Date Responded: 11/29/07

Comment/Question: *How can I contact TFC's HUB Coordinator. Thank you.*

Agency Response: *Thank you for contacting the Texas Facilities Commission. Our HUB Coordinator's name is Sarah Evans and she can be contacted by phone, 512.463.1785 or by e-mail, sarah.evans@tfc.state.tx.us. Please let us know if there is anything else that we can do for you. Sincerely, Kristen Blank Customer Service Representative 512.463.6533*

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Date Submitted to Agency: 11/26/07

Date Responded: 11/27/07

Comment/Question: *I submitted the request on 11/20/07 that the toilet was overflowing and needed immediate attention in building C/3rd floor east ladies restroom. It was assigned work order 182998. Monday a.m. water all over the floor and appears that the problem was not taken care of. The restroom needs attention and needs cleaning.*

Agency Response: *Thank you for your comment. According to Toby Marks, the Property Manager at the Park 35 Complex, TFC staff member Joe Herrera responded to the work order on 11/20 and took care of the clogged toilet request. There was no clogged toilet or water on the floor at the time; one of the dayporters might have mopped the water before Joe Herrera arrived. This morning a tenant in the Park 35 complex noticed water on the floor and Joe and another TFC staff member went back to see what the problem was. They determined a wax ring is in need of replacement and is the cause of the water leak. The stall was closed this morning until a new wax ring can be installed. The new wax ring has been ordered for this repair and it will be installed once it arrives. Please do not hesitate to contact us for further information or if you have any questions. Please feel free to contact our customer service representative, Kristen Blank at 512.463.6533. Thank you.*

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Date Submitted to Agency: 11/22/07

Date Responded: 11/23/07

Comment/Question: ""

Agency Response: *Tammye Heefner emailed the responder to thank her for submitting a survey and to see if she needed any feedback.*

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