

TEXAS STATE SOIL & WATER CONSERVATION BOARD



CUSTOMER SERVICE REPORT

June 1, 2006

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 November of 2004 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 218 surveys were returned to this office or recorded from the website. However, the totals in various summaries and figures do not add up to this number because not all respondents answered 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.

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.

	Very Satisfied	Satisfied	Just Okay	Dissatisfied	Very Dissatisfied
Overall satisfied with TSSWCB	50%	38%	10%		
Satisfied staff is professional and courteous	72%	26%			
Satisfied staff identified themselves	71%	24%	3%		
Satisfied staff is sufficiently knowledgeable	70%	25%	4%		
Satisfied with WQMP Program	40%	42%	13%		7%
Satisfied with WQMP Program TA	33%	45%	12%	5%	7%
Satisfied with Brush Control Program	66%	20%	10%		5%
Satisfied with length of time to receive TA	55%	34%	10%		3%
Cost-share payments accurate and timely	43%	40%	15%	3%	
Written Information accurate/helpful	50%	38%	11%	2%	
Written information understandable	44%	37%	19%	2%	
Satisfied with handling of phone calls/e-mails	64%	26%	10%	2%	
Ability to reach right person by phone	59%	29%	12%		
Satisfied with response from e-mail	58%	35%	8%		
Ease of finding information of website	48%	33%	17%		
Usefulness of information on website	44%	32%	21%	3%	
Facilities location and appearance	42%	33%	15%	7%	6%
Satisfied with the way complaint handled	42%	23%	23%		10%
Satisfied with the response from complaint	28%	28%	12%	17%	17%
Satisfied complaint handled timely	34%	40%	20%		
Satisfied TSSWCB is attentive to complaints	56%	15%	13%		5%

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

	Average Rating
Overall satisfied with TSSWCB	4.27
Satisfied staff is professional and courteous	4.66
Satisfied staff identified themselves	4.54
Satisfied staff is sufficiently knowledgeable	4.58
Satisfied with WQMP Program	4.09
Satisfied with WQMP Program TA	3.91
Satisfied with Brush Control Program	4.42
Satisfied with length of time to receive TA	4.98
Cost-share payments accurate and timely	4.2
Written Information accurate/helpful	4.36
Written information understandable	4.22
Satisfied with handling of phone calls/e-mails	4.52
Ability to reach right person by phone	4.46
Satisfied with response from e-mail	4.49
Ease of finding information of website	4.24
Usefulness of information on website	4.13
Facilities location and appearance	3.98
Satisfied with the way complaint handled	3.84
Satisfied with the response from complaint	3.34
Satisfied complaint handled timely	4.4
Satisfied TSSWCB is attentive to complaints	4.26

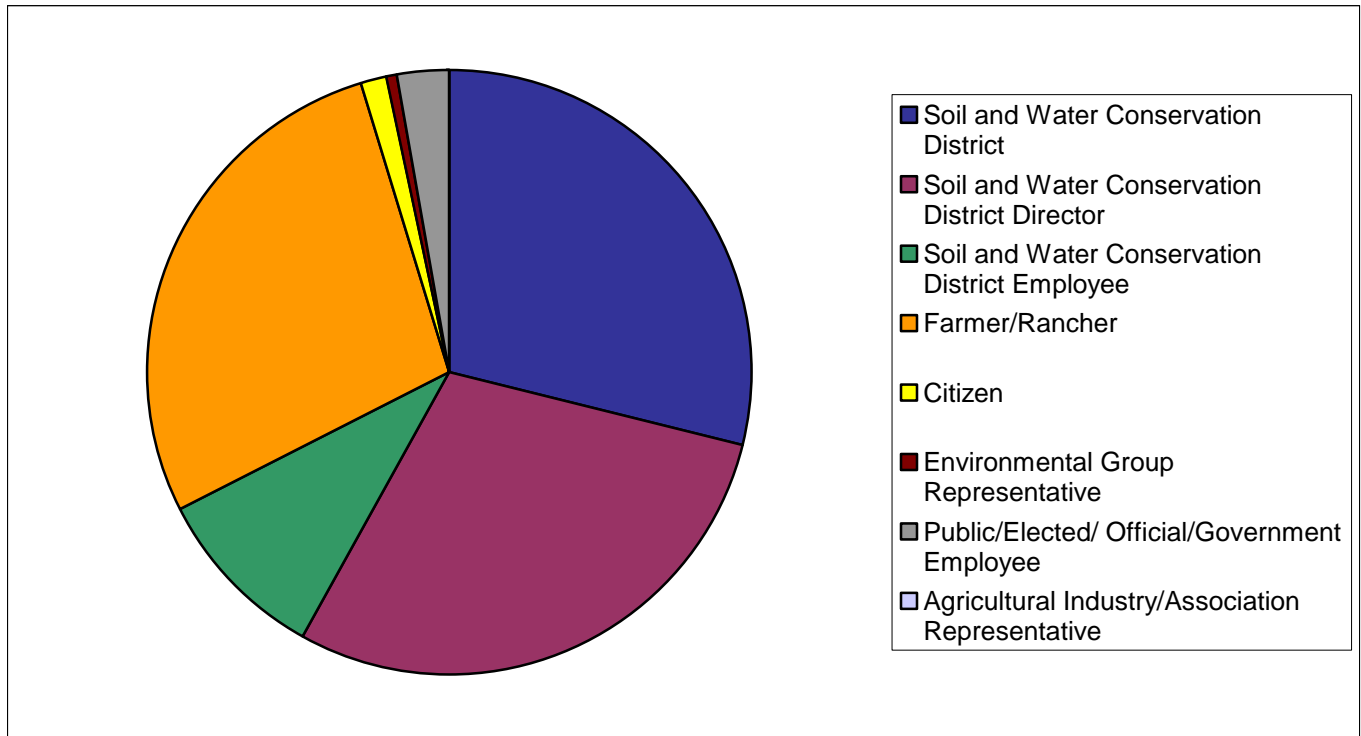
06 Customer Service Survey Tally.

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

Which customer type would you consider yourself: (Please mark only one) **Total Responses - 212**

- Soil and Water Conservation District – 61 responses (29%)
- Soil and Water Conservation District Director – 62 responses (30%)
- Soil and Water Conservation District Employee – 20 responses (10%)
- Farmer/Rancher – 59 responses (28%)
- Citizen – 3 responses
- Environmental Group Representative – 1 response
- Public/Elected Official/Government Employee – 6 responses
- Agricultural Industry/Association Representative – no responses

Figure 1 Which customer type would you consider yourself:



What is your Gender? **Total Responses 187**

- ☐ Male – 155 responses (83%)
- ☐ Female – 32 responses (18%)

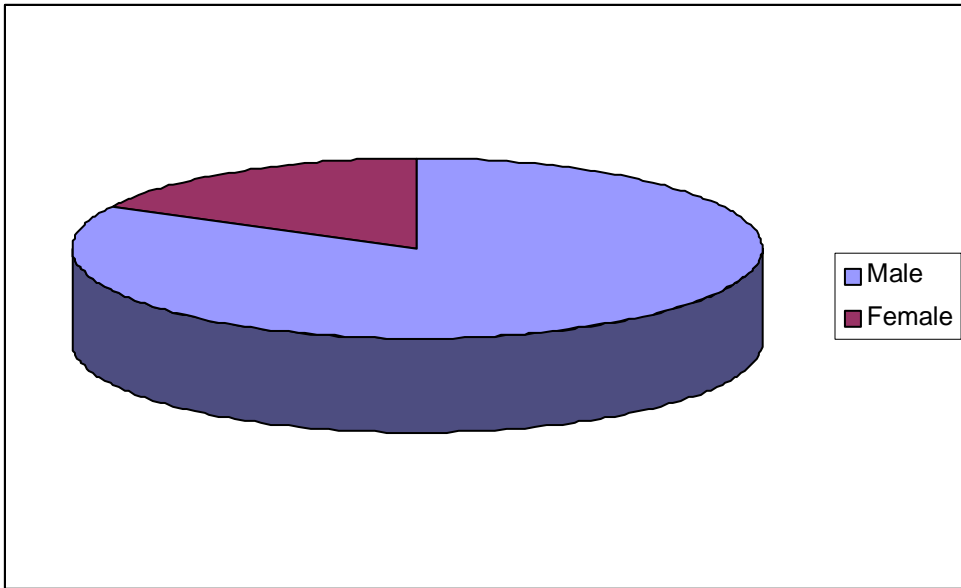
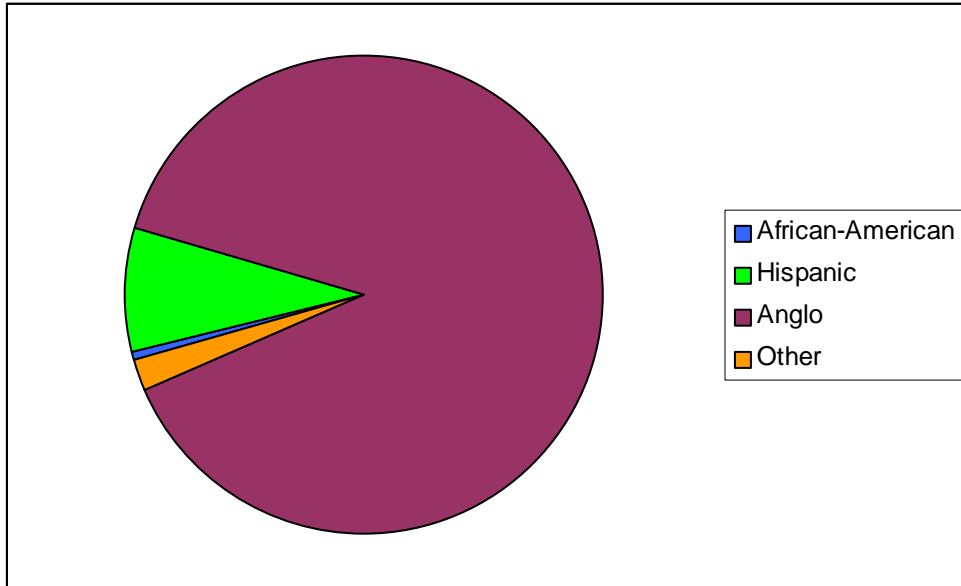


Figure 2 What is your Gender?

What is your Ethnicity? **Total Responses - 179**

- African-American – 1 response
- Hispanic – 15 responses (9%)
- Anglo – 159 responses (89%)
- Other – 4 responses (3%)

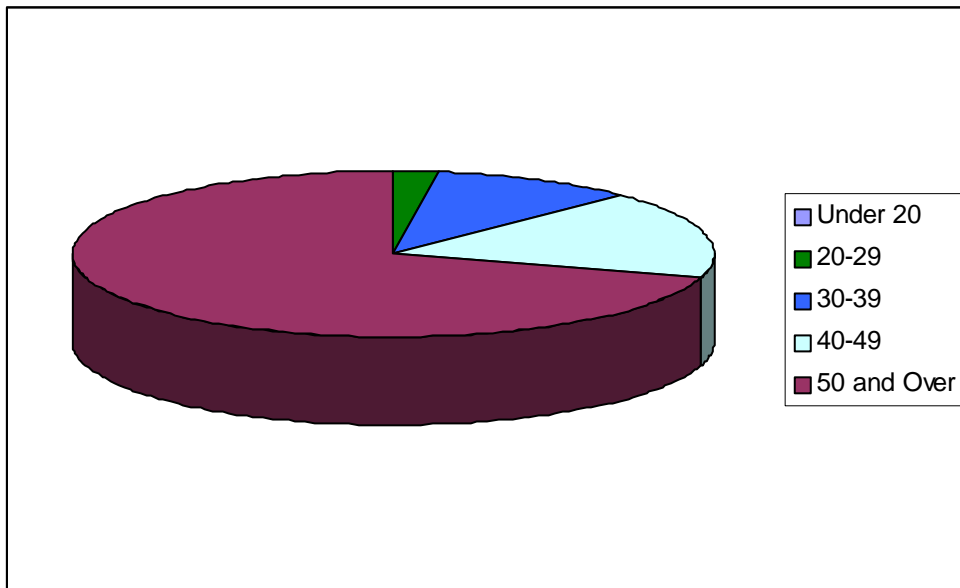
Figure 3 What is your Ethnicity?



What is your age group? **Total Responses - 182**

- Under 20 – no responses
- 20-29 – 4 responses (3%)
- 30-39 – 19 responses (11%)
- 40-49 - 31 responses (18%)
- 50 and Over – 128 responses (71%)

Figure 4 What is your age group?



What county do you live in? – Total Responses From 118 Counties (47% of the total)

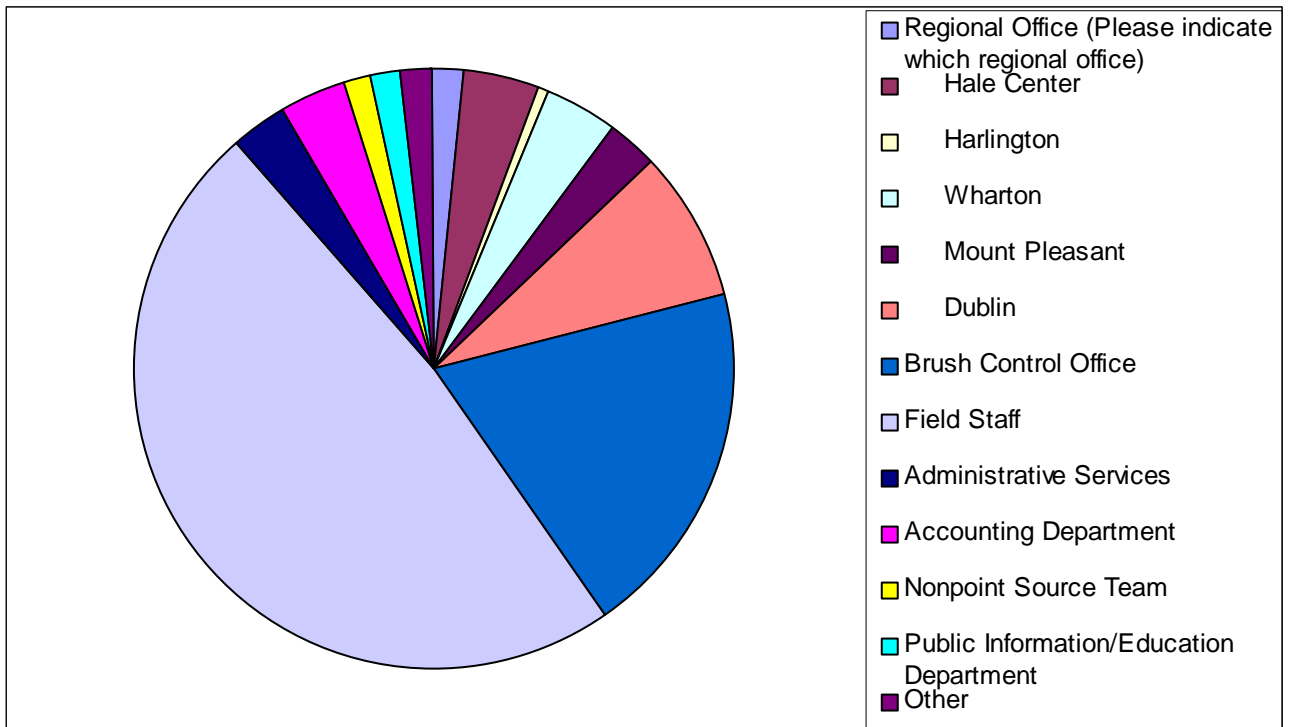
COUNTY			
Anderson - I	Dallas	Houston - II	Montague
Andrews	Dawson - I	Howard - II	Montgomery
Angelina	DeWitt - IIIII	Hudspeth	Moore - I
Aransas	Deaf Smith - I	Hunt - I	Morris - I
Archer	Delta	Hutchinson - I	Motley
Armstrong	Denton - I	Irion - IIIIII	Nacogdoches
Atascosa - IIIIII	Dickens - IIIII	Jack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

Titus - II
Tom Green - IIIIIII
Travis
Trinity - I
Tyler
Upshur
Upton - I
Uvalde
Val Verde
Van Zandt
Victoria
Walker - I
Waller - I
Ward
Washington
Webb
Wharton
Wheeler
Wichita
Wilbarger
Willacy
Williamson
Wilson
Winkler
Wise
Wood
Yoakum - I
Young - II
Zapata
Zavala

Which area of the TSSWCB do you most frequently deal with as a customer? **Total Responses - 261**

- Regional Office (Please indicate which regional office) - 4
 - Hale Center - 11
 - Harlingen - 2
 - Wharton - 10
 - Mount Pleasant - 7
 - Dublin - 21
- Brush Control Office - 50
- Field Staff - 126
- Administrative Services - 8
- Accounting Department - 10
- Nonpoint Source Team - 3
- Public Information/Education Department - 5
- Other - 4

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 - 197**

- 5 - 97 (50%)
- 4 - 73 (38%)
- 3 - 19 (10%)
- 2 - 1
- 1 - 5
- Not Applicable – 2

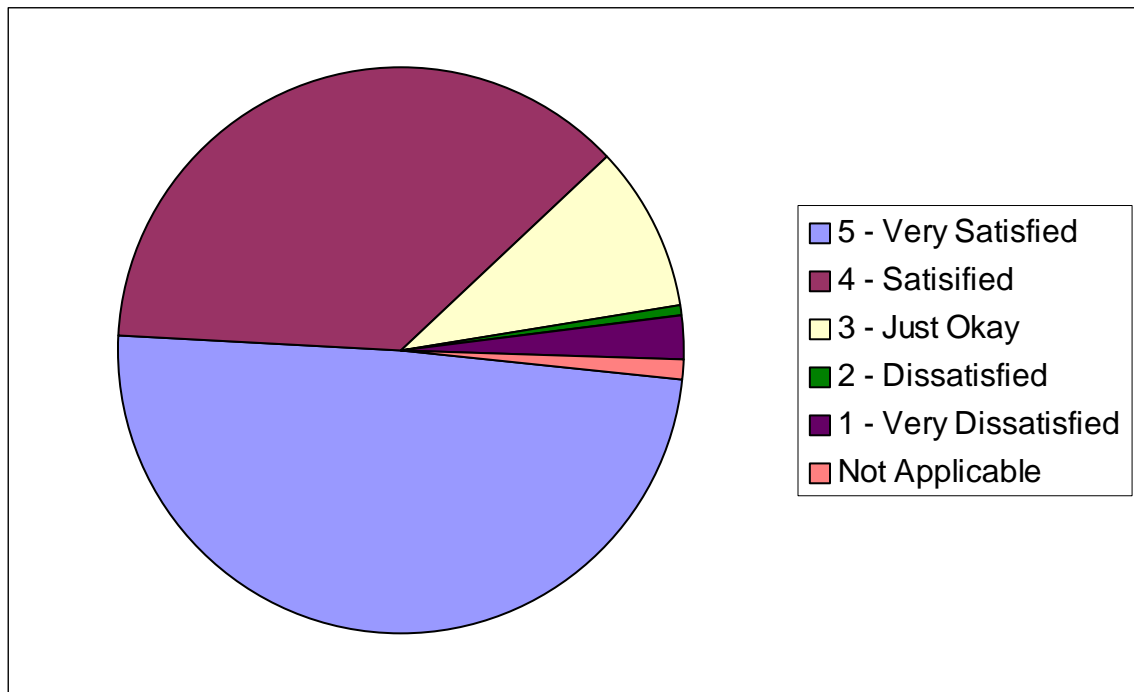


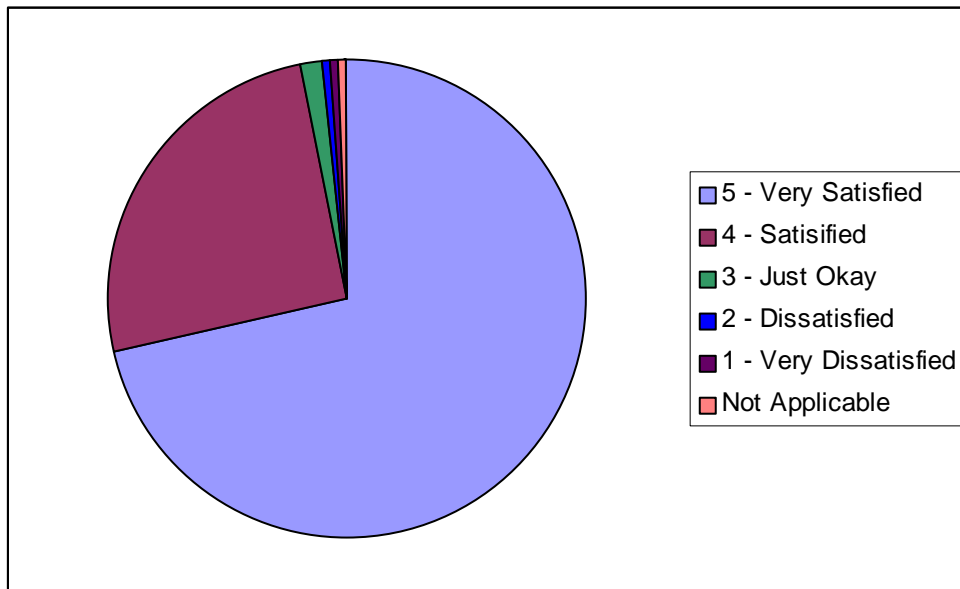
Figure 6 Overall how satisfied are you with the TSSWCB?

Staff

How satisfied are you that staff is professional and courteous? **Total Responses - 196**

- 5 – 140 (72%)
- 4 – 50 (26%)
- 3 - 3
- 2 - 1
- 1 - 1
- Not Applicable - 1

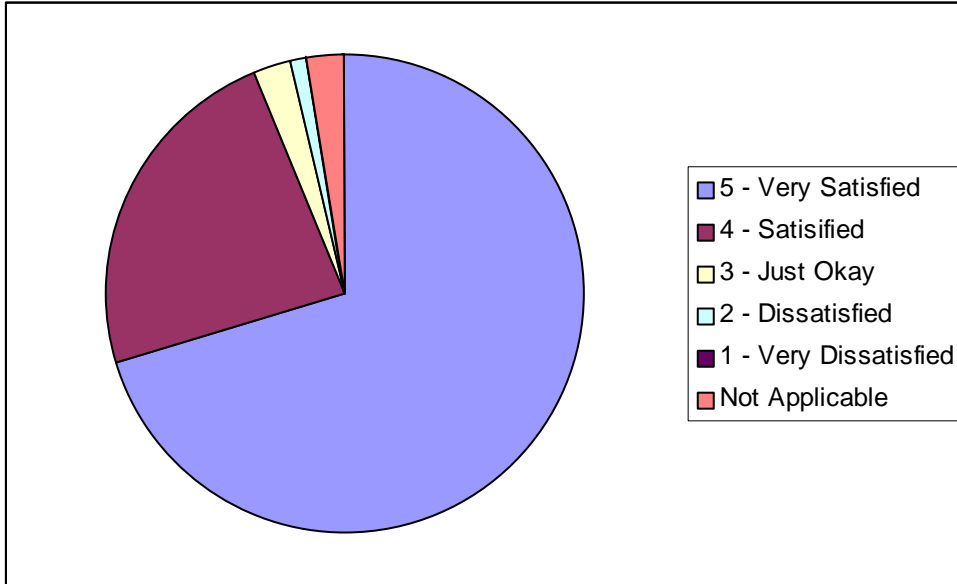
Figure 7 How satisfied are you that staff is professional and courteous?



How satisfied are you that staff identified themselves adequately? **Total Responses - 197**

- 5 - 138 (71%)
- 4 - 46 (24%)
- 3 - 5 (3%)
- 2 - 2
- 1
- Not Applicable - 5 (3%)

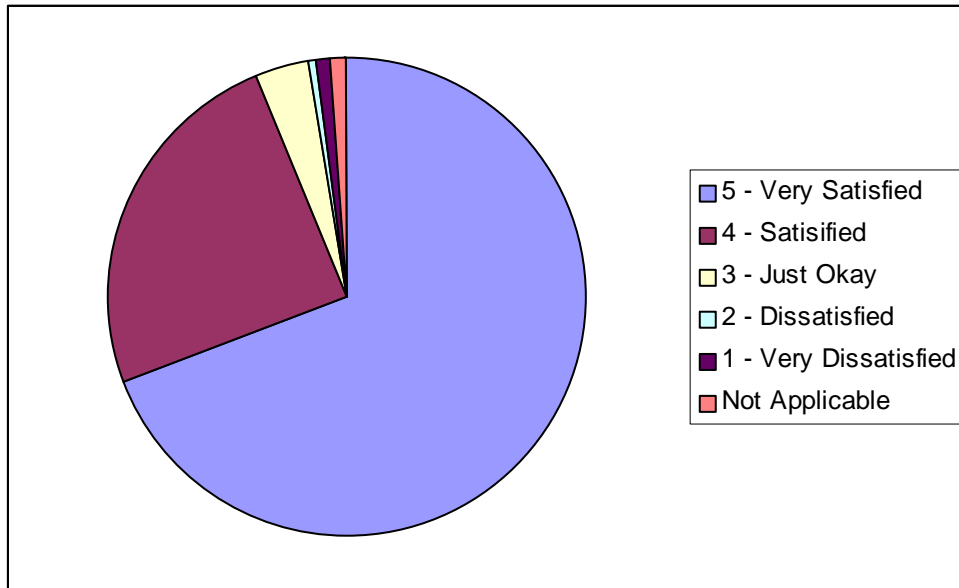
Figure 8 How satisfied are you that staff identified themselves adequately?



How satisfied are you that staff is sufficiently knowledgeable? **Total Responses - 195**

- 5 - 135 (70%)
- 4 - 48 (25%)
- 3 - 7 (4%)
- 2 - 1
- 1 - 2
- Not Applicable - 2

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 – 185 (108 responses after subtracting not applicable responses)

Percentages based on 108 responses

- 5 – 43 (40%)
- 4 - 45 (42%)
- 3 – 13 (13%)
- 2 -
- 1 – 7 (7%)
- Not Applicable - 77

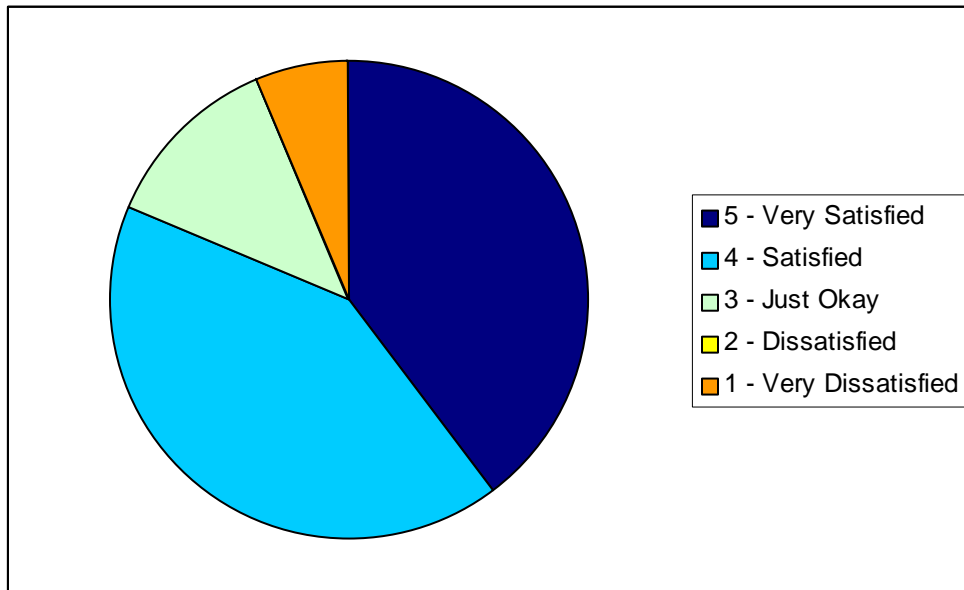


Figure 10 How satisfied are you with our Water Quality Management Plan (WQMP) Program?

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

Total Responses – 174 (87 responses after subtracting not applicable responses)

Percentages based on 87 responses

- 5 – 28 (33%)
- 4 – 39 (45%)
- 3 - 10 (12%)
- 2 - 4 (5%)
- 1 - 6 (7%)
- Not Applicable - 87

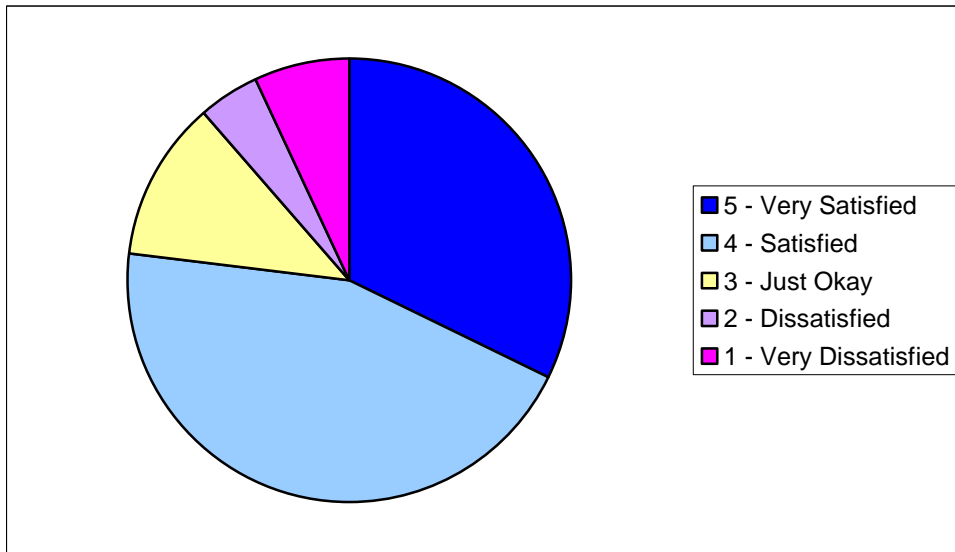


Figure 11 How satisfied are you with the length of time it took to receive WQMP technical assistance?

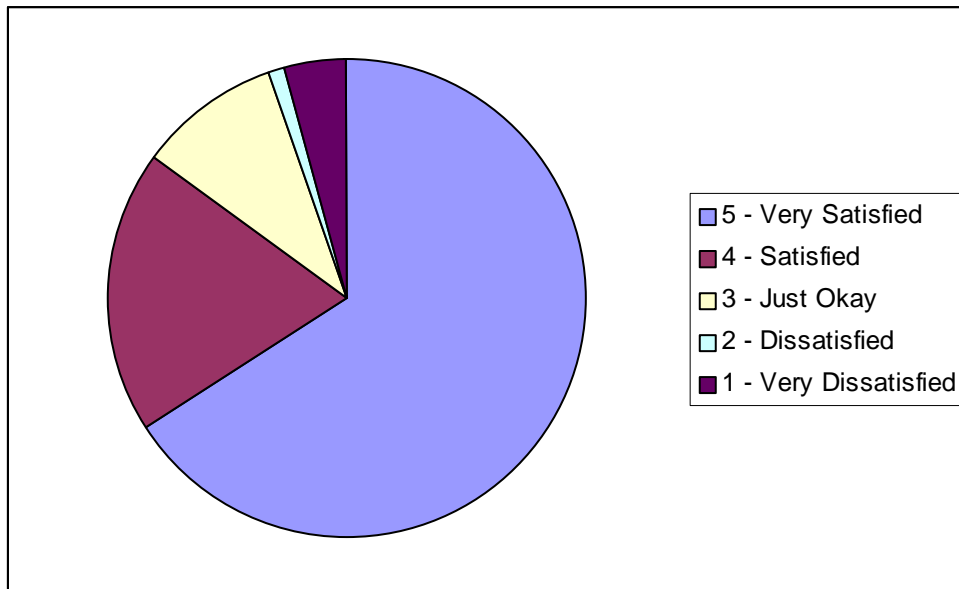
How satisfied are you with our Brush Control Program?

Total Responses – 188 (94 responses after subtracting not applicable responses)

Percentages based on 94 responses

- 5 – 62 (66%)
- 4 – 18 (20%)
- 3 – 9 (10%)
- 2 - 1
- 1 - 4 (5%)
- Not Applicable – 94

Figure 12 How satisfied are you with our Brush Program?



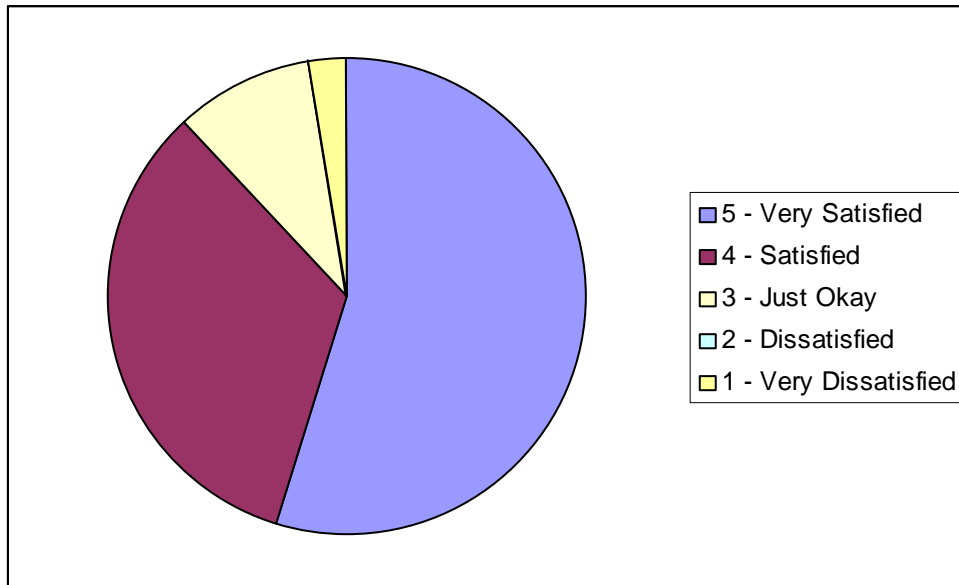
How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?

Total Responses – 183 (84 responses after subtracting not applicable responses)

Percentages based on 84 responses

- 5 - 46 (55%)
- 4 - 28 (34%)
- 3 - 8 (10%)
- 2 - 0
- 1 - 2 (3%)
- Not Applicable - 99

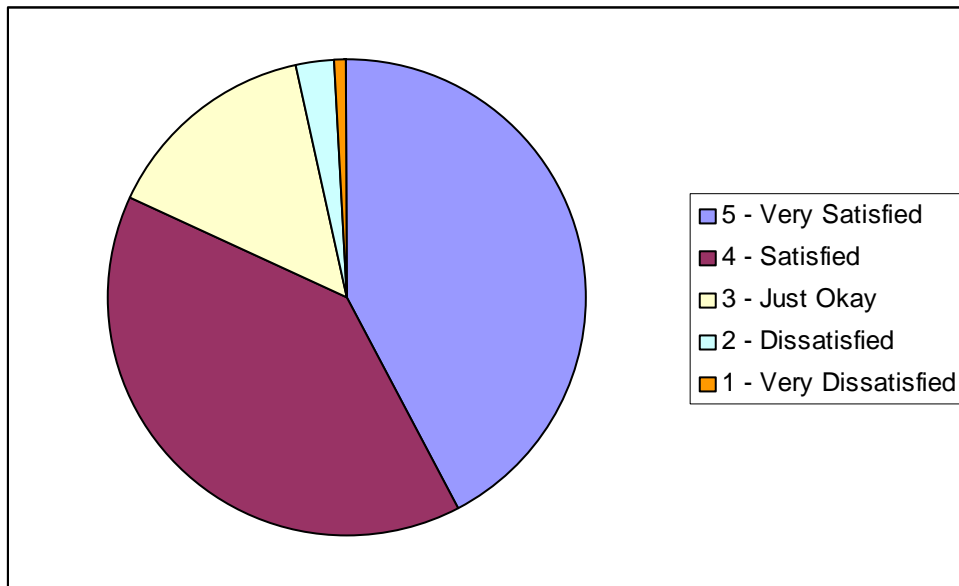
Figure 13 How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?



How satisfied are you with the accuracy and timeliness of cost-share payments?
Total Responses – 191 (116 responses after subtracting not applicable responses)
Percentages based on 116 responses

- 5 – 49 (43%)
- 4 – 46 (40%)
- 3 – 17 (15%)
- 2 – 3 (3%)
- 1 - 1
- Not Applicable – 75

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



Communications

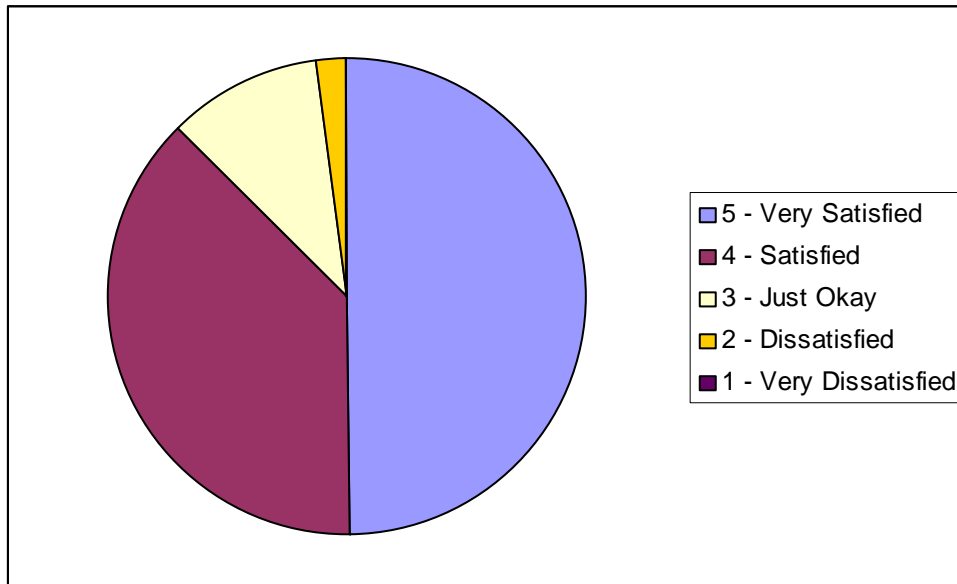
How satisfied are you with the accuracy/helpfulness of the written information or documentation you received?

Total Responses – 185 (161 responses after subtracting not applicable responses)

Percentages based on 161 responses

- 5 – 80 (50%)
- 4 – 61(38%)
- 3 – 17 (11%)
- 2 – 3 (2%)
- 1
- Not Applicable - 24

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



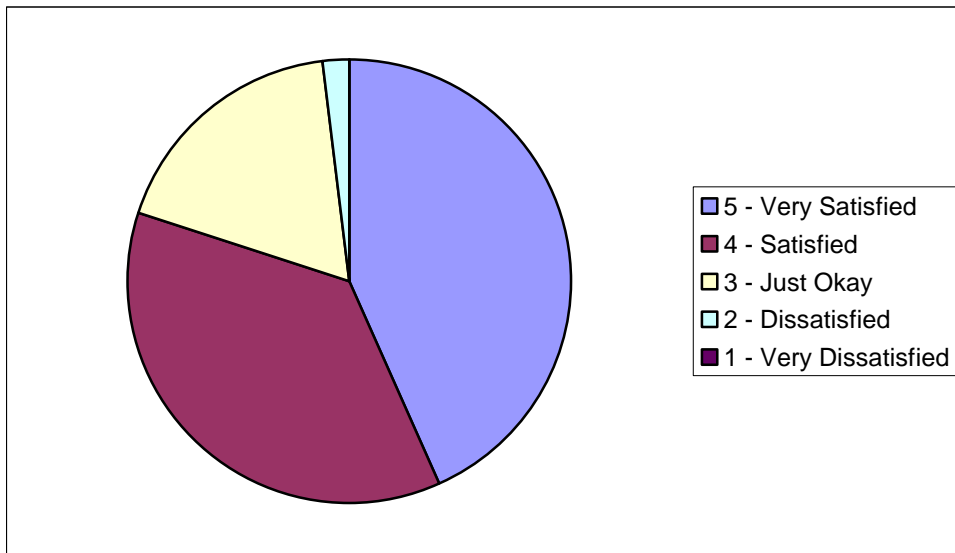
How satisfied are you with the ease of understanding the written information or documentation you received?

Total Responses – 179 (155 responses after subtracting not applicable responses)

Percentages based on 155 responses

- 5 – 67 (44%)
- 4 – 57 (37%)
- 3 – 28 (19%)
- 2 – 3 (2%)
- 1 - 0
- Not Applicable – 24

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



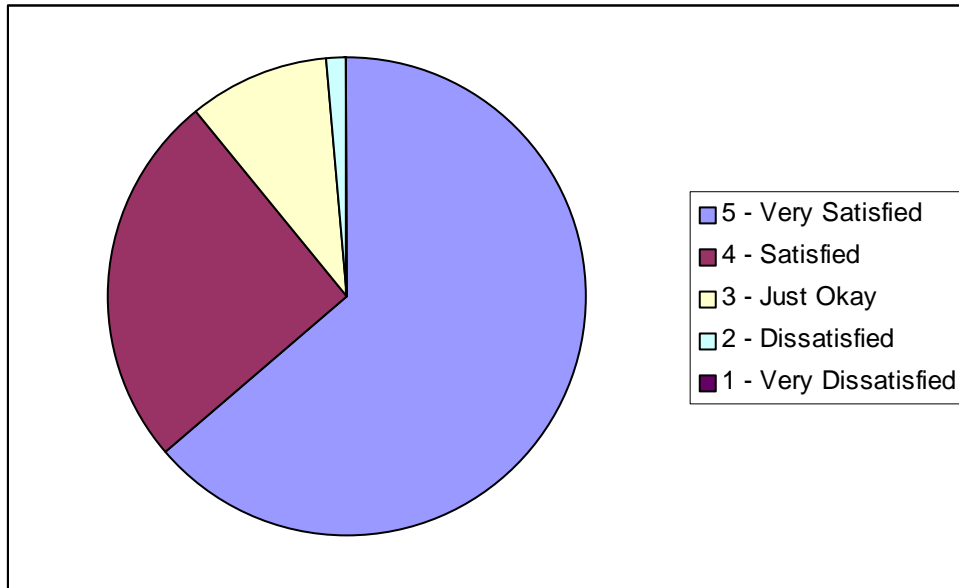
How satisfied are you with the handling of telephone calls/and or emails you've placed to the TSSWCB?

Total Responses – 186 (140 responses after subtracting not applicable responses)

Percentages based on 140 responses

- 5 – 89 (64%)
- 4 - 36 (26%)
- 3 – 13 (10%)
- 2 – 2 (2%)
- 1
- Not Applicable – 46

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



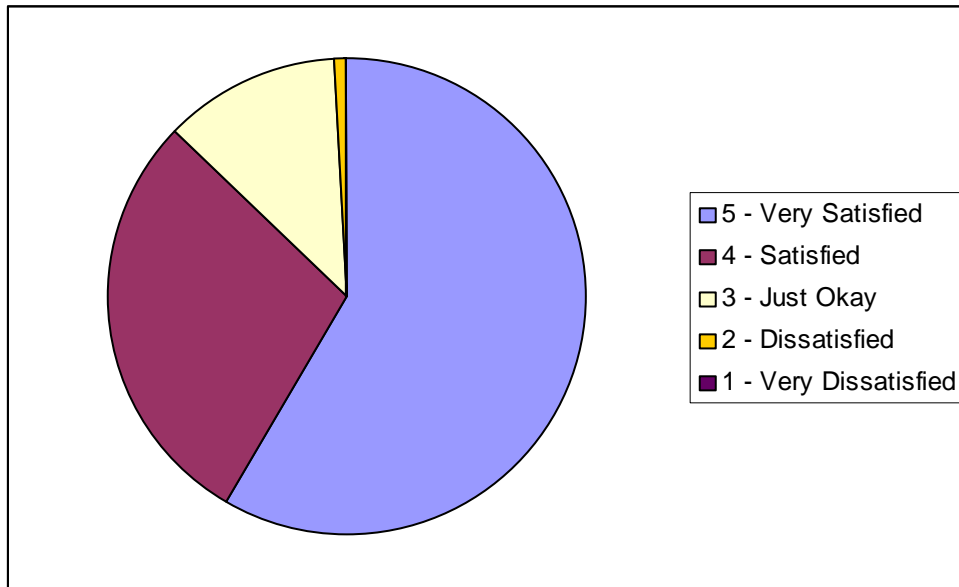
How satisfied are you with the length of time you wait to reach the right person on the phone?

Total Responses – 181 (142 responses after subtracting not applicable responses)

Percentages based on 142 responses

- 5 – 83 (59%)
- 4 - 41 (29%)
- 3 – 17 (12%)
- 2 - 1
- 1
- Not Applicable – 39

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



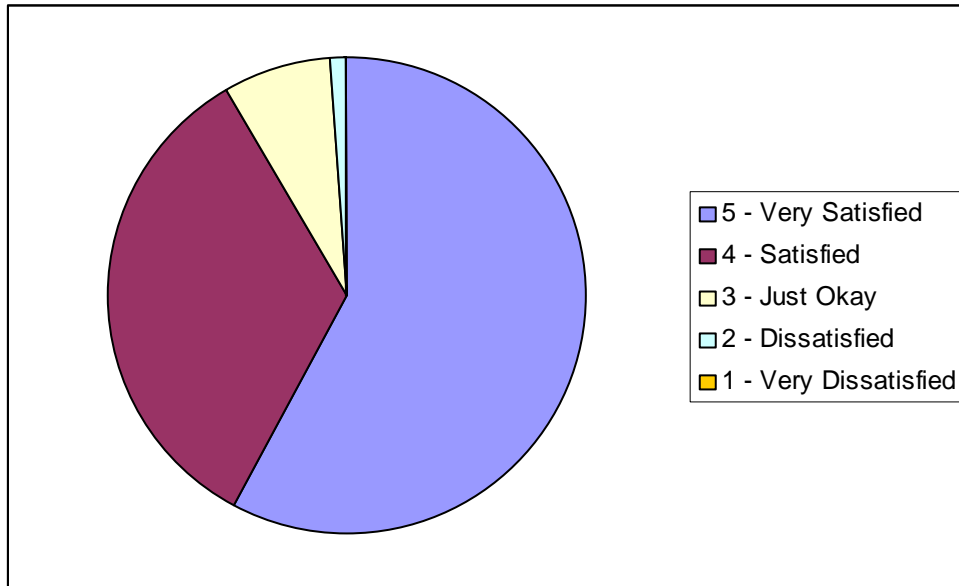
How satisfied are you with the response you received from e-mailing our offices or staff?

Total Responses – 186 (97 responses after subtracting not applicable responses)

Percentages based on 97 responses

- 5 – 56 (58%)
- 4 – 33 (35%)
- 3 – 7 (8%)
- 2 - 1
- 1
- Not Applicable - 89

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



Web Site

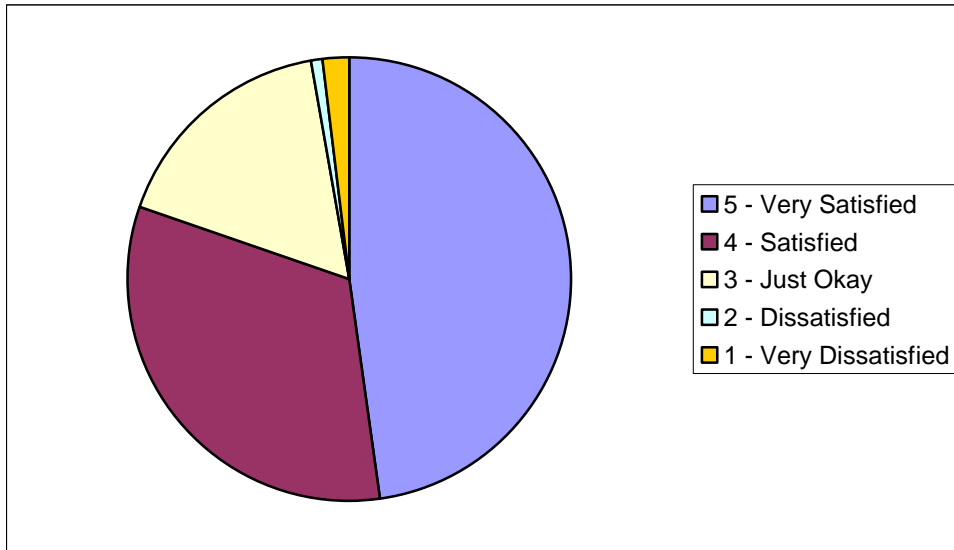
How satisfied are you with the ease of finding information on our website?

Total Responses – 184 (107 responses after subtracting not applicable responses)

Percentages based on 107 responses

- 5 - 51 (48%)
- 4 – 35 (33%)
- 3 – 18 (17%)
- 2 - 1
- 1 - 2
- Not Applicable - 77

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 – 182 (108 responses after subtracting not applicable responses)

Percentages based on 108 responses

5 - 47 (44%)

4 – 34 (32%)

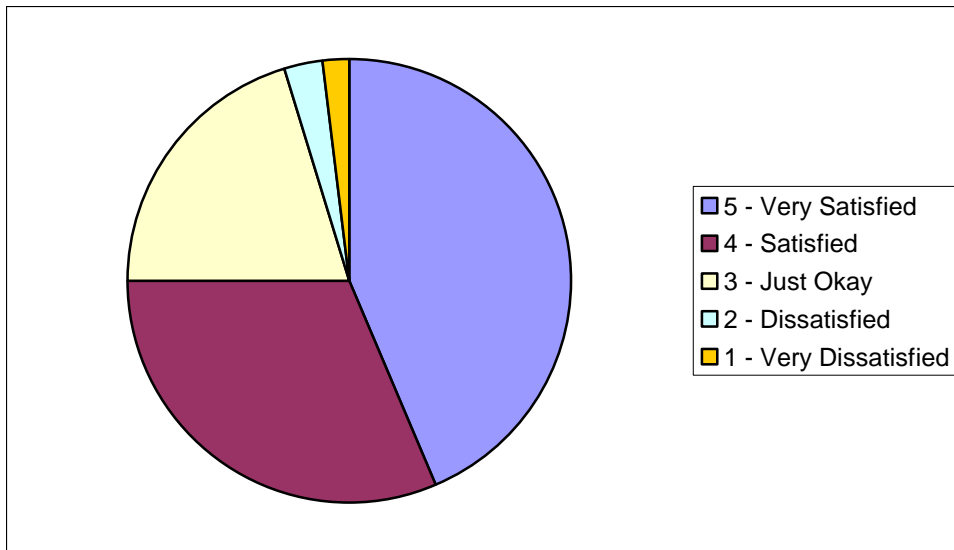
3 - 22 (21%)

2 – 3 (3%)

1 - 2

Not Applicable -74

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



Facilities

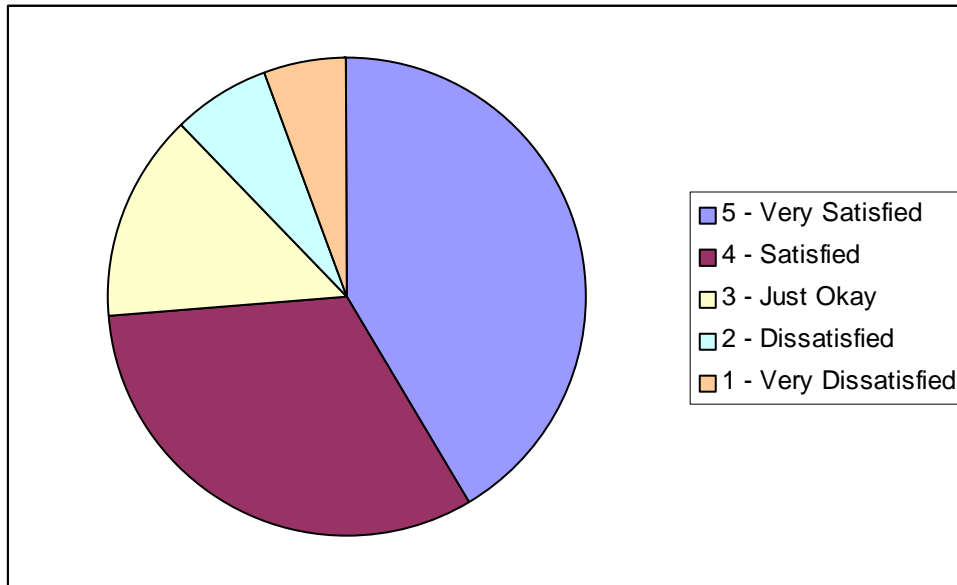
How satisfied are you with the appearance and location of our facilities?

Total Responses – 183 (106 responses after subtracting not applicable responses)

Percentages based on 106 responses

- 5 – 44 (42%)
- 4 – 34 (33%)
- 3 – 15 (15%)
- 2 – 7 (7%)
- 1- 6 (6%)
- Not Applicable – 77

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



Complaint Handling -

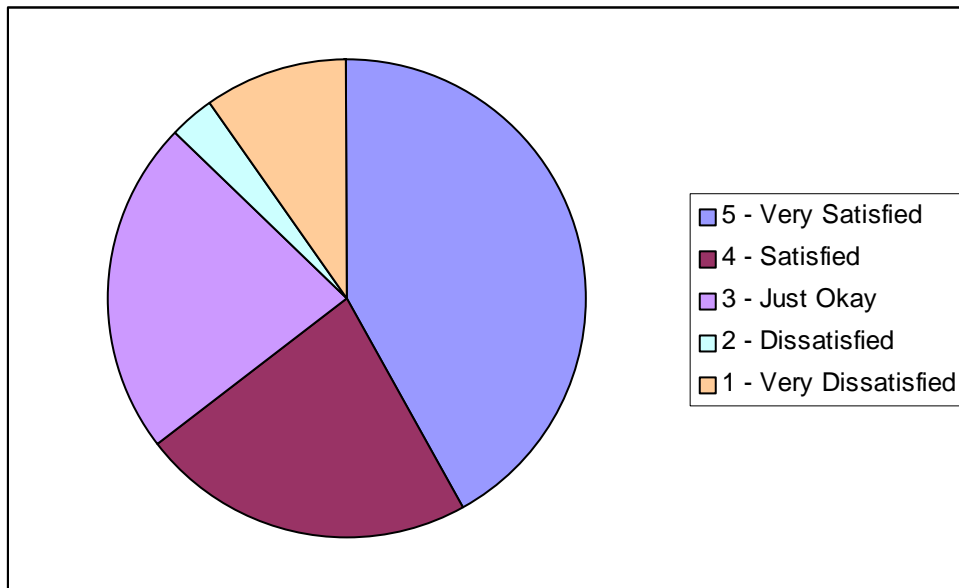
If you have filed a complaint with the TSSWCB how satisfied are you with the way your complaint was handled?

Total Responses – 183 (31 responses after subtracting not applicable responses)

Percentages based on 31 responses

- 5 – 13 (42%)
- 4 – 7 (23%)
- 3 – 7 (23%)
- 2 - 1
- 1- 3 (10%)
- Not Applicable – 152

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



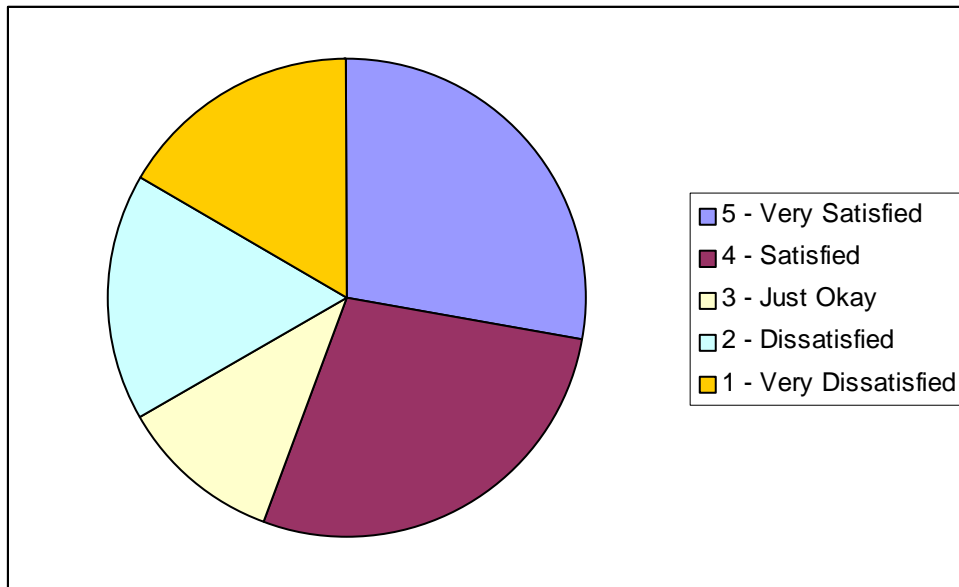
If you have filed a complaint with the TSSWCB how satisfied are you with the response you received regarding your complaint?

Total Responses – 181 (18 responses after subtracting not applicable responses)

Percentages based on 18 responses

- 5 – 5 (28%)
- 4 – 5 (28%)
- 3 – 2 (12%)
- 2 – 3 (17%)
- 1- 3 (17%)
- Not Applicable - 163

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



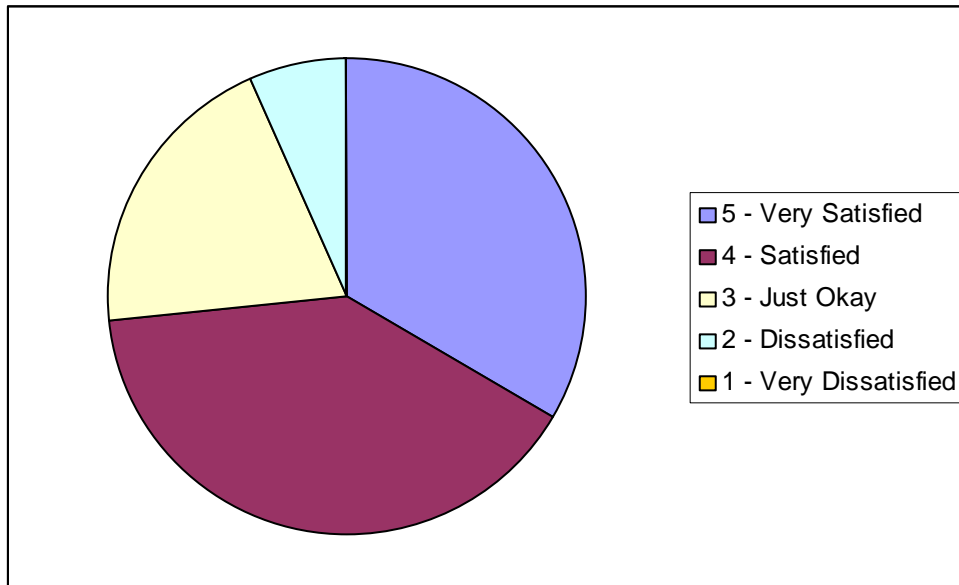
If you have filed a complaint with the TSSWCB how satisfied are you with the timeliness of staff in handling your complaint?

Total Responses – 181 (15 responses after subtracting not applicable responses)

Percentages based on 15 responses

- 5 – 5 (34%)
- 4 – 6 (40%)
- 3 – 3 (20%)
- 2 - 1
- 1-0
- Not Applicable – 166

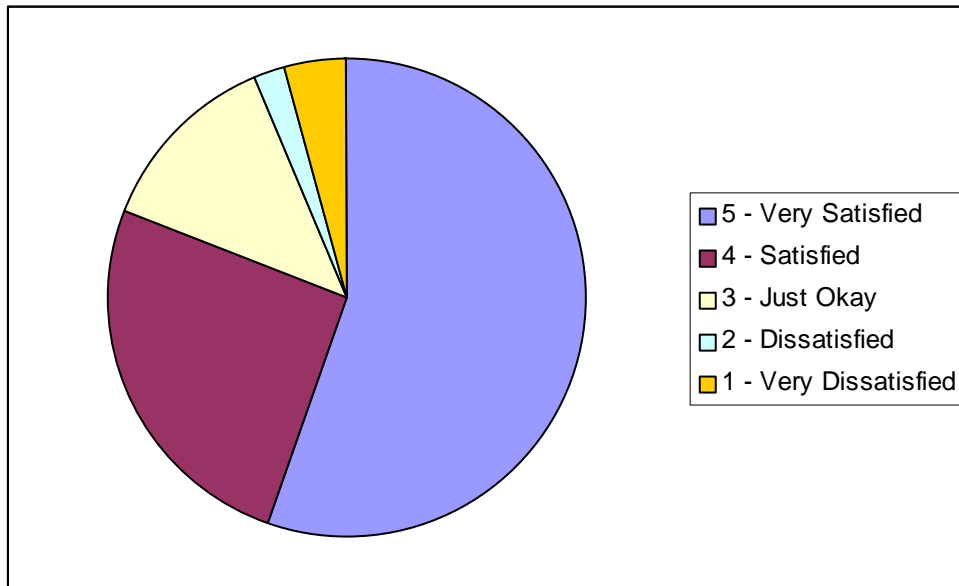
Figure 25 If you have filed a complaint with the TSSWCB how satisfied are you with the timeliness of staff in handling your complaint?



Overall how satisfied are you that the TSSWCB is attentive to customer complaints?
Total Responses – 180 (47 responses after subtracting not applicable responses)
Percentages based on 47 responses

- 5 – 26 (56%)
- 4 – 12 (15%)
- 3 – 6 (13%)
- 2 - 1
- 1- 2 (5%)
- Not Applicable – 133

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?

More “matching” monies.

Raise the limit on District Employee’s pay from \$10.00 to \$15.00 per hour.

Rex should be commended for his excellent job and hard work.

Don’t like the machine answering the phone instead of a person.

State Brush Control Office is not very responsive to calls or requests from our office.

Joe Freeman attends monthly meetings with reports, updates and guidance to district. He responds quickly to any need that arises – we enjoy working with him. TSSWCB website, Monday Morning Memo and IT person, Clay Wright, are all big improvements and extremely helpful to clerk.

More field staff to assist SWCDs current field staff spread too thin.

I think an “intensive” training needs to be held in each area that would explain in-depth what “powers” the directors have. I think unless our directors know this and utilize their “power”, conservation districts will die a untimely death.

More money and more help.

Keep after it.

More funds for our county.

No, I think your office is doing a good job.

More money for programs.

Atascosa County does not have any regional office. (Four separate comments)

We are not happy that the WQMP funds were removed from our district. (Kent)

Staff support and agency assistance to support poultry programs.

Remarkable improvement of TSSWCB in last two years.

Being able to get info and forms on the website saves a lot of paper. We always received duplicate and sometimes triplicate mailings for no reason. It is nice to just print those needed.

More state funding and less paper handling.

Keep up the good work.

Continue to improve the Internet website and keep it accessible, simple and compatible with all SWCD computers. We do not have Excel, only MS-Word.

Need more brush control funds for San Angelo.

We would like to see more brush programs in West Texas. They are a once in a lifetime opportunity.

Need to have agency sign on building. (Tom Green)

Need WQMP admin. Money quicker to district (Tom Green)

Information on website very good.

Brush Control Program needs more money – full state funding.

WQMP Program has minimum exposure.

It was difficult to locate this particular survey on the web site.