

TEXAS STATE SOIL & WATER CONSERVATION BOARD



CUSTOMER SERVICE REPORT

June 1, 2008

Introduction

This report presents the results of a survey that was made available to the customers and working partners of the Texas State Soil and Water Conservation Board (TSSWCB). The purpose of this survey is to assess the quality of service delivered by the agency in fulfillment of legislative requirements. The survey was sent to all 217 Soil and Water Conservation Districts (SWCDs) in March 2007 and remains posted and available on the agency website. SWCDs and the individually elected directors that govern each district comprise the customer population with whom the agency employees interact most.

Each SWCD Board of Directors had the option of completing the survey as a district board or individually. Customers who participated in the survey off of our website did so as individuals. In addition, our Regional Offices made the survey available to landowners or operators as contact was made with them.

The availability of the survey does not reflect participation in the survey. Only 309 surveys were returned to this office or recorded from the website. This number of responses represents a 71% increase from the responses we had in our 2006 survey. The responses we received are from 164 counties around the state and this represents an increase of 72% better coverage than our 2006 survey. We point out, the totals in various summaries and figures do not add up to the total number of responses because not all respondents replied to all questions.

The survey instrument consisted of 22 questions that measure quality of service delivery by the Texas State Soil and Water Conservation Board. The questions were designed to gather the level of satisfaction from customers concerning TSSWCB facilities, staff, communications, Internet site, complaint process, service delivery and timeliness, cost-share payment processing and printed information. The survey also asks the customer type of the respondents as well as their race, age, gender and county of residence. Figures 1 through 4 present the demographic breakdown of the respondents and a separate list of the counties shows the response(s) received from a particular county.

To score the data, responses were recorded in one of five categories from Very Satisfied to Very Dissatisfied. Respondents were also provided a Not Applicable choice. Responses were tallied for each category and percentages for each applicable response were calculated for each question.

Customers were invited to add comments and suggestions at the bottom of the survey. The comments received have been included in this report.

Executive Summary

The overall satisfaction level of respondents to our survey measures of service delivery can be found in Table 1. In general, the customers and working partners of the Texas State Soil and Water Board are satisfied with the Agency's service delivery as measured by the survey questions. Although not significant, our overall rating increased from our 2006 survey.

TSSWCB endeavors to provide the highest quality of service to all our customers. As reported in this document, TSSWCB is working to track and monitor customer feedback to identify specific needs and problems within the agency.

TSSWCB is determined to demonstrate high standards by not only meeting, but also exceeding the expectations of all our customers.

INVENTORY OF EXTERNAL CUSTOMERS BY STRATEGY

The customer service functions outlined below are based on the strategies included in the Fiscal Year 2006-2007 General Appropriations Act (GAA).

GENERAL APPROPRIATIONS ACT STRATEGIES

A. Goal: Soil and Water Conservation Assistance

A.1.1. Strategy: PROGRAM MANAGEMENT AND ASSISTANCE

Provide program expertise, technical guidance and conservation implementation assistance, and financial assistance on a statewide basis in managing and directing conservation programs.

Direct customers include 217 local soil and water conservation districts, locally elected district directors, district employees.

Indirect customers include USDA-Natural Resources Conservation Service (NRCS) employees, agricultural landowners and producers, agricultural commodity groups, and the general public.

B. Goal: NONPOINT SOURCE POLLUTION ABATEMENT

B.1.1. Strategy: STATEWIDE MANAGEMENT PLAN

Implement and update as necessary a statewide management plan for the control of agricultural and silvicultural nonpoint source pollution.

Direct customers include 217 local soil and water conservation districts, locally elected district directors, district employees, and agricultural landowners and producers.

Indirect customers include various state and federal agricultural/environmental/natural resource/commodity/research agencies, various river authorities, agricultural commodity groups and the general public.

B.1.2. Strategy: POLLUTION ABATEMENT PLAN

Develop and implement pollution abatement plans for agricultural/silvicultural operations in identified areas.

Direct customers include 217 local soil and water conservation districts, locally elected district directors, district employees, and agricultural landowners and producers.

Indirect customers include various state and federal agricultural/environmental/natural resource/commodity/research agencies, agricultural commodity groups and the general public.

C. Goal: WATER SUPPLY ENHANCEMENT

C.1.1. Strategy: WATER CONSERVATION AND ENHANCEMENT

Provide program expertise, technical guidance and conservation implementation assistance, and financial assistance for brush control and other means to conserve water and enhance water yield in targeted areas.

Direct customers include local soil and water conservation districts in targeted areas, locally elected district directors, district employees, and agricultural landowners and producers.

Indirect customers include various state and federal agricultural/environmental/natural resource/commodity/research agencies, various river authorities, agricultural commodity groups and the general public.

D. Goal: INDIRECT ADMINISTRATION

D.1.1. Strategy: INDIRECT ADMINISTRATION

Provide indirect administration to programs.

Direct customers include agency employees, soil and water conservation districts, district directors and district employees.

Indirect customers include the general public.

Table 1: Overall Levels of Satisfaction (Totals may not add up to 100% due to rounding)

	Very Satisfied	Satisfied	Just Okay	Dissatisfied	Very Dissatisfied
Overall satisfied with TSSWCB	50%	41%	9%		
Satisfied staff is professional and courteous	70%	26%	3%	1%	
Satisfied staff identified themselves adequately	71%	23%	5%		
Satisfied staff is sufficiently knowledgeable	68%	26%	5%	1%	
Satisfied with WQMP Program	46%	41%	10%	3%	1%
Satisfied with receiving WQMP Technical Assistance (TA)	47%	37%	14%	1%	
Satisfied with Brush Control Program	44%	29%	22%	2%	3%
Satisfied with receiving Brush Control TA	45%	38%	13%	1%	3%
Satisfied with accuracy and timeliness of cost-share	39%	40%	19%	1%	2%
Satisfied with accuracy/helpfulness of written information	47%	39%	14%		
Satisfied with ease of understanding written information	41%	45%	14%		
Satisfied with handling your telephone calls/e-mails	51%	37%	10%	1%	1%
Satisfied with ability to reach correct person by phone	50%	37%	10%	2%	1%
Satisfied with response to your e-mails	51%	39%	8%	2%	1%
Satisfied with ease of finding information on our website	35%	42%	20%	1%	2%
Satisfied with usefulness of website information	42%	43%	13%	1%	2%
Satisfied with appearance and location of our facilities	48%	39%	12%		
Satisfied with the way filed complaint was handled	40%	34%	23%	2%	
Satisfied with response to filed complaint	39%	48%	9%	3%	
Satisfied with timelessness of handling filed complaint	40%	37%	17%	3%	3%
Satisfied TSSWCB is attentive to customer complaints	45%	39%	14%	1%	

Table 2: Average Rating (On a scale of 1 to 5, with 5 being Very Satisfied)

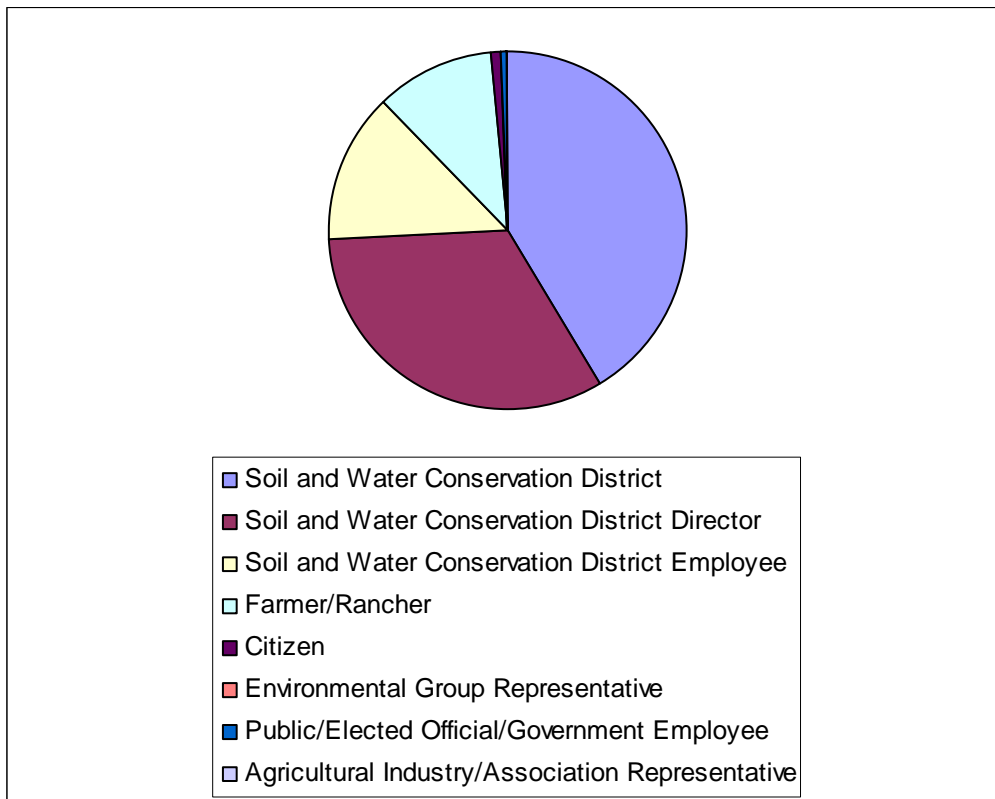
	Average Rating
Overall satisfied with TSSWCB	4.41
Satisfied staff is professional and courteous	4.66
Satisfied staff identified themselves adequately	4.66
Satisfied staff is sufficiently knowledgeable	4.6
Satisfied with WQMP Program	4.28
Satisfied with receiving WQMP Technical Assistance (TA)	4.31
Satisfied with Brush Control Program	4.08
Satisfied with receiving Brush Control TA	4.22
Satisfied with accuracy and timeliness of cost-share	4.13
Satisfied with accuracy/helpfulness of written information	4.32
Satisfied with ease of understanding written information	4.25
Satisfied with handling your telephone calls/e-mails	4.38
Satisfied with ability to reach correct person by phone	4.34
Satisfied with response to your e-mails	4.37
Satisfied with ease of finding information on our website	4.08
Satisfied with usefulness of website information	4.23
Satisfied with appearance and location of our facilities	4.36
Satisfied with the way filed complaint was handled	4.13
Satisfied with response to filed complaint	4.24
Satisfied with timelessness of handling filed complaint	4.07
Satisfied TSSWCB is attentive to customer complaints	4.29
Overall Average	4.31

08 Customer Service Survey Tally.

Which customer type would you consider yourself: (Please mark only one) Total Responses - 235
Percentages may not add up to 100% due to rounding off.

- Soil and Water Conservation District – 97 responses (41.3%)
- Soil and Water Conservation District Director – 77 responses (32.8%)
- Soil and Water Conservation District Employee – 32 responses (13.7%)
- Farmer/Rancher – 26 responses (11%)
- Citizen – 2 responses (0.1%)
- Environmental Group Representative – 0 responses
- Public/Elected Official/Government Employee – 1 responses (0.1%)
- Agricultural Industry/Association Representative – 0 responses

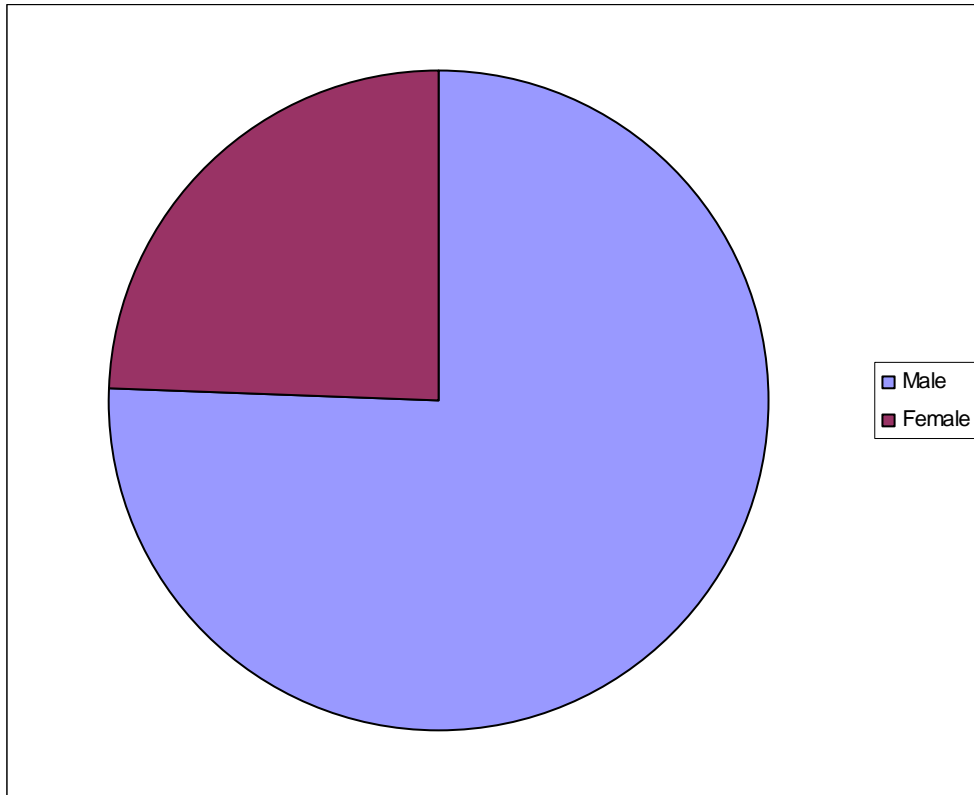
Figure 1 Which customer type would you consider yourself?



What is your Gender? Total Responses 238
Percentages may not add up to 100% due to rounding off.

Male – 180 responses (75.6%) Female – 58 responses 24.4%)

Figure 2 What is your Gender?



What is your Ethnicity? Total Responses – 214
Percentages may not add up to 100% due to rounding off.

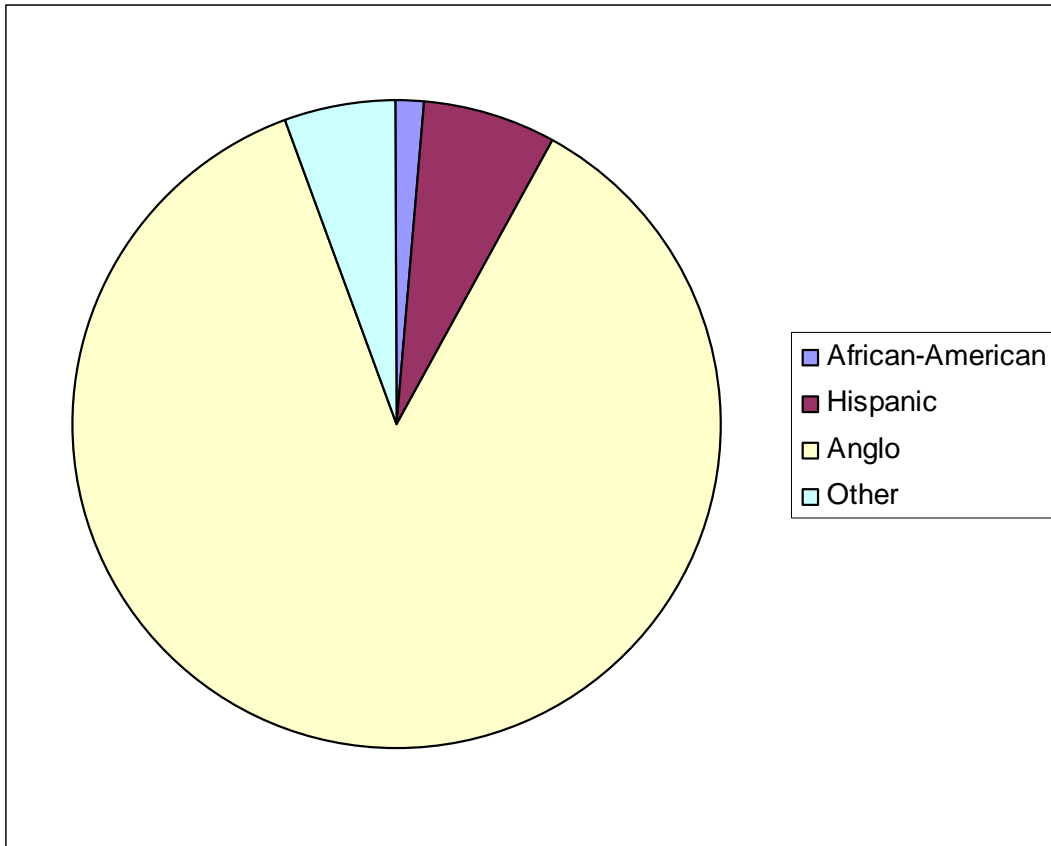
African-American – 3 responses (1.4%)

Hispanic – 14 responses (6.5%)

Anglo – 185 responses (86.4%)

Other – 12 responses (5.7%)

Figure 3 What is your Ethnicity?



What is your age group? Total Responses – 239
Percentages may not add up to 100% due to rounding off.

Under 20 – no responses

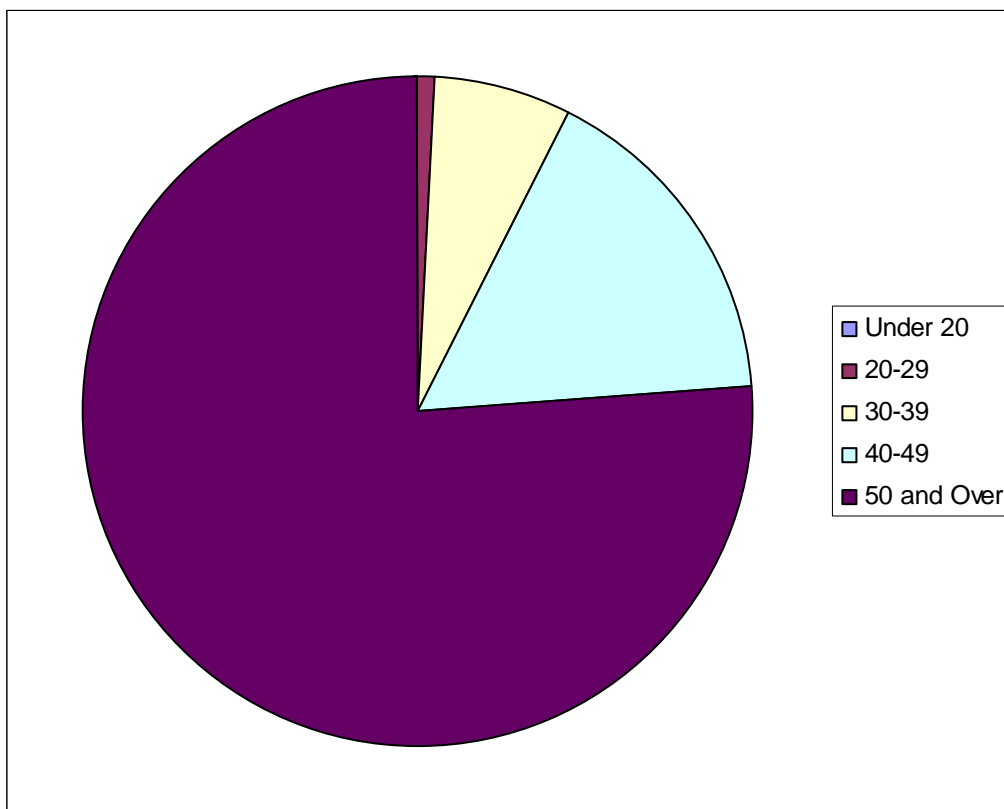
20-29 – 2 responses (1%)

30-39 – 16 responses (6.7%)

40-49 - 39 responses (16.3%)

50 and Over – 182 responses (76%)

Figure 4 What is your age group?



What county do you live in? – Total Responses from 164 Counties (65% of total counties)

COUNTY			
	Dallas 1	Howard 1	Moore 1
	Dawson 5	Hudspeth	Morris 1
Anderson 1	DeWitt	Hunt 1	Motley
Andrews 1	Deaf Smith 5	Hutchinson 2	Nacogdoches
Angelina 1	Delta 1	Irion 2	Navarro
Aransas	Denton 1	Jack 1	Newton
Archer	Dickens 1	Jackson 1	Nolan 1
Armstrong 1	Dimmit 1	Jasper	Nueces 1
Atascosa 4	Donley 1	Jeff Davis 1	Ochiltree 1
Austin 1	Duval	Jefferson 1	Oldham
Bailey	Eastland	Jim Hogg	Orange
Bandera 1	Ector	Jim Wells 1	Palo Pinto 1
Bastrop 1	Edwards 1	Johnson 1	Panola
Baylor 2	El Paso 1	Jones	Parker 1
Bee	Ellis 1	Karnes 1	Parmer 1
Bell 3	Erath 1	Kaufman 1	Pecos
Bexar 1	Falls 2	Kendall 1	Polk
Blanco 4	Fannin 1	Kenedy 1	Potter
Borden 2	Fayette 2	Kent	Presidio
Bosque	Fisher	Kerr	Rains
Bowie 2	Floyd 1	Kimble 1	Randall 1
Brazoria 1	Foard 1	King 1	Reagan 1
Brazos 1	Fort Bend 1	Kinney 4	Real
Brewster	Franklin 1	Kleberg 3	Red River 2
Briscoe 1	Freestone 1	Knox 1	Reeves 1
Brooks 1	Frio 1	La Salle 1	Refugio 1
Brown	Gaines 1	Lamar 1	Roberts
Burleson 1	Galveston 1	Lamb 5	Robertson
Burnet 1	Garza	Lampasas 1	Rockwall
Caldwell 1	Gillespie 1	Lavaca 1	Runnels 1
Calhoun 1	Glasscock 2	Lee 1	Rusk
Callahan 2	Goliad 2	Leon	Sabine 1
Cameron 2	Gonzales	Liberty 2	San Augustine 1
Camp 1	Gray 3	Limestone 1	San Jacinto
Carson 1	Grayson 1	Lipscomb 1	San Patricio 1
Cass 1	Gregg 1	Live Oak	San Saba 3
Castro 1	Grimes	Llano	Schleicher 1
Chambers 1	Guadalupe 1	Loving	Scurry 4
Cherokee	Hale	Lubbock 5	Shackelford
Childress	Hall	Lynn 2	Shelby
Clay 1	Hamilton 1	Madison	Sherman 1
Cochran	Hansford 1	Marion 1	Smith
Coke 4	Hardeman	Martin 1	Somervell
Coleman	Hardin 1	Mason	Starr 1
Collin	Harris 2	Matagorda	Stephens
Collingsworth	Harrison 1	Maverick 2	Sterling 1
Colorado	Hartley	McCulloch 1	Stonewall
Comal 1	Haskell 1	McLennan 1	Sutton
Comanche 1	Hays 1	McMullen 1	Swisher 1
Concho 2	Hemphill 1	Medina 1	Tarrant 1
Cooke 2	Henderson	Menard 6	Taylor
Coryell 1	Hidalgo 3	Midland 1	Terrell
Cottle	Hill 1	Milam 1	Terry
Crane	Hockley	Mills 1	Throckmorton 1
Crockett	Hood	Mitchell 1	Titus
Crosby 5	Hopkins	Montague 3	Tom Green 1
Culberson	Houston 2	Montgomery	Travis
Dallam			

Trinity 1
Tyler
Upshur 2
Upton
Uvalde 1
Val Verde
Van Zandt
Victoria 6
Walker 1
Waller
Ward
Washington 1
Webb 1
Wharton 3
Wheeler 1
Wichita 1
Wilbarger
Willacy 2
Williamson 2
Wilson
Winkler
Wise 1
Wood
Yoakum 2
Young 1
Zapata
Zavala 1

**Which area of the TSSWCB do you most frequently deal with as a customer?
 Total Responses – 304
 Percentages may not add up to 100% due to rounding off.**

Regional Office (Please indicate which regional office) -

Hale Center – 34 responses (11%)

Harlingen - 13 responses 4.3%)

Wharton – 9 responses (3%)

Mount Pleasant – 12 responses (4%)

Dublin – 18 responses (6%)

Brush Control Office – 14 (4.6%)

Field Staff – 154 (50.7%)

Administrative Services – 17 (5.6%)

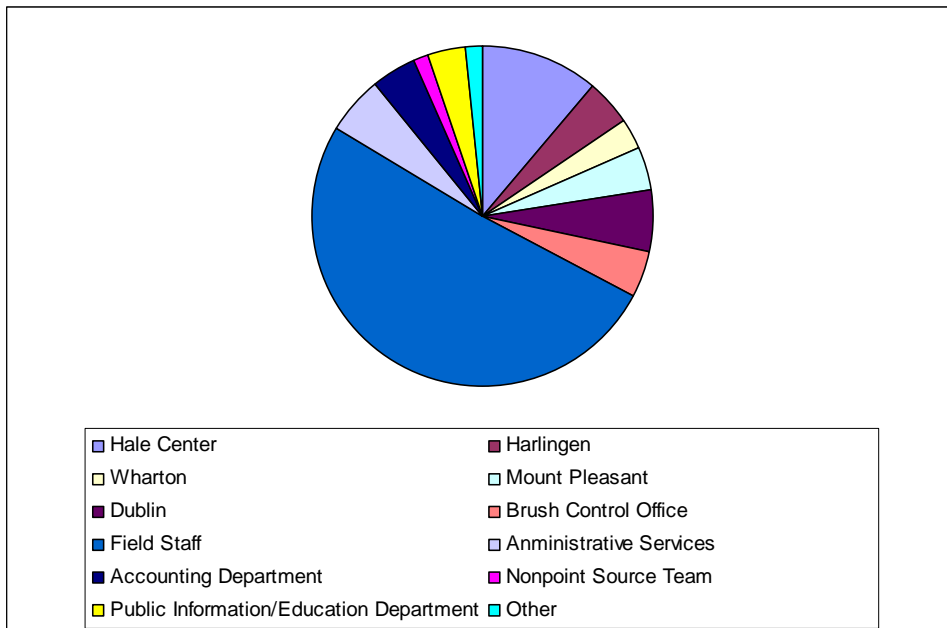
Accounting Department – 13 (4.2%)

Nonpoint Source Team – 4 (1.3%)

Public Information/Education Department – 11 (3.6%)

Other – 5 (1.6%)

Figure 5 Which area of the TSSWCB do you frequently deal with as a customer?



**For the following questions, please use the following rating system:
5 – Very Satisfied; 4 – Satisfied; 3 – Just OK; 2 – Dissatisfied; 1 – Very Dissatisfied**

**Overall how satisfied are you with the TSSWCB? Total Responses – 242
Percentages may not add up to 100% due to rounding off.**

5 – 118 (50%)

4 – 97 (41%)

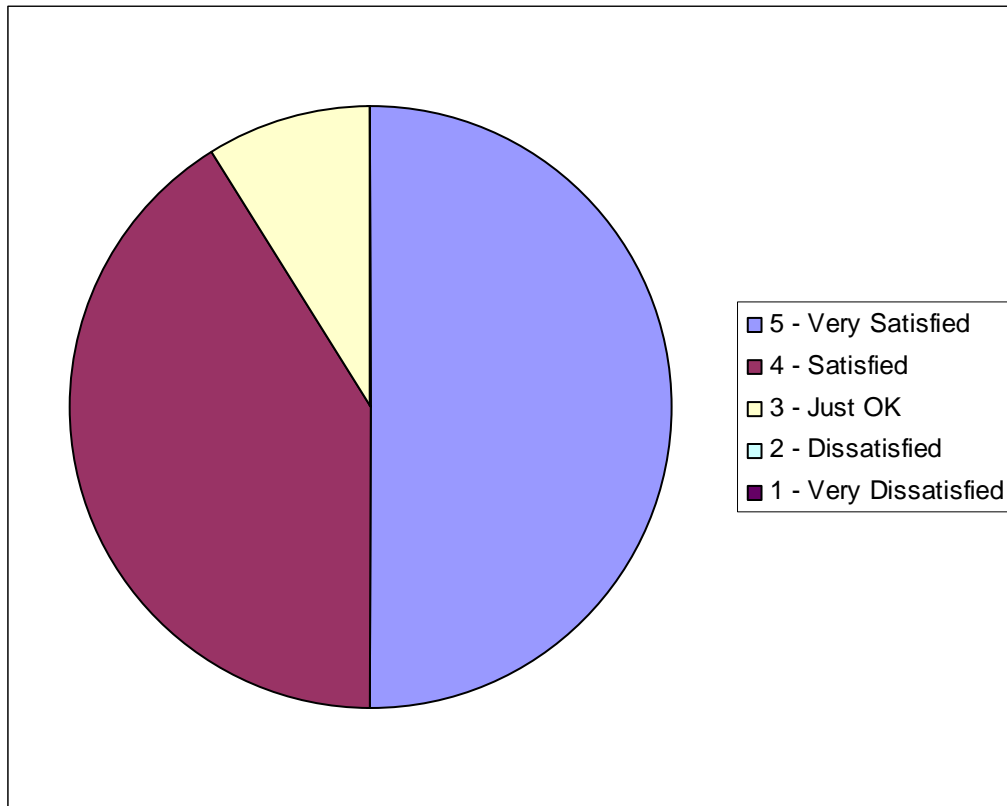
3 – 21 (9%)

2 -- 0

1 -- 0

Not Applicable – 6

Figure 6 Overall how satisfied are you with the TSSWCB?



Staff

**How satisfied are you that staff is professional and courteous? Total Responses – 244
Percentages may not add up to 100% due to rounding off.**

5 – 169 (70%)

4 – 62 (26%)

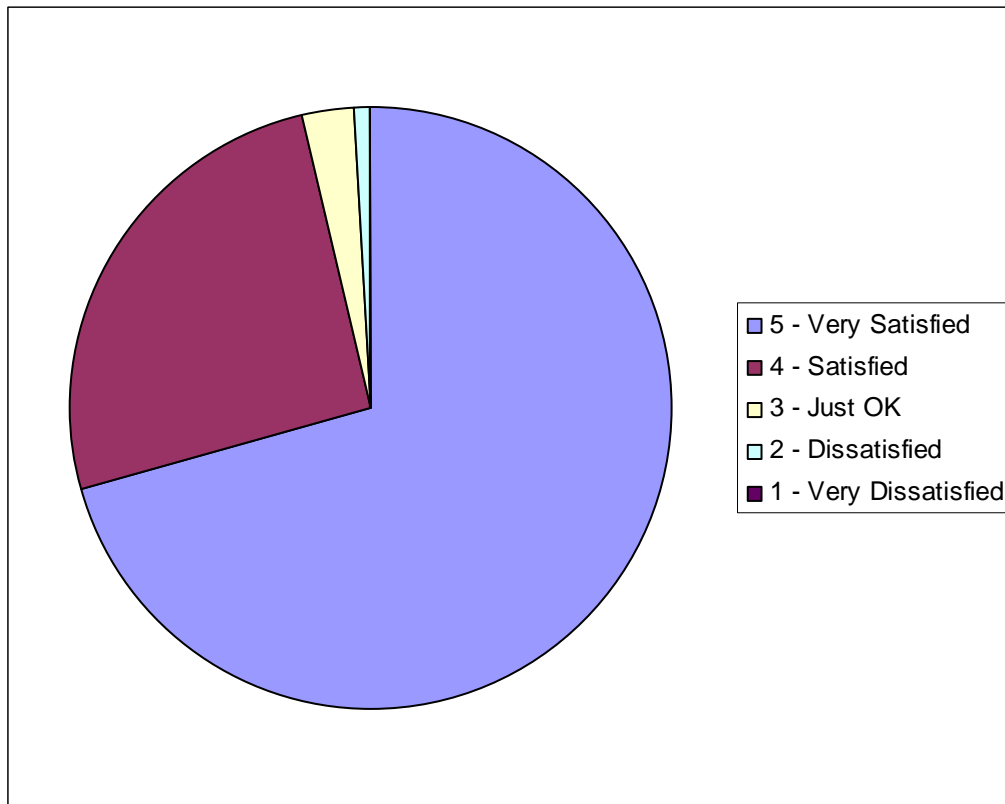
3 – 7 (3%)

2 – 2 (1%)

1 -- 0

Not Applicable - 4

Figure 7 How satisfied are you that staff is professional and courteous?



**How satisfied are you that staff identified themselves adequately? Total Responses – 242
Percentages may not add up to 100% due to rounding off.**

5 – 170 (71%)

4 – 56 (23%)

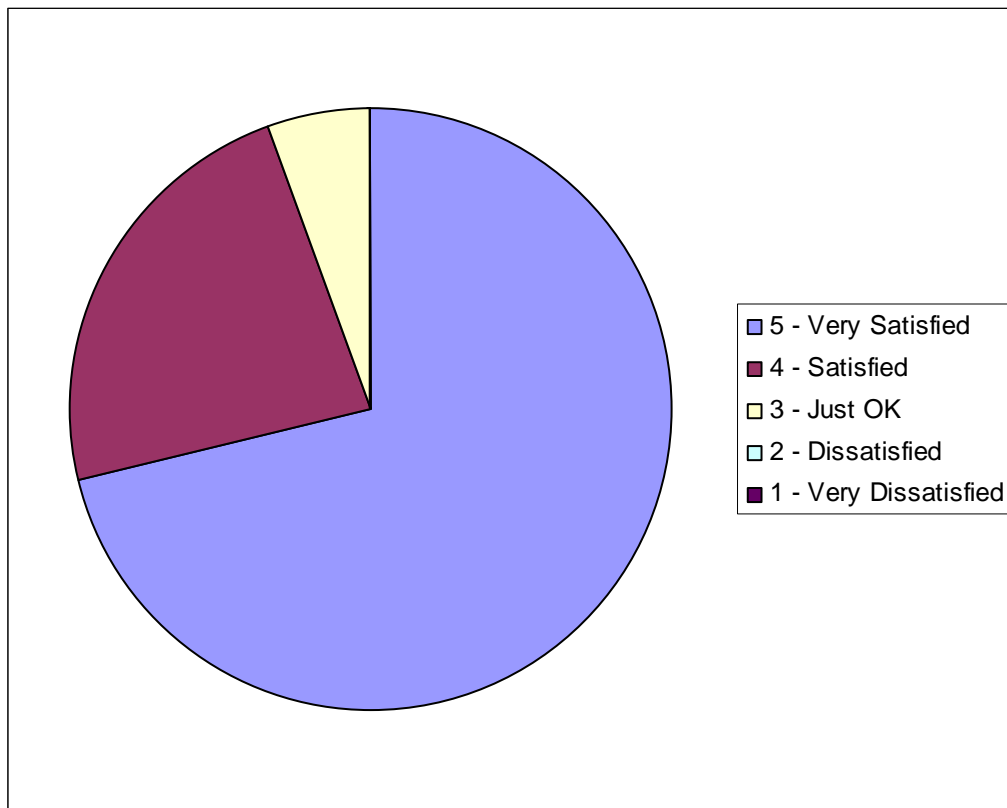
3 – 13 (5%)

2 - 0

1 - 0

Not Applicable – 3

Figure 8 How satisfied are you that staff identified themselves adequately?



**How satisfied are you that staff is sufficiently knowledgeable? Total Responses – 245
Percentages may not add up to 100% due to rounding off.**

5 – 163 (68%)

4 – 63 (26%)

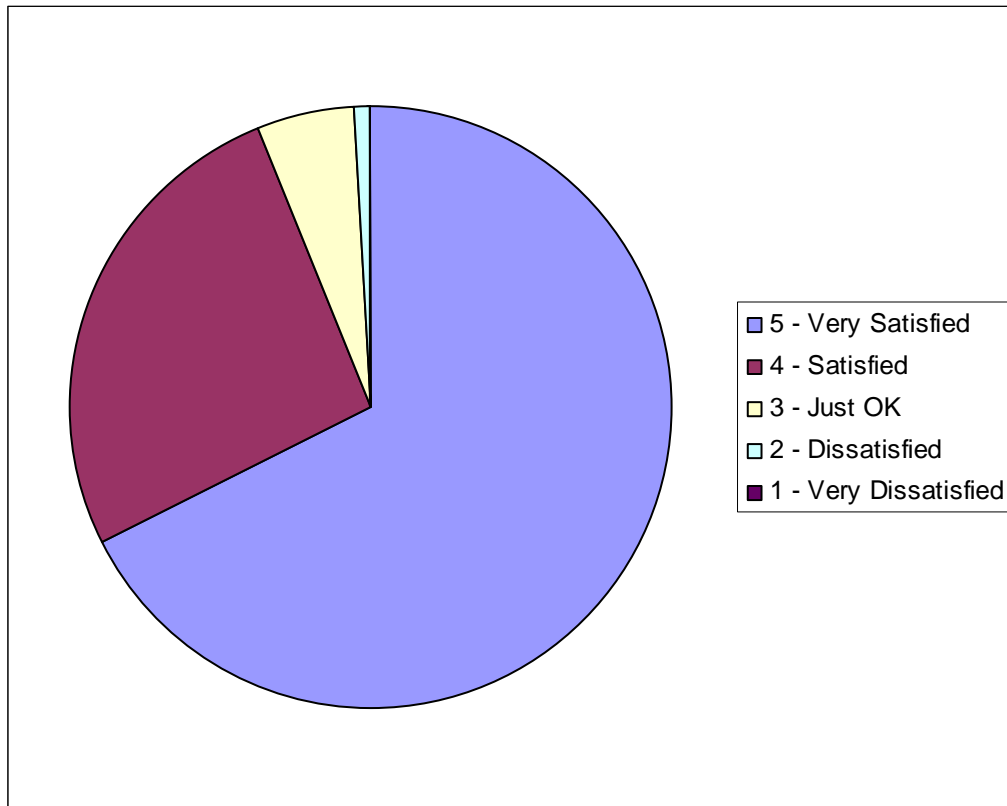
3 – 13 (5%)

2 – 2 (1%)

1 -- 0

Not Applicable - 4

Figure 9 How satisfied are you that staff is sufficiently knowledgeable?



Agency Programs

How satisfied are you with our Water Quality Management Plan (WQMP) Program?

Total Responses – 240 (182 responses after subtracting not applicable responses)

Percentages based on 182 responses.

Percentages may not add up to 100% due to rounding off.

5 – 83 (46%)

4 – 74 (41%)

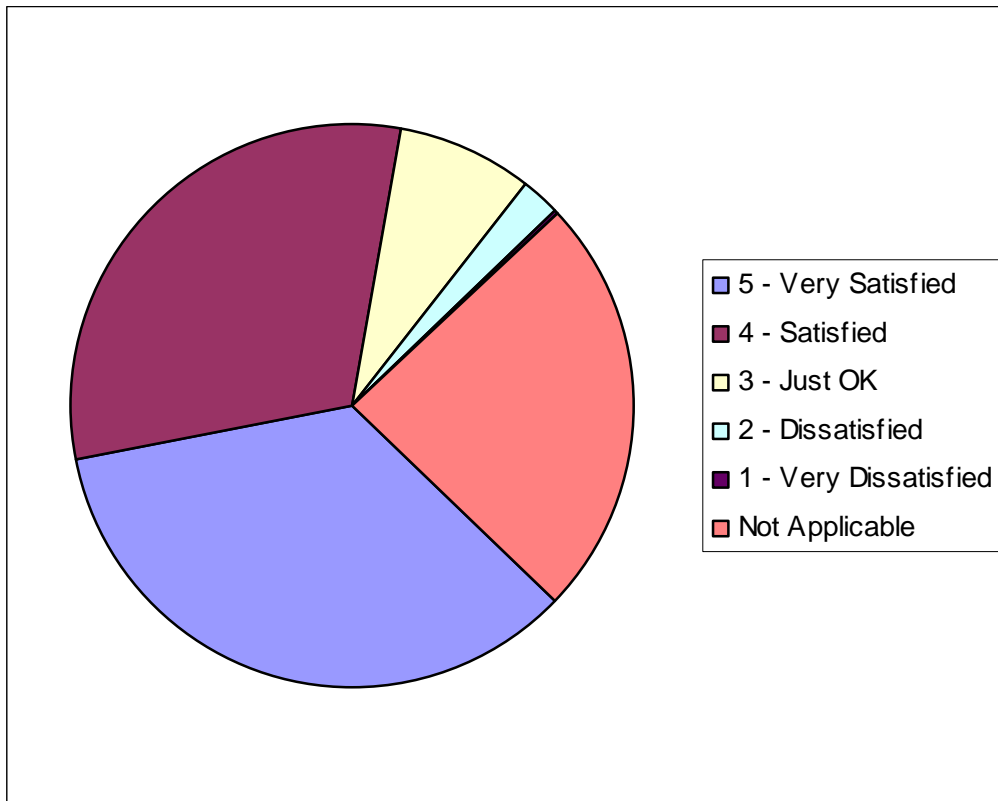
3 – 19 (10%)

2 - 5 (3%)

1 – 1 (1%)

Not Applicable – 58

Figure 10 How satisfied are you with our Water Quality Management Plan (WQMP) Program?



How satisfied are you with the length of time it took to receive WQMP technical assistance?
Total Responses – 235 (163 responses after subtracting not applicable responses)
Percentages based on 163 responses.
Percentages may not add up to 100% due to rounding off.

5 – 77 (47%)

4 – 61 (37%)

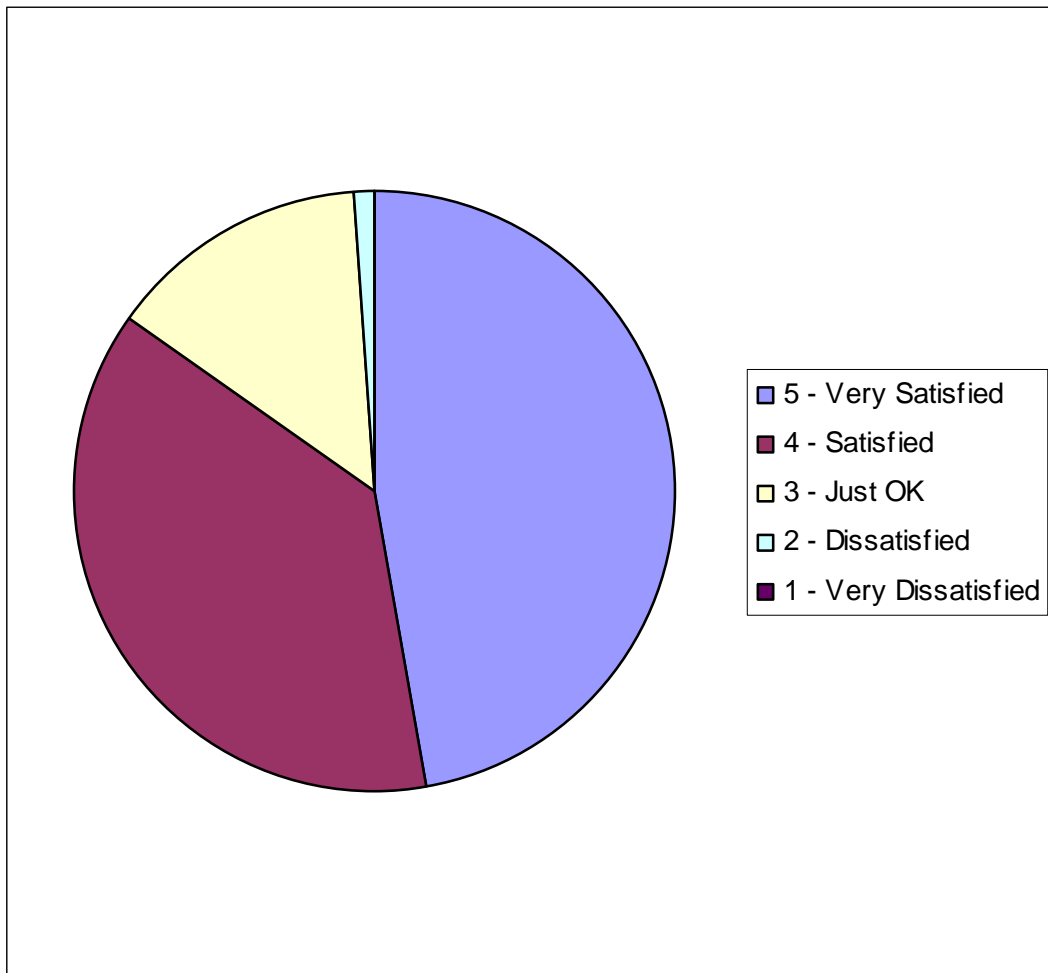
3 – 23 (14%)

2 – 2 (1%)

1 -- 0

Not Applicable – 72

Figure 11 How satisfied are you with the length of time it took to receive WQMP technical assistance?



How satisfied are you with our Brush Control Program?

Total Responses – 245 (117 responses after subtracting not applicable responses)

Percentages based on 117 responses.

Percentages may not add up to 100% due to rounding off.

5 – 51 (44%)

4 – 34 (29%)

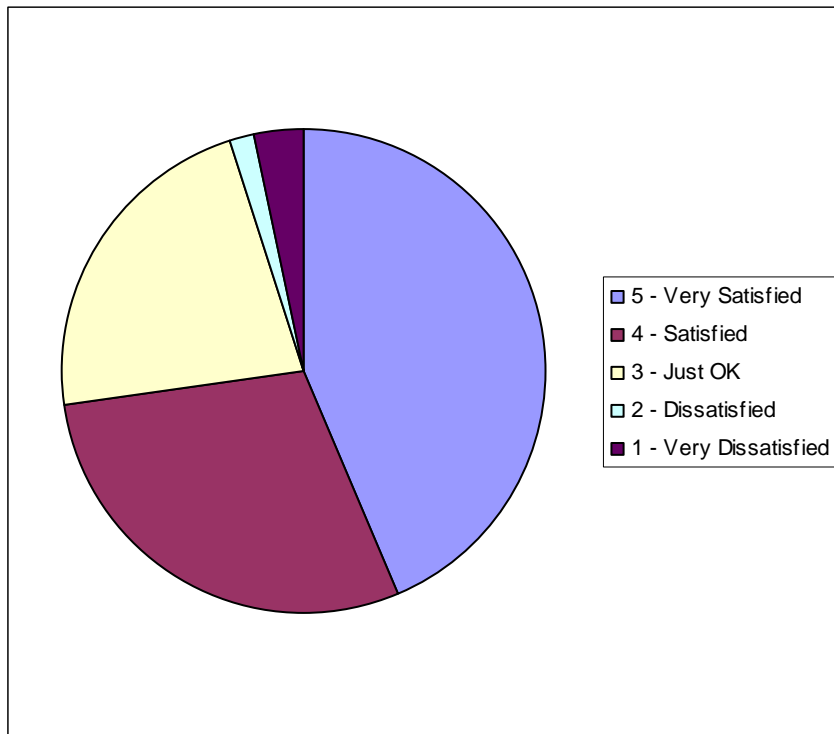
3 – 26 (22%)

2 – 2 (2%)

1 - 4 (3%)

Not Applicable – 128

Figure 12 How satisfied are you with our Brush Program?



How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?

Total Responses – 242 (102 responses after subtracting not applicable responses)

Percentages based on 102 responses.

Percentages may not add up to 100% due to rounding off.

5 – 46 (45%)

4 – 39 (38%)

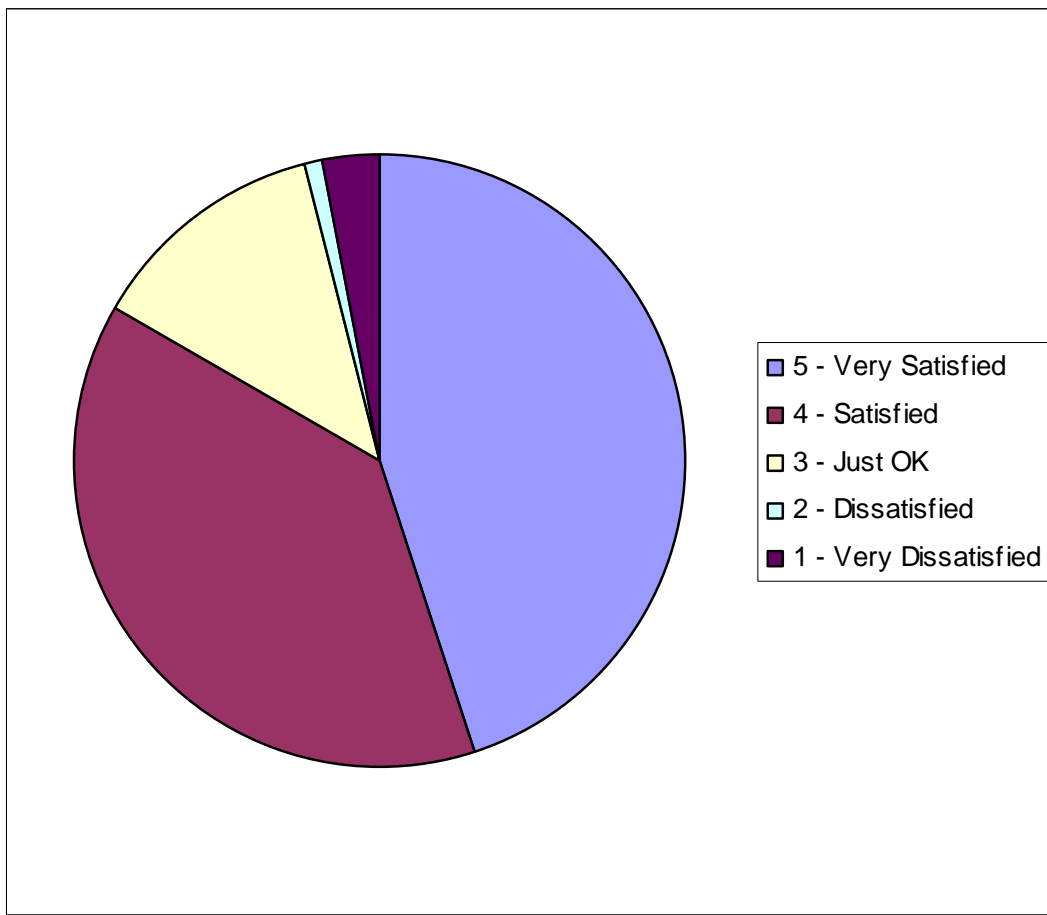
3 – 13 (13%)

2 – 1 (1%)

1 – 3 (3%)

Not Applicable - 140

Figure 13 How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?



How satisfied are you with the accuracy and timeliness of cost-share payments?
Total Responses – 241 (172 responses after subtracting not applicable responses)
Percentages based on 172 responses.
Percentages may not add up to 100% due to rounding off.

5 – 67 (39%)

4 – 68 (40%)

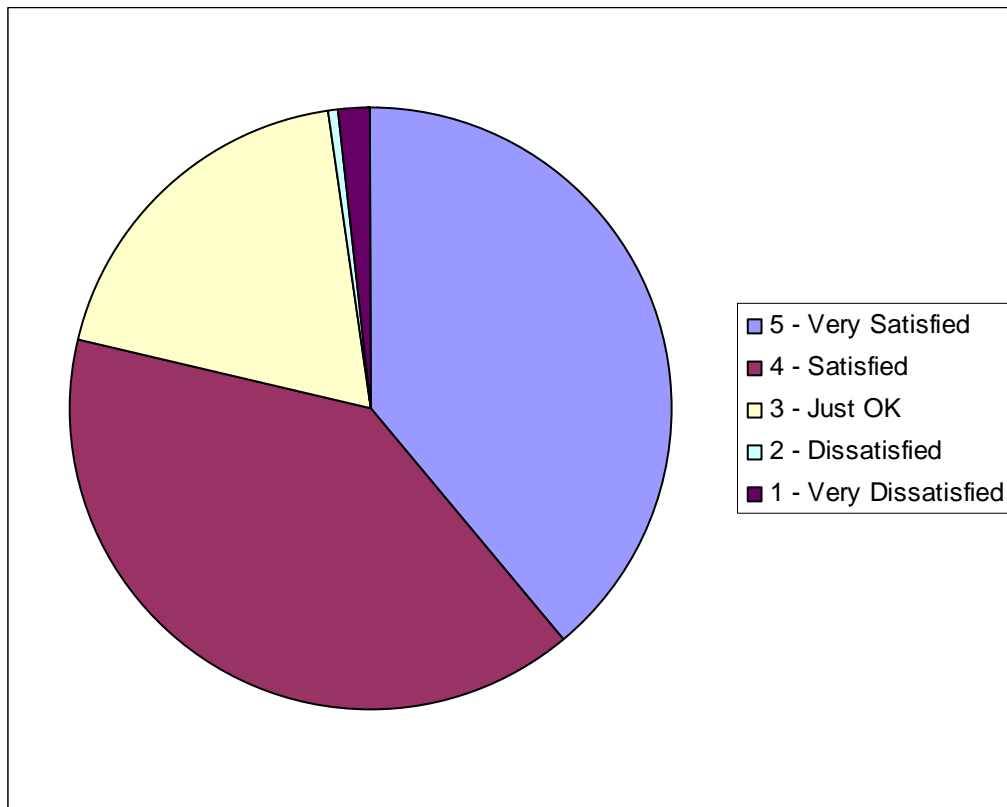
3 – 33 (19%)

2 – 1 (1%)

1 – 3 (2%)

Not Applicable – 69

Figure 14 How satisfied are you with the accuracy and timeliness of cost-share payments?



Communications

How satisfied are you with the accuracy/helpfulness of the written information or documentation you received?

Total Responses – 238 (231 responses after subtracting not applicable responses)

Percentages based on 231 responses.

Percentages may not add up to 100% due to rounding off.

5 – 108 (47%)

4 – 90 (39%)

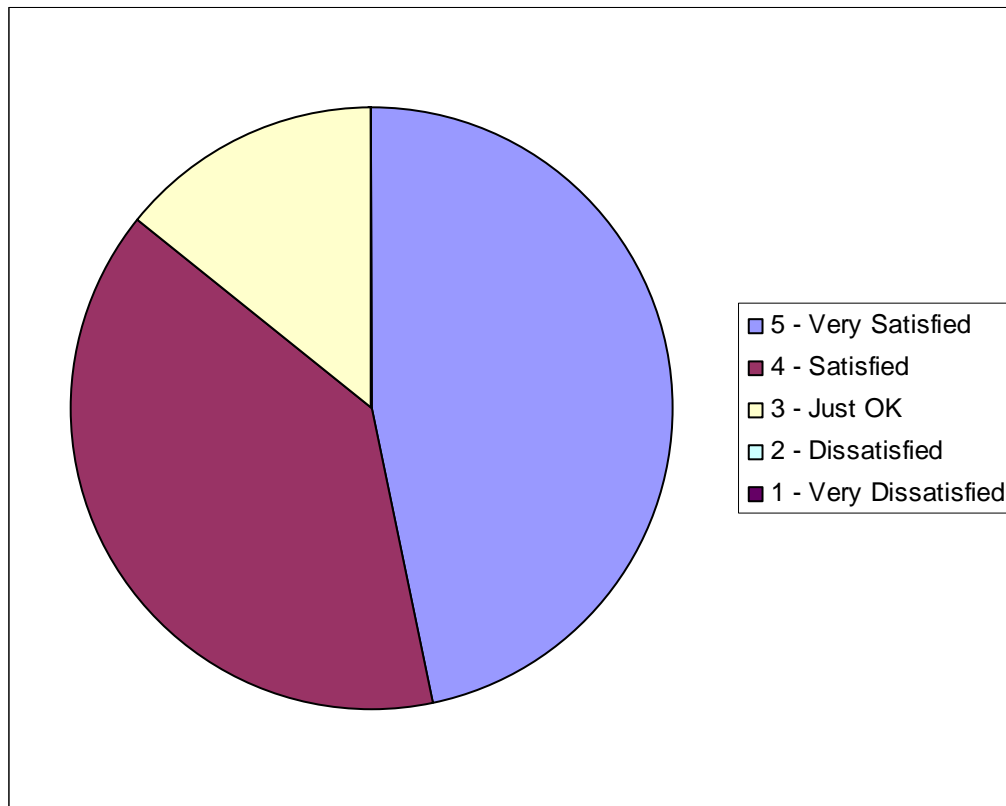
3 – 33 (14%)

2 – 0

1 -- 0

Not Applicable - 7

Figure 15 How satisfied are you with the accuracy/helpfulness of the written information or documentation you received?



How satisfied are you with the ease of understanding the written information or documentation you received?

Total Responses – 242 (232 responses after subtracting not applicable responses)

Percentages based on 232 responses.

Percentages may not add up to 100% due to rounding off.

5 – 95 (41%)

4 – 104 (45%)

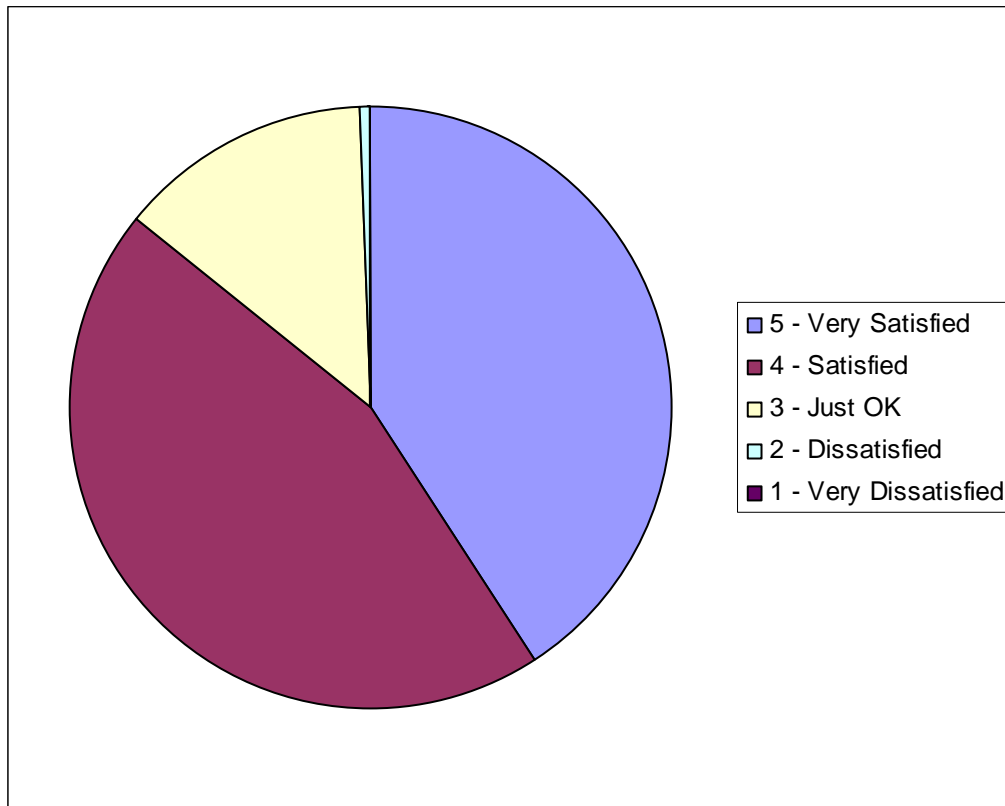
3 – 32 (14%)

2 – 1 (1%)

1 -- 0

Not Applicable – 10

Figure 16 How satisfied are you with the ease of understanding the written information or documentation you received?



How satisfied are you with the handling of telephone calls/and or emails you've placed to the TSSWCB?

Total Responses – 241 (210 responses after subtracting not applicable responses)

Percentages based on 210 responses.

Percentages may not add up to 100% due to rounding off.

5 – 108 (51%)

4 – 77 (37%)

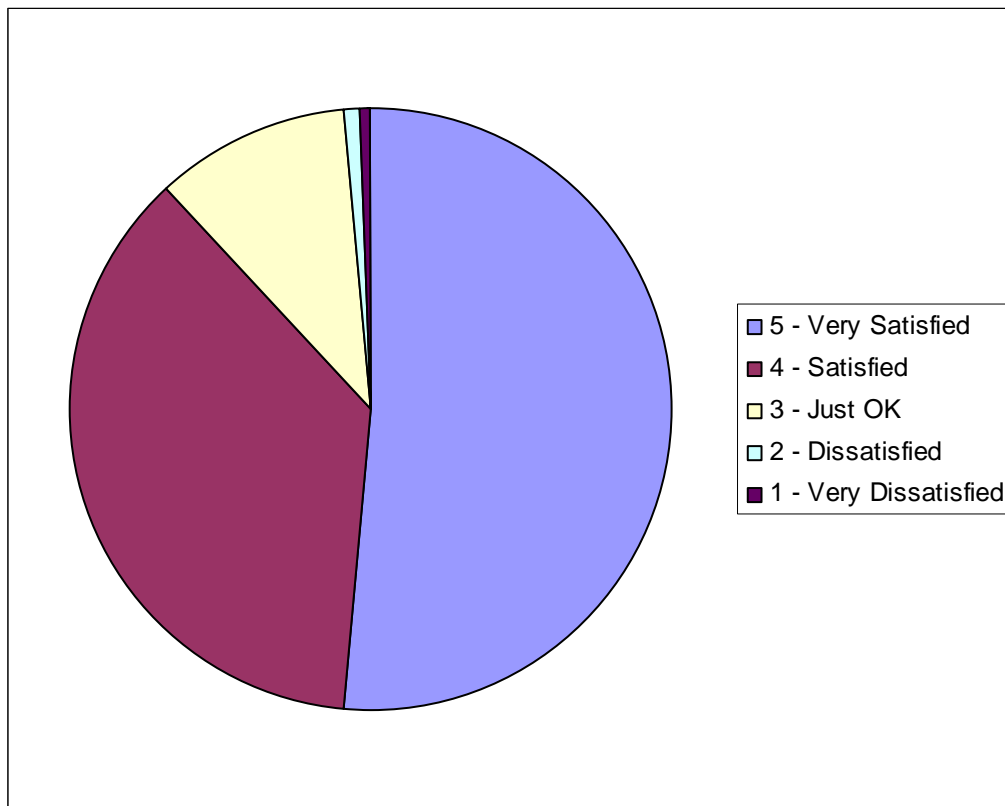
3 – 22 (10%)

2 – 2 (1%)

1 – 1 (1%)

Not Applicable – 31

Figure 17 How satisfied are you with the handling of telephone calls and/or e-mails you've placed to the TSSWCB?



How satisfied are you with the length of time you wait to reach the right person on the phone?
Total Responses – 241 (208 responses after subtracting not applicable responses)
Percentages based on 208 responses.
Percentages may not add up to 100% due to rounding off.

5 – 105 (50%)

4 – 76 (37%)

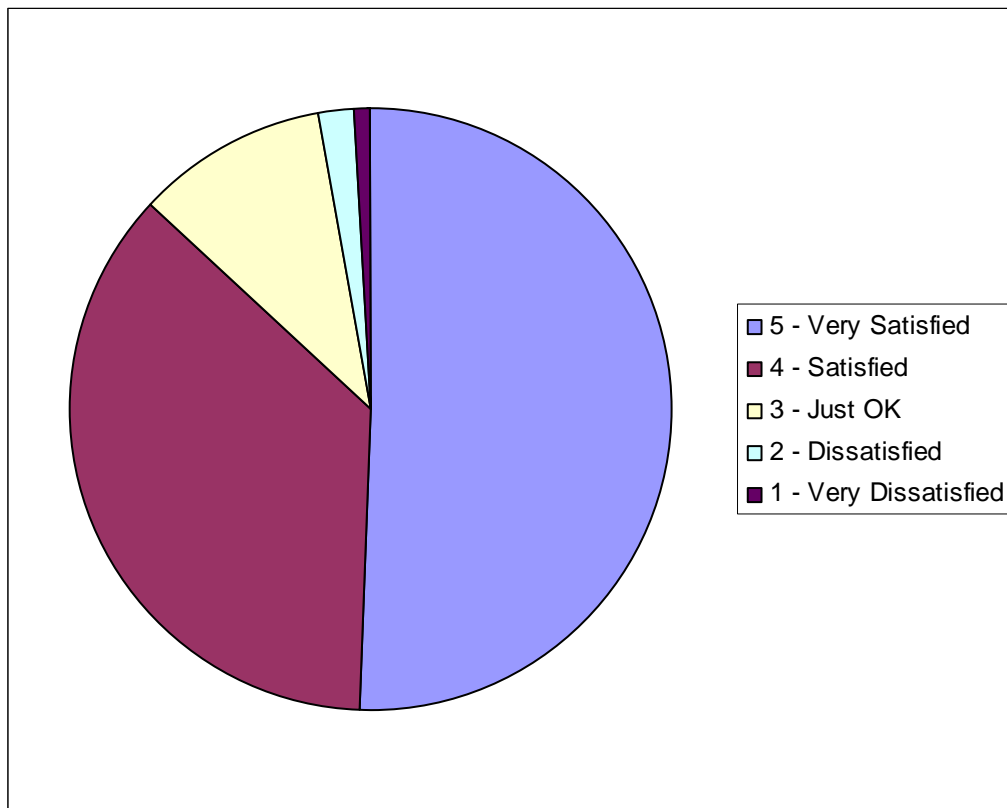
3 – 21 (10%)

2 – 4 (2%)

1 – 2 (1%)

Not Applicable – 33

Figure 18 How satisfied are you with the length of time you had to wait to reach the right person on the phone?



How satisfied are you with the response you received from e-mailing our offices or staff?
Total Responses – 243 (174 responses after subtracting not applicable responses)
Percentages based on 174 responses.
Percentages may not add up to 100% due to rounding off.

5 – 88 (51%)

4 – 68 (39%)

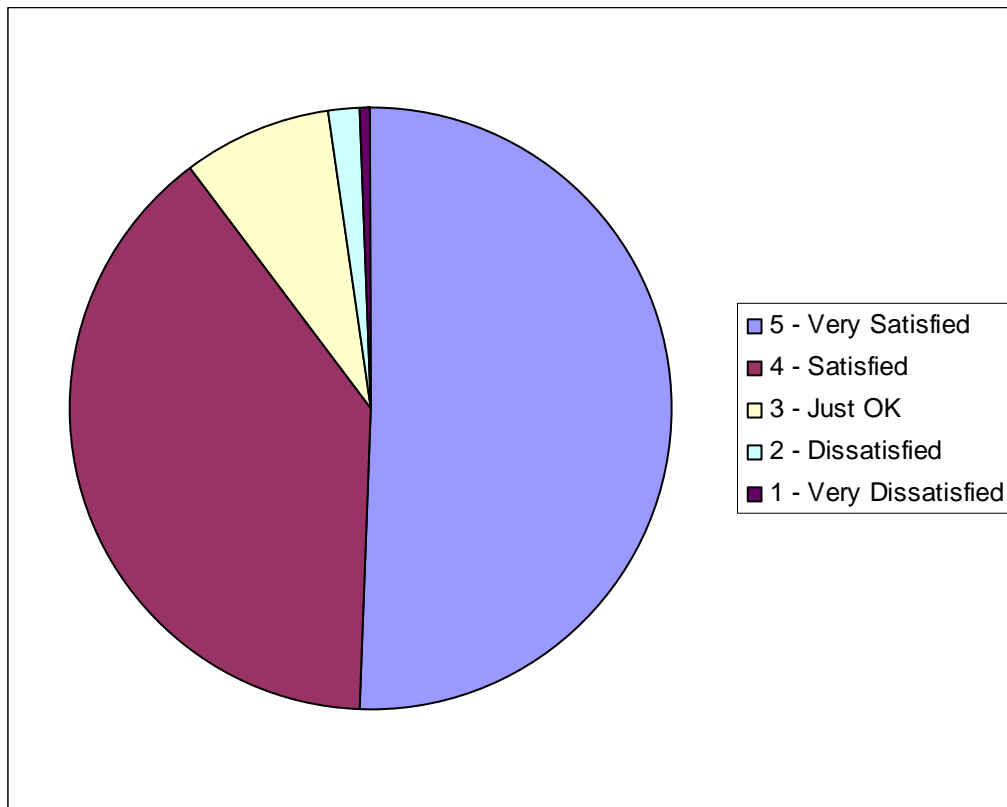
3 – 14 (8%)

2 - 3 (2%)

1 – 1 (1%)

Not Applicable - 69

Figure 19 How satisfied are you with the response you received from e-mailing our offices or staff?



Web Site

How satisfied are you with the ease of finding information on our website?

Total Responses – 239 (175 responses after subtracting not applicable responses)

Percentages based on 175 responses.

Percentages may not add up to 100% due to rounding off.

5 – 62 (35%)

4 – 73 (42%)

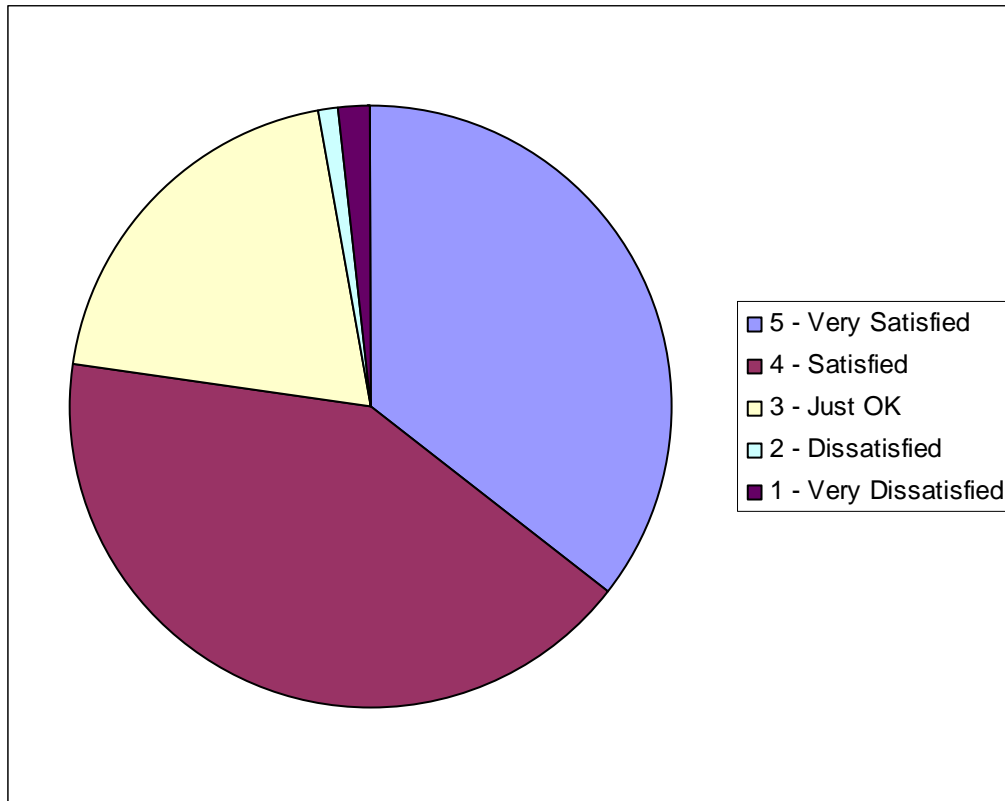
3 – 35 (20%)

2 – 2 (1%)

1 – 3 (2%)

Not Applicable – 64

Figure 20 How satisfied are you with the ease of finding information on our website?



How satisfied are you with the usefulness of information on our website?
Total Responses – 234 (173 responses after subtracting not applicable responses)
Percentages based on 173 responses.
Percentages may not add up to 100% due to rounding off.

5 – 72 (42%)

4 – 75 (43%)

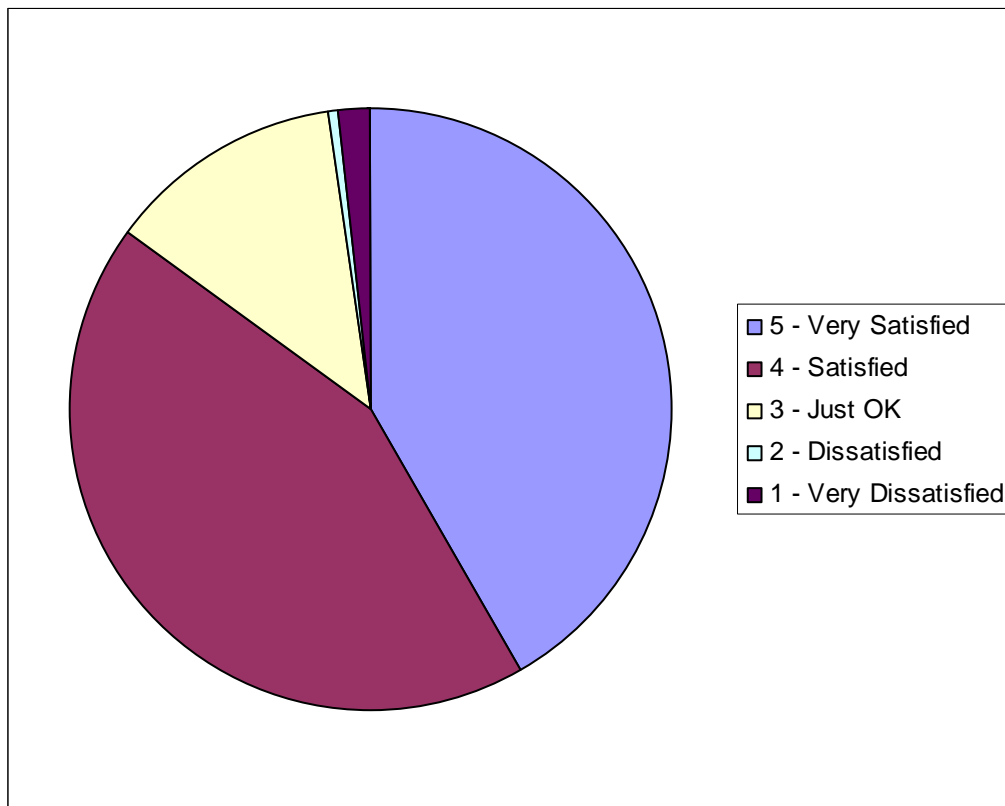
3 – 22 (13%)

2 – 1 (1%)

1 – 3 (2%)

Not Applicable -61

Figure 21 How satisfied are you with the usefulness of information on our website?



Facilities

How satisfied are you with the appearance and location of our facilities?

Total Responses – 232 (147 responses after subtracting not applicable responses)

Percentages based on 147 responses.

Percentages may not add up to 100% due to rounding off.

5 – 71 (48%)

4 – 58 (39%)

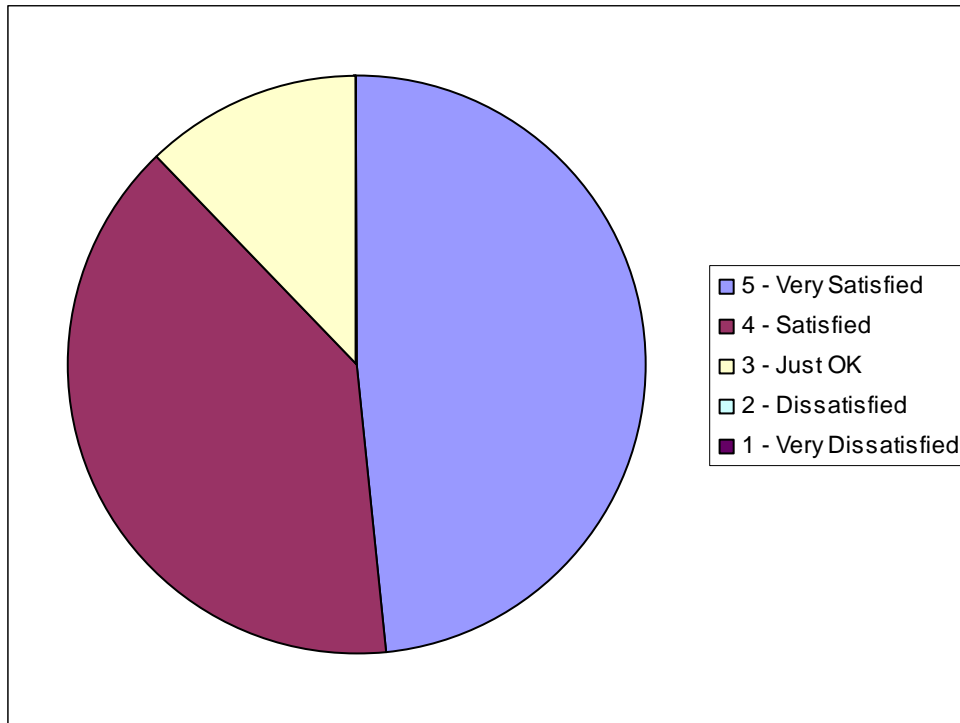
3 – 18 (12%)

2 – 0

1 -- 0

Not Applicable – 85

Figure 22 How satisfied are with the appearance and location of our facilities?



Complaint Handling -

If you have filed a complaint with the TSSWCB how satisfied are you with the way your complaint was handled?

Total Responses – 238 (47 responses after subtracting not applicable responses)

Percentages based on 47 responses.

Percentages may not add up to 100% due to rounding off.

5 – 19 (40%)

4 – 16 (43%)

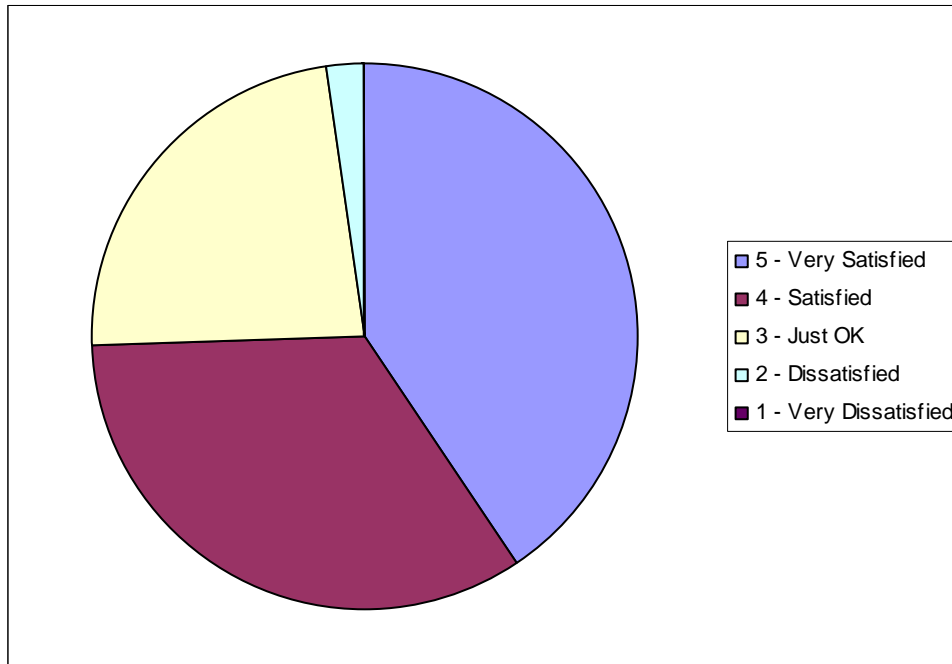
3 – 11 (23%)

2 – 1 (2%)

1 -- 0

Not Applicable – 191

Figure 23 If you have filed a complaint with the TSSWCB how satisfied are you with the way your complaint was handled?



If you have filed a complaint with the TSSWCB how satisfied are you with the response you received regarding your complaint?

Total Responses – 232 (33 responses after subtracting not applicable responses)

Percentages based on 33 responses.

Percentages may not add up to 100% due to rounding off.

5 – 13 (39%)

4 – 16 (48%)

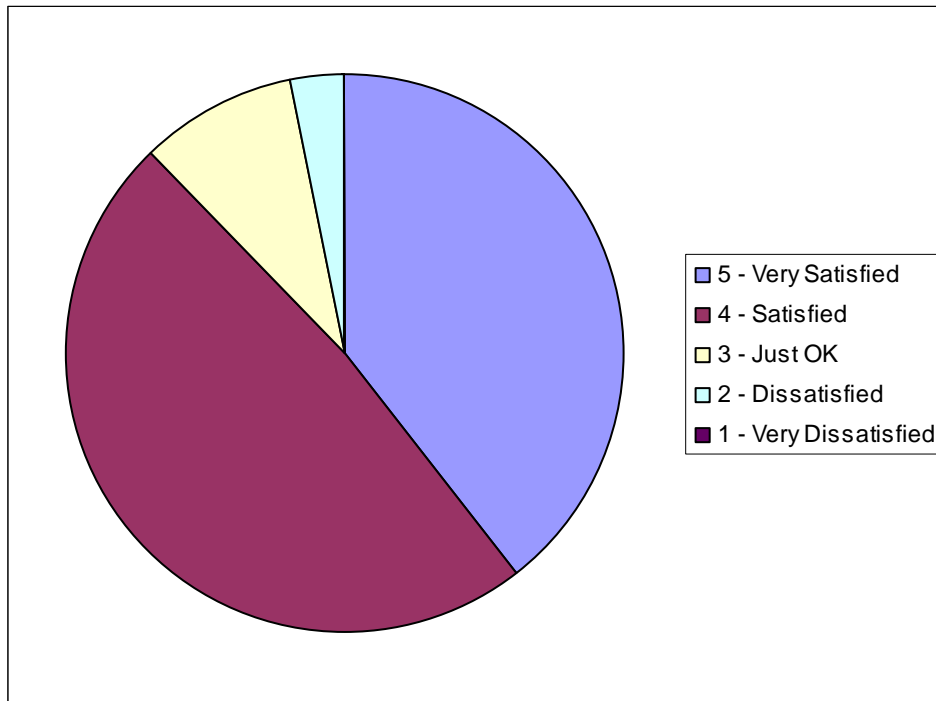
3 – 3 (9%)

2 – 1 (3%)

1 -- 0

Not Applicable – 199

Figure 24 If you have filed a complaint with the TSSWCB how satisfied are you with the response you received regarding your complaint?



If you have filed a complaint with the TSSWCB how satisfied are you with the timeliness of staff in handling your complaint?

Total Responses – 230 (30 responses after subtracting not applicable responses)

Percentages based on 30 responses.

Percentages may not add up to 100% due to rounding off.

5 – 12 (40%)

4 – 11(37%)

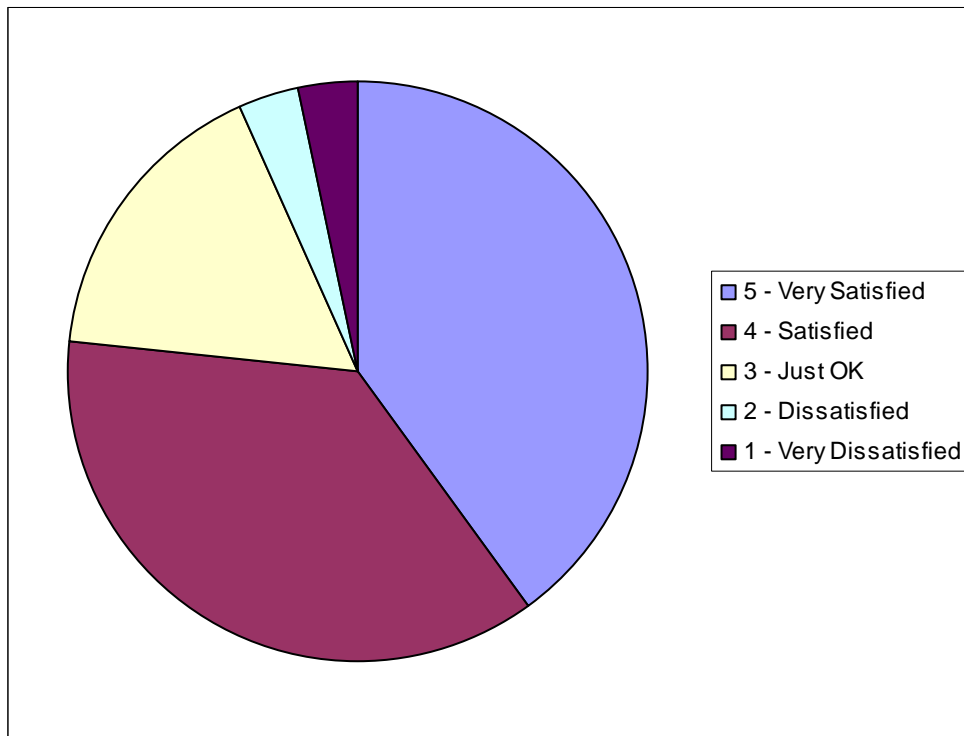
3 – 5 (17%)

2 – 1 (3%)

1 --1 (3%)

Not Applicable – 200

Figure 25 If you have filed a complaint with the TSSWCB how satisfied are you with the timeliness of staff in handling your complaint?



Overall how satisfied are you that the TSSWCB is attentive to customer complaints?
Total Responses – 235 (84 responses after subtracting not applicable responses)
Percentages based on 84 responses.
Percentages may not add up to 100% due to rounding off.

5 – 38 (45%)

4 – 33 (39%)

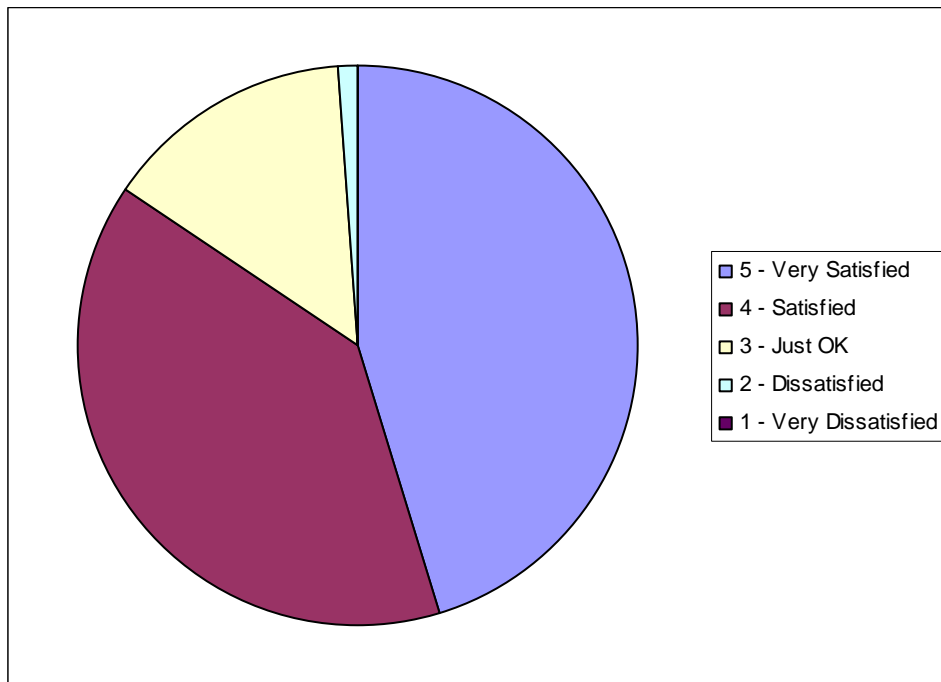
3 – 12 (14%)

2 – 1 (1%)

1 -- 0

Not Applicable – 151

Figure 26 Overall how satisfied are you that the TSSWCB is attentive to customer complaints?



Suggestions

Do you have any other comments or suggestions on how we could serve you better?

Just OK

Our Field Rep (Jack Foote) does an outstanding job.

Need Funds (written under Brush Control Program)

Send Brush Control Funds

So not loose checks a third time!

This looks like it created someone a job.

Like the state office in Temple.

Improve Field rep communication.

Keep on working on personal liability of directors.

Fewer surveys!

Allow the brush control cost share payment to be expedited (by a single board members signature to be approved by the board at the next meeting.)

(Two separate comments) I'm a satisfied client.

Cool bunch of guys.

We feel that our Field rep (Don Brandenberger) does an outstanding job.

(Kendria Ray) is awesome!!

Better training for all district employees; Was never given any formal training- learning by trial and error. Not a good practice.

Use some common sense when planning programs.

E-mails from administrative and accounting department need to be retuned sooner.

Keep up the good work!

(Website) Not as user friendly as the "old" website.

As with most automated phone systems, yours is difficult to negotiate unless one knows extension numbers.

(Length of time to reach right person on phone) State board could be quicker.

These people are servicing a large area with great diversity-in land and people. I think they are doing a great job.

Brush Control Program at state has limited urban lake watershed programs.

Offer Brush Control for huisache and mesquite.

Increase our 503 base allocations.

Preferred hotel accommodations for annual association meetings are taken by directors and staff, with inside information, before districts have knowledge of where the annual meeting is going to be.

You all are doing a good job.

Very pleased with TSSWCB!

Doing a great job!

We need an increase in the amount the state pays for mileage. The 18 cents we are getting is insufficient.

(Communications) Wish wording was more clear- less time to read.

The phone system is not as user friendly as I would like. Instead of names it would be more helpful to list departments and what their scope of authority is.

TSSWCB staff is doing a good job. Keep up the good work.

Raise cost per acre to \$100/hr. or \$120/ac. Cost of operations have gone up to \$87/hr.