

TEXAS STATE SOIL & WATER CONSERVATION BOARD



CUSTOMER SERVICE REPORT

June 1, 2012

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 available on our website since the last survey and was sent to all 216 Soil and Water Conservation Districts (SWCDs) in April 2012 as a reminder of its availability. 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 and in limited cases as a summary of district board collaboration. In addition, our Regional Offices made the survey available to landowners or operators as contact was made with them.

A total of 301 surveys were returned to this office or recorded from the website. The responses we received are from 122 counties around the state. 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 respondents the type of customer they are 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.

We point out that one area of our survey deals with the Brush Control Program. When the survey was original posted on our website in June 2010, our program was known as a Brush Control Program. However, the 82nd Legislature changed the program to be a Water Supply Enhancement Program. Our survey results show a combined response to both programs. Our future surveys will reflect only a Water Supply Enhancement Program.

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 are represented in a pie chart 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. Our average rating is shown in Table 2. In general, the customers and working partners of the Texas State Soil and Water Conservation Board are satisfied with the agency's service delivery as measured by the survey questions. We believe our overall rating shows we have maintained consistent level of service with past surveys.

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 2012-2014 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 216 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 216 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 216 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 and agricultural landowners and producers.

Indirect customers include the general public.

2012 CUSTOMERSERVICE SURVEY

Table 1: Overall Levels of Satisfaction (Number of Responses)

	Very Satisfied	Satisfied	Just Okay	Dissatisfied	Very Dissatisfied
Overall satisfied with TSSWCB	198	66	19	5	4
Satisfied staff is professional and courteous	238	42	10	4	2
Satisfied staff identified themselves adequately	233	39	13	2	1
Satisfied staff is sufficiently knowledgeable	215	58	14	1	1
Satisfied with WQMP Program	117	47	18	4	2
Satisfied with receiving WQMP Technical Assistance (TA)	101	36	13	3	6
Satisfied with Brush Control Program	68	37	13	2	3
Satisfied with receiving Brush Control TA	62	22	11	2	3
Satisfied with accuracy and timeliness of cost-share	117	47	11	5	5
Satisfied with accuracy/helpfulness of written information	155	79	17	4	3
Satisfied with ease of understanding written information	140	91	22	4	2
Satisfied with handling your telephone calls/e-mails	188	57	18	1	1
Satisfied with ability to reach correct person by phone	178	62	18	2	1
Satisfied with response to your e-mails	163	53	11	2	2
Satisfied with ease of finding information on our website	129	80	26	5	
Satisfied with usefulness of website information	131	73	27	4	1
Satisfied with appearance and location of our facilities	98	49	19	2	3
Satisfied with the way filed complaint was handled	15	14	5	2	
Satisfied with response to filed complaint	15	10	5		
Satisfied with timelessness of handling filed complaint	14	7	4	1	
Satisfied TSSWCB is attentive to customer complaints	54	18	12	1	1

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

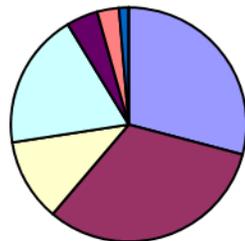
	Average Rating
Overall satisfied with TSSWCB	4.54
Satisfied staff is professional and courteous	4.72
Satisfied staff identified themselves adequately	4.72
Satisfied staff is sufficiently knowledgeable	4.68
Satisfied with WQMP Program	4.45
Satisfied with receiving WQMP Technical Assistance (TA)	4.4
Satisfied with Brush Control Program	4.34
Satisfied with receiving Brush Control TA	4.38
Satisfied with accuracy and timeliness of cost-share	4.43
Satisfied with accuracy/helpfulness of written information	4.46
Satisfied with ease of understanding written information	4.4
Satisfied with handling your telephone calls/e-mails	4.62
Satisfied with ability to reach correct person by phone	4.58
Satisfied with response to your e-mails	4.61
Satisfied with ease of finding information on our website	4.39
Satisfied with usefulness of website information	4.39
Satisfied with appearance and location of our facilities	4.39
Satisfied with the way filed complaint was handled	4.33
Satisfied with response to filed complaint	4.33
Satisfied with timeliness of handling filed complaint	4.31
Satisfied TSSWCB is attentive to customer complaints	4.43
Overall Average	4.47

2010 Customer Service Survey Tally.

Which customer type would you consider yourself: (Please mark only one)

- Soil and Water Conservation District – 56 responses
- Soil and Water Conservation District Director – 96 responses
- Soil and Water Conservation District Employee – 87 responses
- Farmer/Rancher – 34 responses
- Citizen – 9 responses
- Public/Elected Official/Government Employee – 13 responses
- Agricultural Industry/Association Representative – 4 responses

Figure 1 Which customer type would you consider yourself?

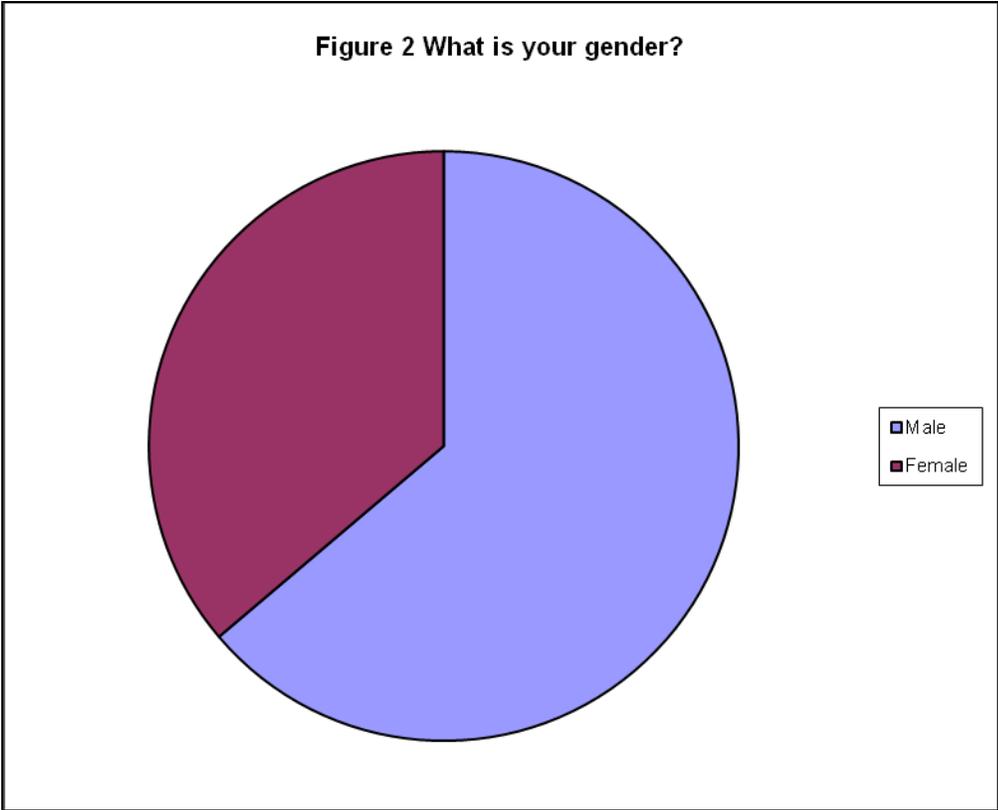


- SWCD Employee
- Soil and Water Conservation District Director
- Farmer/Rancher
- SWCD
- Public/Elected Official/Government Employee
- Citizen
- Agricultural Industry/Association Representative

What is your Gender?

Male – 178 responses

Female – 101 responses



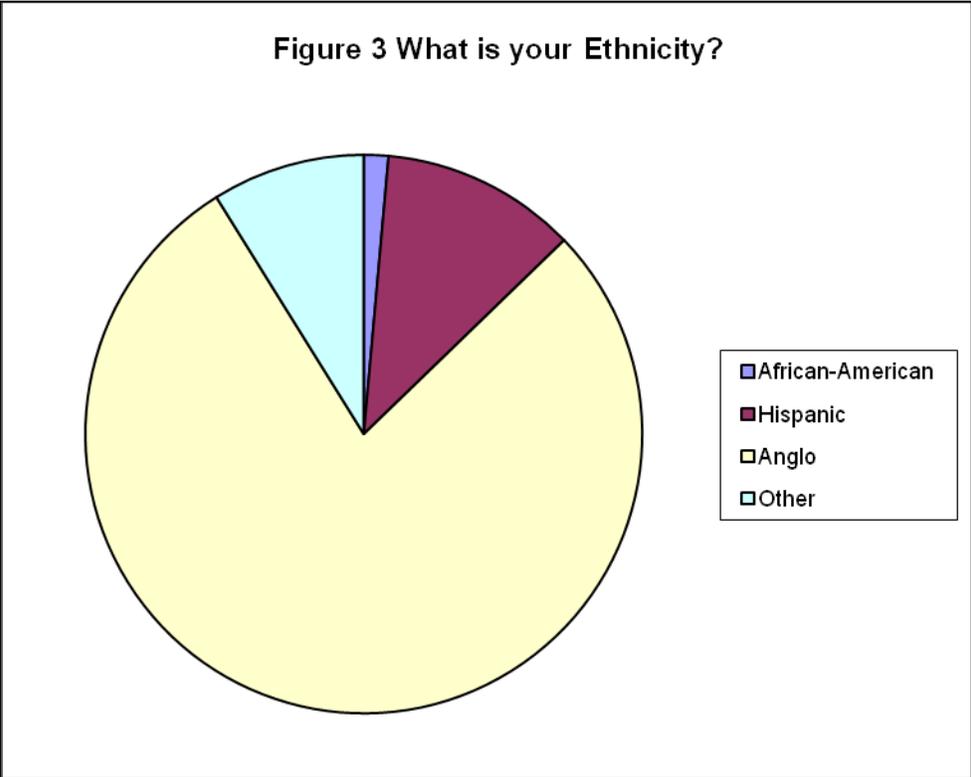
What is your Ethnicity?

African-American – 4 responses

Hispanic – 32 responses

Anglo – 221 responses

Other – 25 responses



What is your age group?

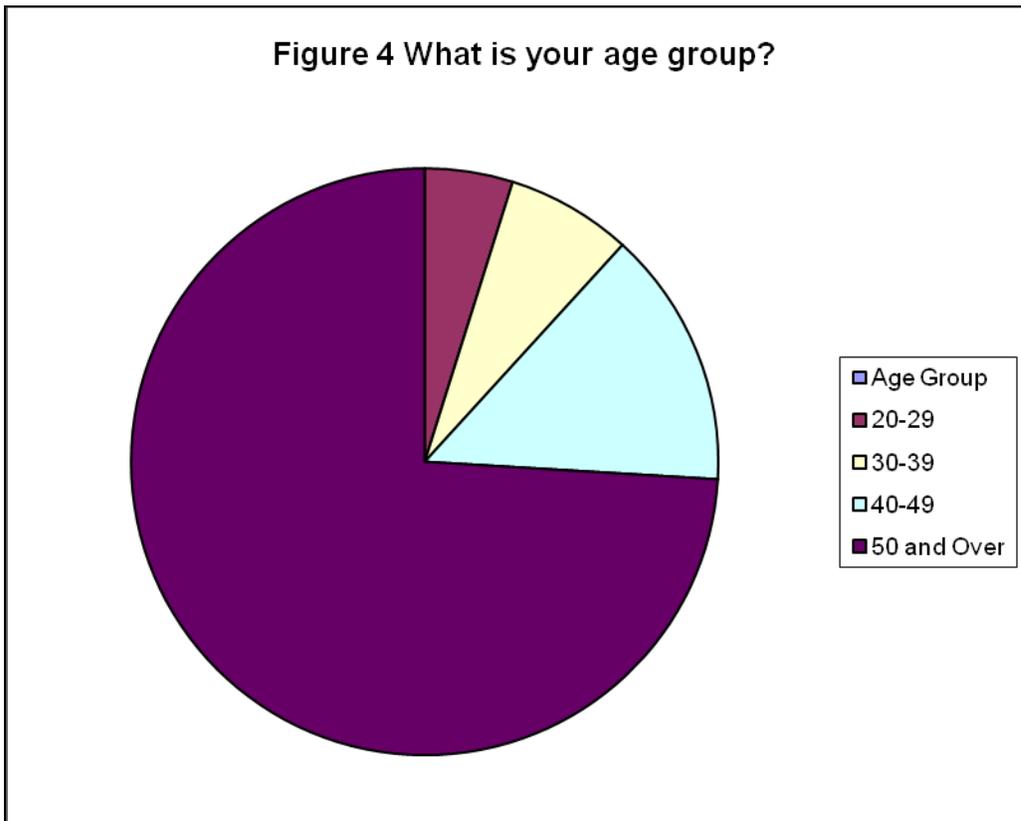
Under 20 No Responses

20-29 – 14 responses

30-39 – 20 responses

40-49 – 41 responses

50 and Over – 214 responses



What county do you live in? – Total Responses from 122 Counties

COUNTY			
Anderson	Dallam 6	Houston	Montgomery 1
Andrews 4	Dallas 1	Howard	Moore 1
Angelina	Dawson 6	Hudspeth	Morris
Aransas	DeWitt	Hunt	Motley
Archer 1	Deaf Smith 4	Hutchinson 2	Nacogdoches 1
Armstrong 1	Delta	Irion 2	Navarro 2
Atascosa 5	Denton	Jack	Newton
Austin 4	Dickens 2	Jackson	Nolan 1
Bailey	Dimmit	Jasper	Nueces 1
Bandera	Donley 1	Jeff Davis	Ochiltree
Bastrop	Duval 1	Jefferson 1	Oldham
Baylor 1	Eastland	Jim Hogg 6	Orange
Bee 1	Ector 1	Jim Wells 4	Palo Pinto 1
Bell 4	Edwards 1	Johnson 1	Panola 1
Bexar	El Paso	Jones	Parker 1
Blanco 2	Ellis 1	Karnes 1	Parmer 2
Borden	Erath	Kaufman	Pecos
Bosque 1	Falls	Kendall 2	Polk 1
Bowie 4	Fannin	Kenedy	Potter 4
Brazoria	Fayette	Kent 5	Presidio 1
Brazos	Fisher	Kerr	Rains
Brewster 8	Floyd	Kimble 2	Randall 3
Briscoe	Foard 1	King	Reagan 1
Brooks	Fort Bend	Kinney	Real
Brown	Franklin	Kleberg	Red River 1
Burleson	Freestone	Knox 1	Reeves
Burnet 1	Frio 4	La Salle	Refugio 1
Caldwell	Gaines 3	Lamar 1	Roberts
Calhoun 2	Galveston	Lamb 3	Robertson
Callahan 1	Garza	Lampasas 2	Rockwall
Cameron 6	Gillespie 1	Lavaca 1	Runnels 1
Camp	Glasscock 1	Lee	Rusk
Carson 1	Goliad	Leon 3	Sabine
Cass 6	Gonzales 1	Liberty 3	San Augustine 1
Castro	Gray 5	Limestone 3	San Jacinto
Chambers 1	Grayson	Lipscomb	San Patricio 1
Cherokee	Gregg	Live Oak 1	San Saba 3
Childress	Grimes	Llano	Schleicher 1
Clay 1	Guadalupe	Loving	Scurry 1
Cochran 2	Hale 3	Lubbock 3	Shackelford
Coke 3	Hall	Lynn	Shelby
Coleman	Hamilton	Madison	Sherman 3
Collin	Hansford	Marion 4	Smith
Collingsworth 1	Hardeman	Martin 1	Somervell
Colorado	Hardin	Mason	Starr 2
Comal	Harris 1	Matagorda 1	Stephens
Comanche	Harrison 1	Maverick	Sterling
Concho 2	Hartley	McCulloch 2	Stonewall
Cooke	Haskell	McLennan 2	Sutton
Coryell	Hays	McMullen 1	Swisher
Cottle	Hemphill 1	Medina	Tarrant
Crane 3	Henderson	Menard 2	Taylor
Crockett 2	Hidalgo 3	Midland 1	Terrell 1
Crosby 7	Hill	Milam 1	Terry
Culberson 1	Hockley	Mills 1	Throckmorton
	Hood	Mitchell 1	Titus
	Hopkins	Montague	Tom Green

Travis
Trinity
Tyler
Upshur 1
Upton
Uvalde 3
Val Verde 1
Van Zandt
Victoria 1
Walker 2
Waller
Ward
Washington 2
Webb
Wharton 3
Wheeler 1
Wichita 1
Wilbarger
Willacy 5
Williamson
Wilson 2
Winkler
Wise 1
Wood
Yoakum
Young 2
Zapata 2
Zavala 7

**For the following questions, the rating system that was used is below:
5 – Very Satisfied; 4 – Satisfied; 3 – Just OK; 2 – Dissatisfied; 1 – Very Dissatisfied**

Overall how satisfied are you with the TSSWCB? Total Responses – 297

5 – 198

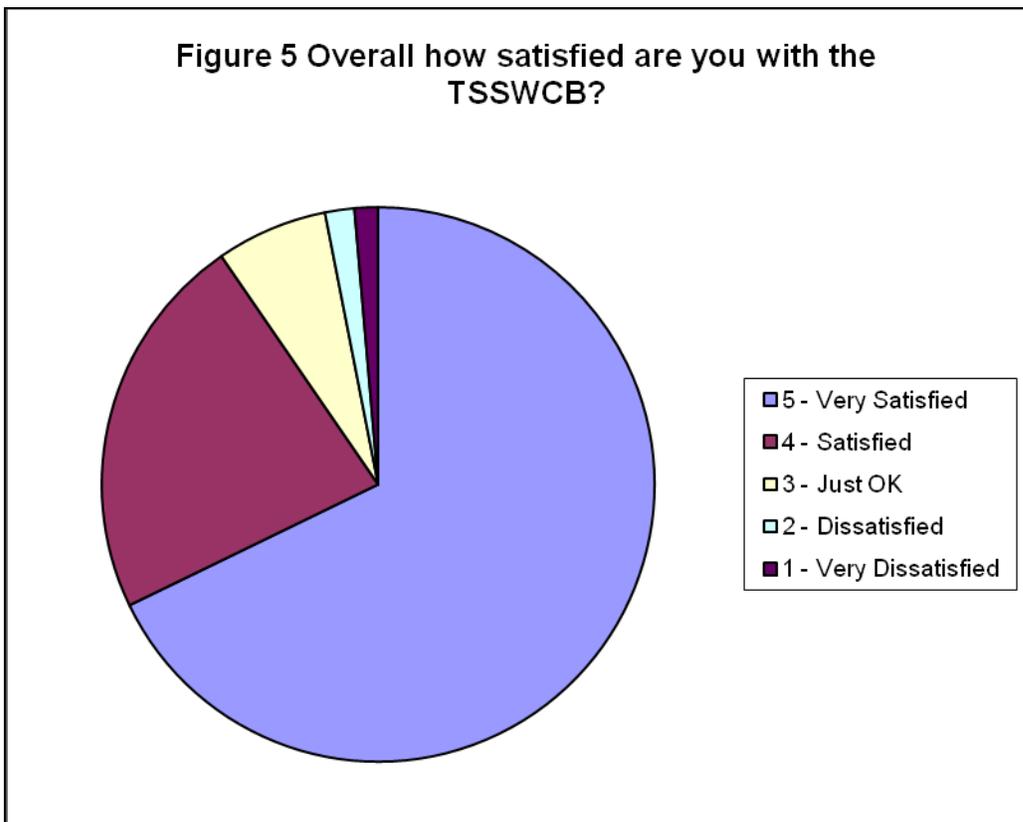
4 – 66

3 – 19

2 – 5

1 – 4

Not Applicable – 5



Staff-

How satisfied are you that staff is professional and courteous? Total Responses – 301

5 – 198

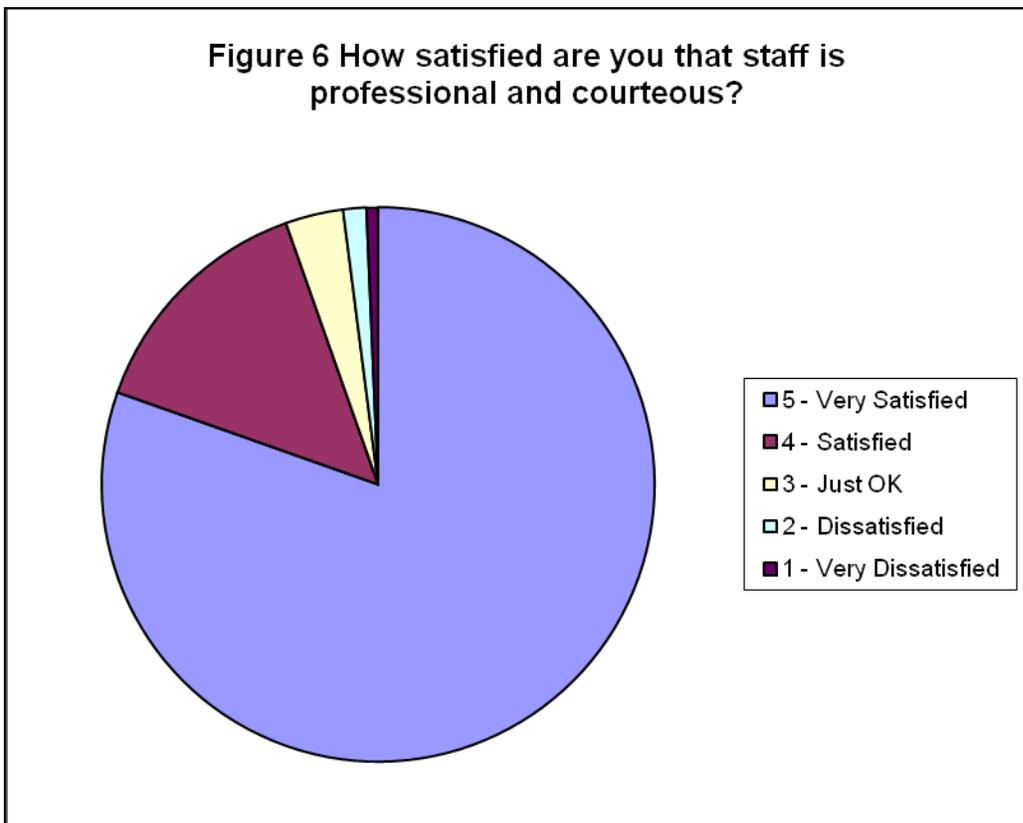
4 – 66

3 - 19

2 - 5

1 – 2

Not Applicable - 5



How satisfied are you that staff identified themselves adequately? Total Responses – 298

5 – 233

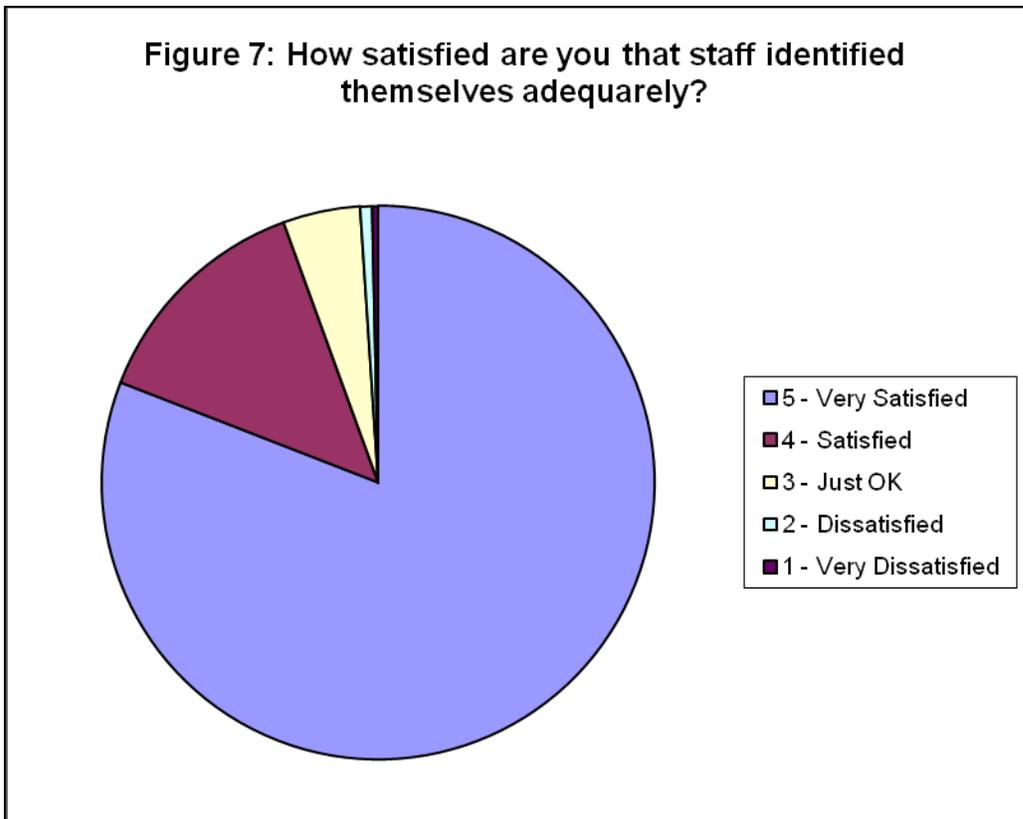
4 – 39

3 – 13

2 – 2

1 – 1

Not Applicable – 10



How satisfied are you that staff is sufficiently knowledgeable? Total Responses – 298

5 – 215

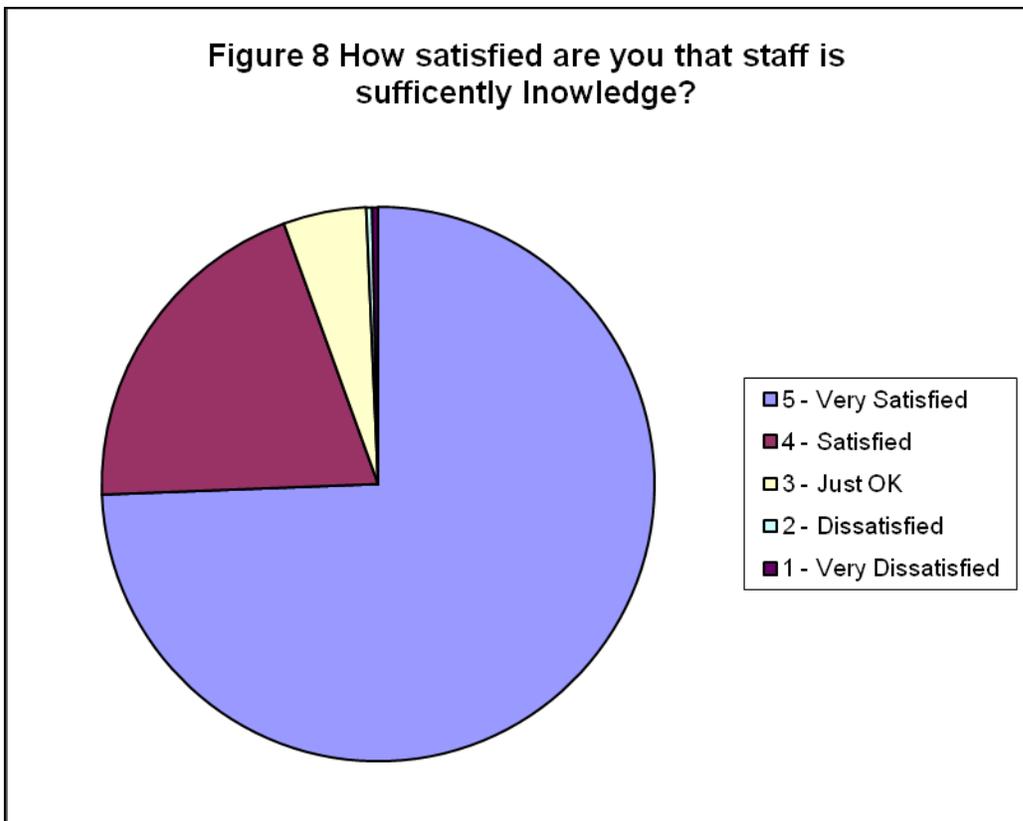
4 – 58

3 – 14

2 – 1

1 – 1

Not Applicable - 9



Agency Programs-

**How satisfied are you with our Water Quality Management Plan (WQMP) Program?
Total Responses – 296**

5 – 117

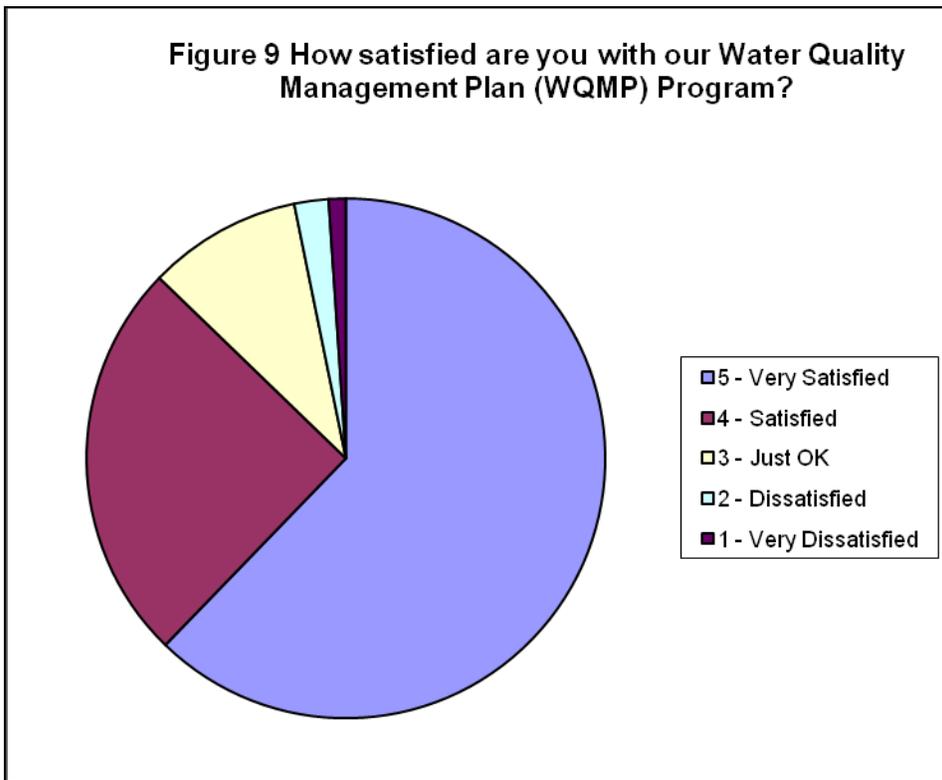
4 – 47

3 – 18

2 - 4

1 – 2

Not Applicable – 108



**How satisfied are you with the length of time it took to receive WQMP technical assistance?
Total Responses – 283**

5 – 101

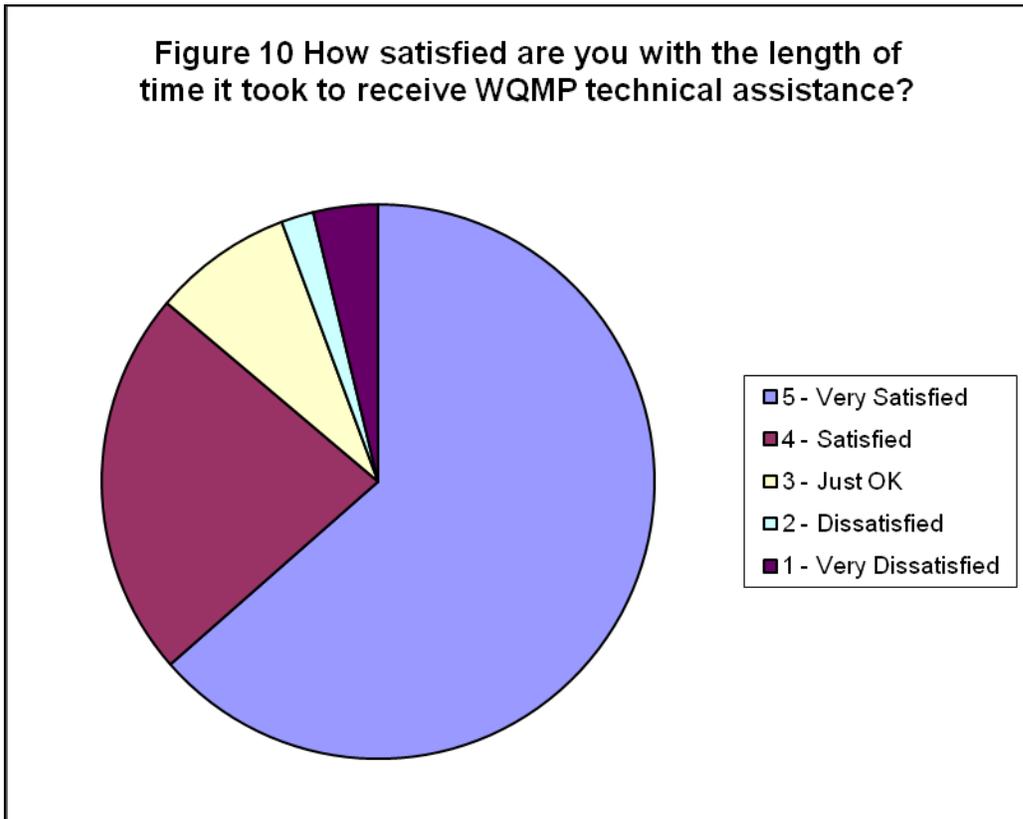
4 – 36

3 – 13

2 – 3

1 – 6

Not Applicable – 134



**How satisfied are you with our Brush Control Program/Water Supply Enhancement Program?
Total Responses – 293**

5 – 68

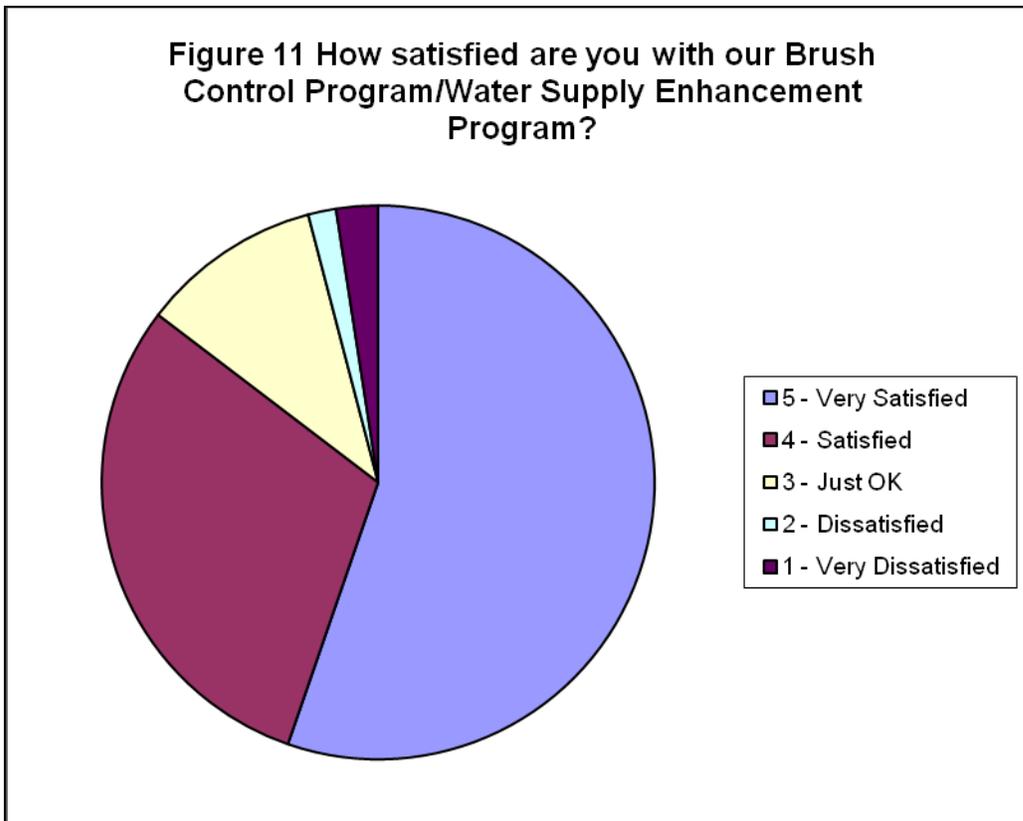
4 – 37

3 – 13

2 – 2

1 - 3

Not Applicable – 170



How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?
Total Responses – 299

5 – 62

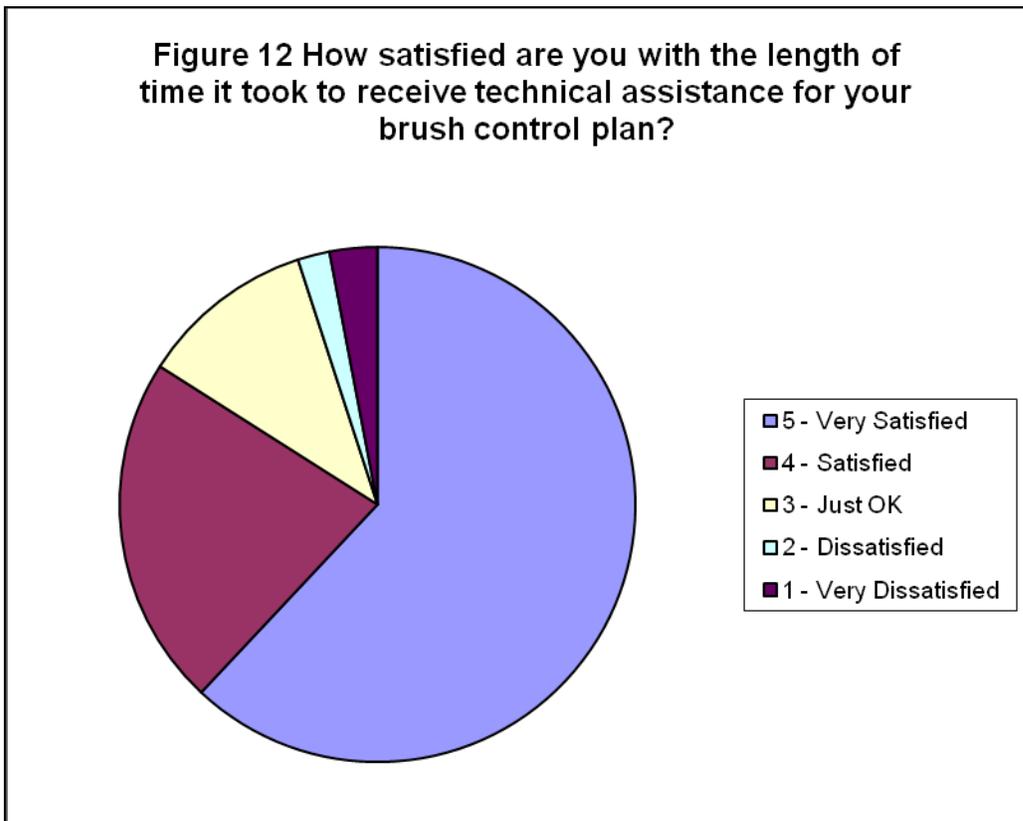
4 – 22

3 – 11

2 – 2

1 – 3

Not Applicable – 199



**How satisfied are you with the accuracy and timeliness of cost-share payments?
Total Responses – 291**

5 – 117

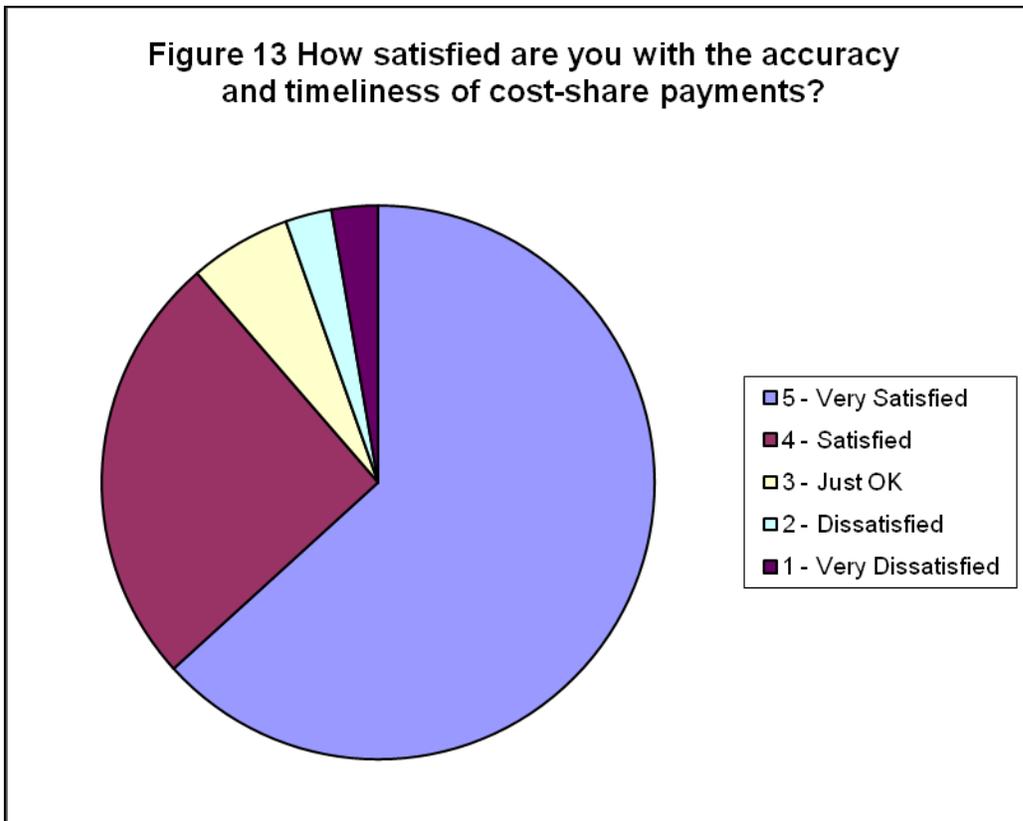
4 – 47

3 – 11

2 – 5

1 – 5

Not Applicable – 106



Communications-

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

Total Responses – 295

5 – 155

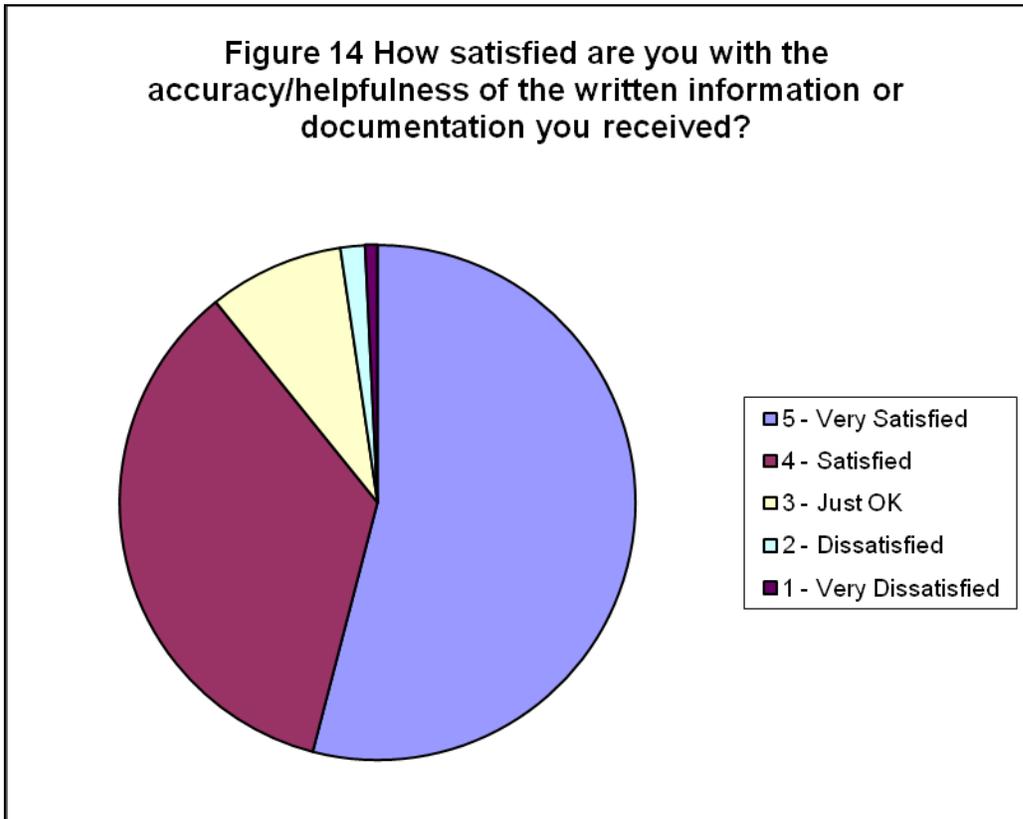
4 – 79

3 – 17

2 – 4

1 – 3

Not Applicable – 37



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

Total Responses – 296

5 – 140

4 – 91

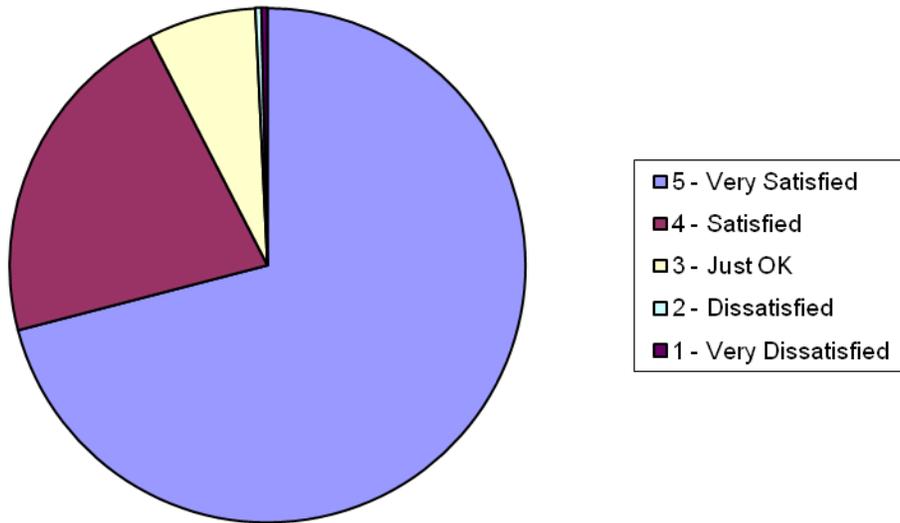
3 – 22

2 – 4

1 -- 2

Not Applicable – 37

Figure 15 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 – 296

5 – 188

4 – 57

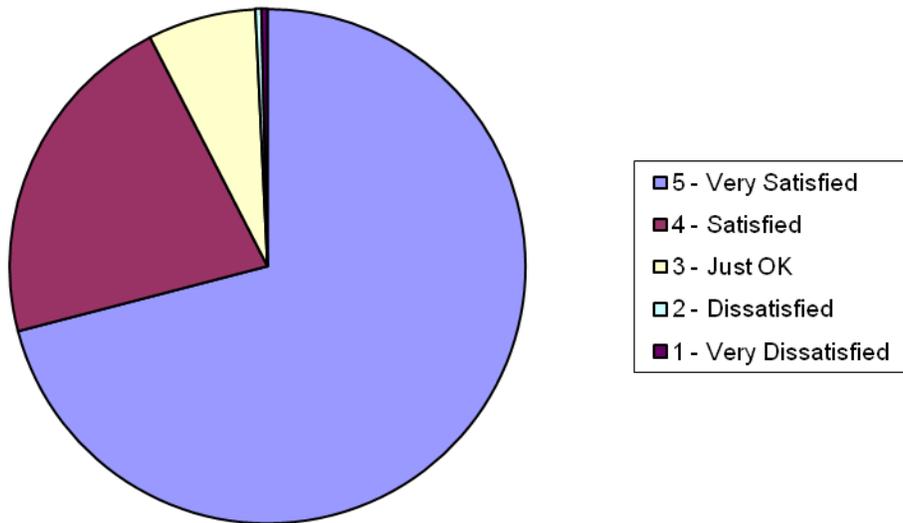
3 – 18

2 – 1

1 – 1

Not Applicable – 31

Figure 16 How satisfied are you with the handling of telephone calls and/or e-mails you've placed with the TSSWCB?



**How satisfied are you with the length of time you wait to reach the right person on the phone?
Total Responses – 295**

5 – 178

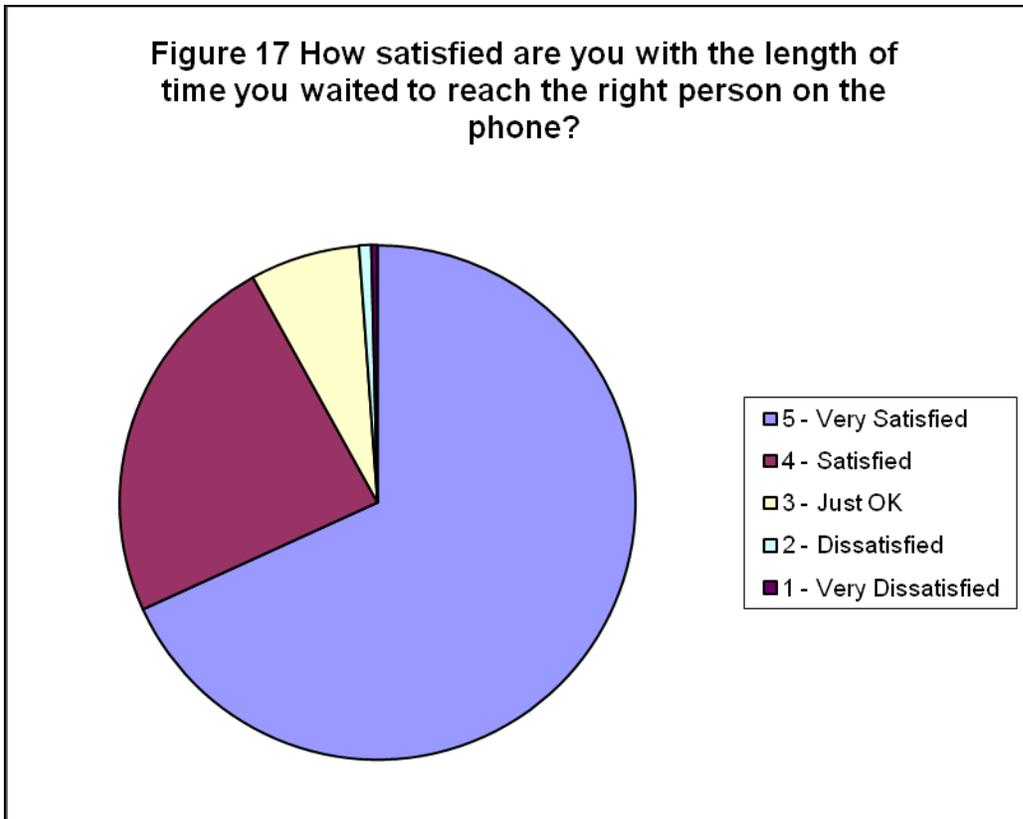
4 – 62

3 – 18

2 – 2

1 – 1

Not Applicable – 34



**How satisfied are you with the response you received from e-mailing our offices or staff?
Total Responses – 299**

5 – 163

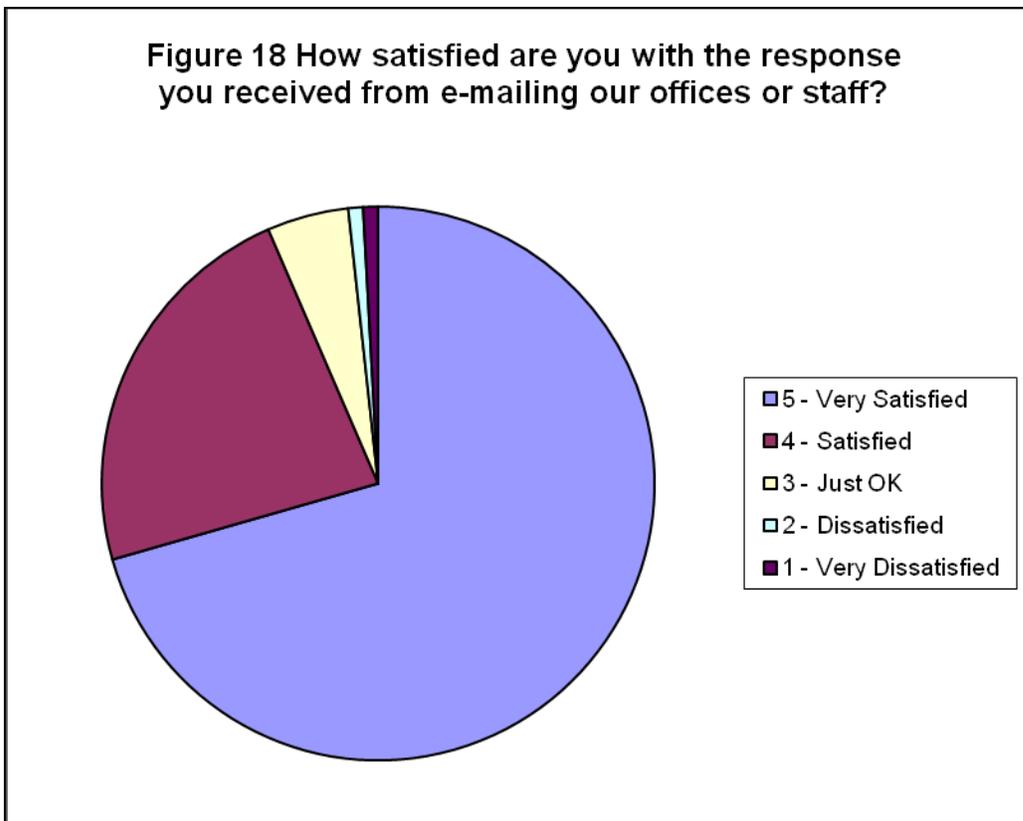
4 – 53

3 – 11

2 – 2

1 – 2

Not Applicable – 68



Web Site-

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

Total Responses – 298

5 – 129

4 – 80

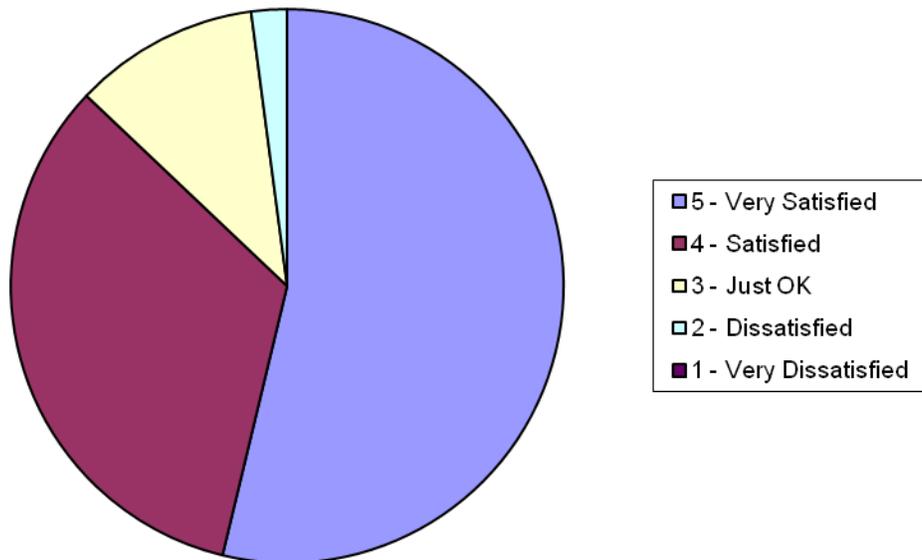
3 – 26

2 – 5

1 – 0

Not Applicable – 58

Figure 19 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 – 297

5 – 131

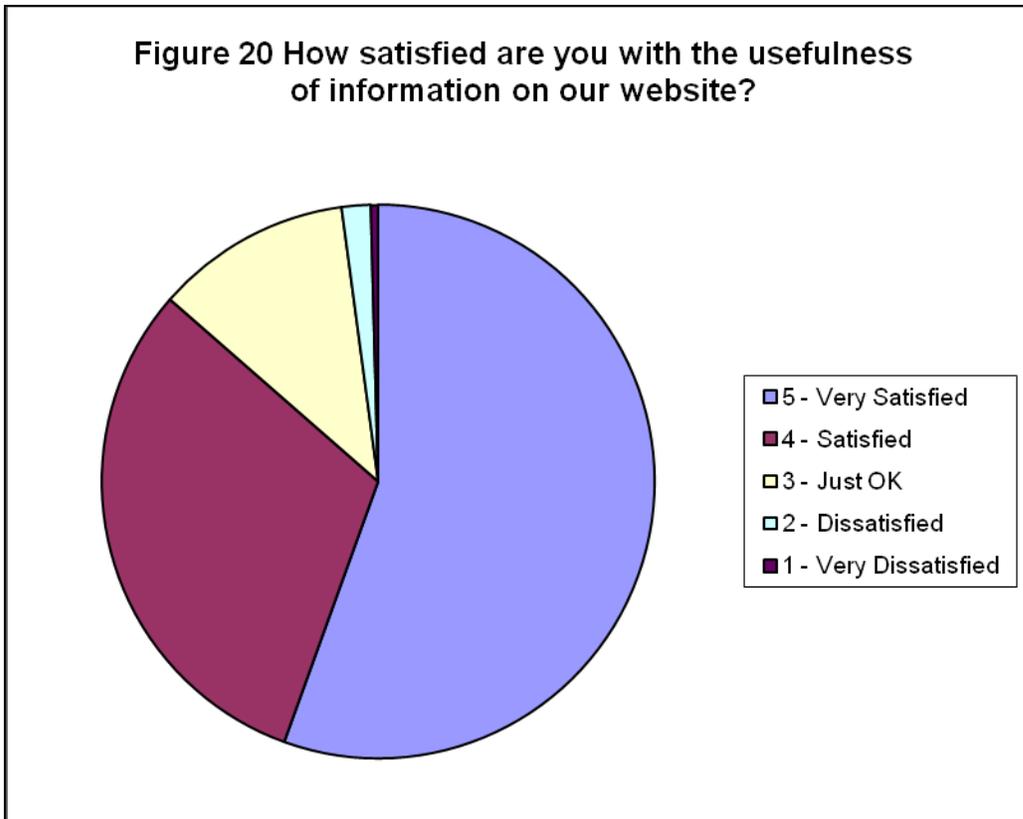
4 – 73

3 – 27

2 – 4

1 – 1

Not Applicable -61



Facilities-

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

Total Responses – 296

5 – 98

4 – 49

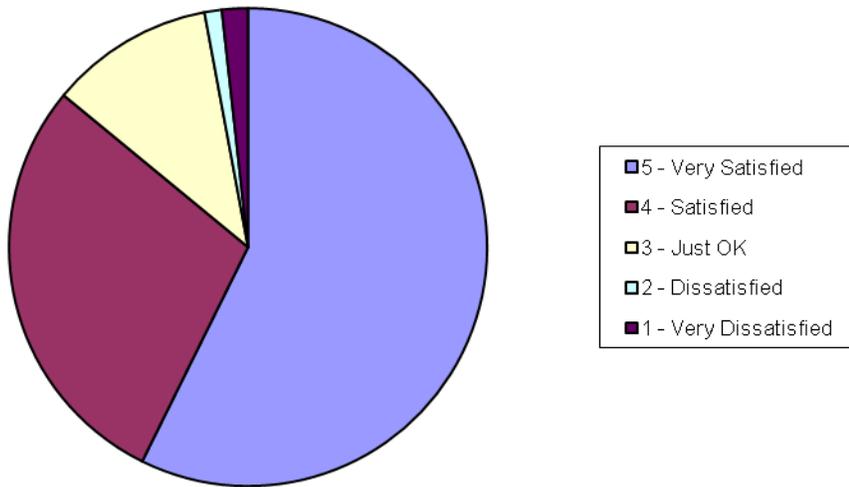
3 – 19

2 – 2

1 – 3

Not Applicable – 125

Figure 21 How satisfied are you 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 – 294

5 – 15

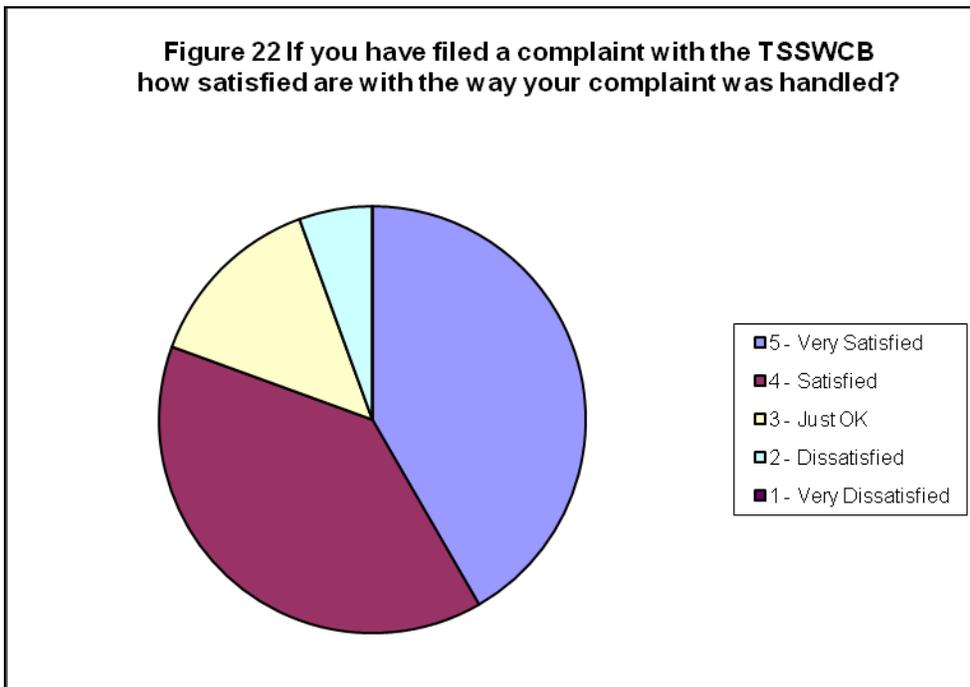
4 – 14

3 – 5

2 – 2

1 -- 0

Not Applicable – 258



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

Total Responses – 292

5 – 15

4 – 10

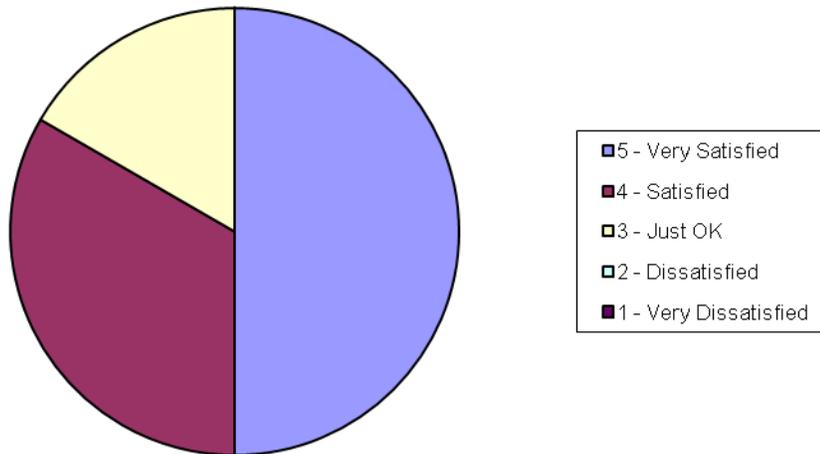
3 – 5

2 – 0

1 -- 0

Not Applicable – 262

Figure 23 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 – 293

5 – 14

4 – 7

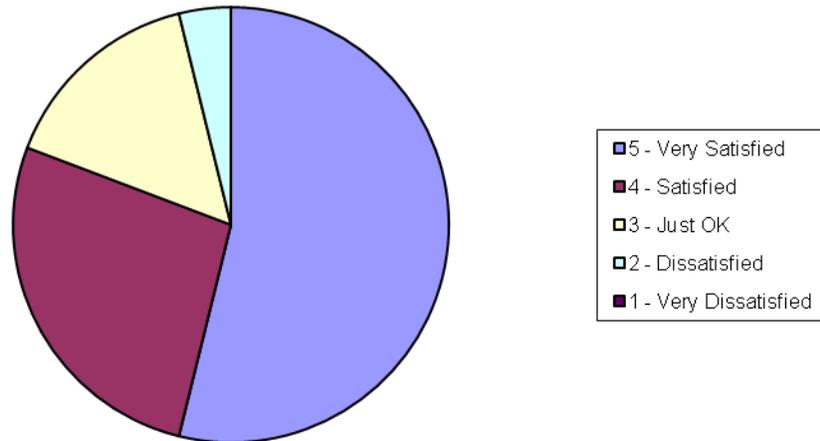
3 – 4

2 – 1

1 --0

Not Applicable – 267

Figure 24 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 – 296**

5 – 54

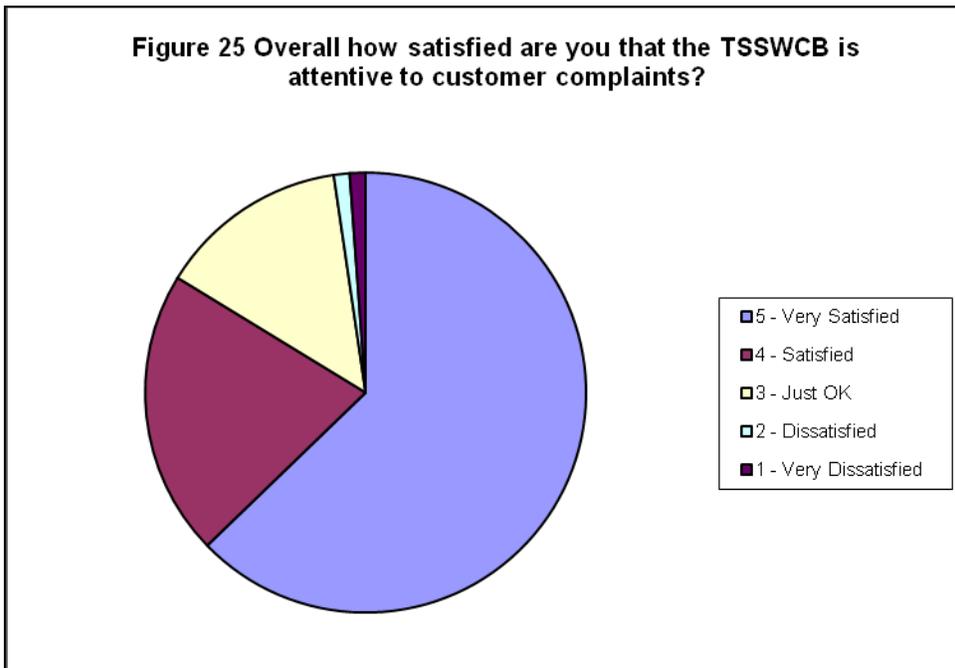
4 – 18

3 – 12

2 – 1

1 – 1

Not Applicable – 210



Suggestions/Comments

**Do you have any other comments or suggestions on how we could serve you better?
(Signed names and mention of staff member names have been deleted)**

Sometimes need more WQMP allocation. Make request through Regional Office to receive. Understand that at times we do not allocate all. Thanks

Please make the director information sheet (After election) where you can fill it in on the computer. Otherwise your paperwork is easily accessible and so are the people at the state office. Thank-you
Keep up the good work. /Signed/

I have received courteous high quality advice and service consistently over several years. Good work is being done here!

Budget and activity level do not justify (illegible) Training State Board or Districts. Agency should fold in the Sunset process. Otherwise it will continue a slow decline to irrelevance. At present the main activity is dam maintenance which is responsibility of counties. Advice of Districts could be adequately supplied through NRCS or TCEQ to counties.

There is a lack of communication from the NRCS FO staff, such as, what the schedule of activities for the month, what's going on with NRCS. As a District Conservation Technician, I am not included in the NRCS activities, uninformed of NRCS programs, not included in any type of staff conferences, not allowed to participate in conservation planning activities or field work, etc. Otherwise, this District employee is treated as a "second-class" person; in the office to answer the phone, pickup mail and maintain district files. There is no such thing as a partnership between NRCS FO staff or Zone and District employee.

Other examples are not discussed.

The staff that works with us are excellent people- pleasant, knowledgeable and friendly. Very efficient group, friendly.

Satisfied with the program of cost sharing. It has been beneficial with farmers suffering economic hardships.

Let 'em roll the way they are going and we will get a lot accomplished.

The State Board needs to hold a District Director and District Employees Workshop at a location closer to the Districts in the Panhandle. These workshops are always held at or near Temple. If anyone from the Panhandle Districts want to attend, all expenses (travel, motel, meals, etc.) have to be paid by the District Board. Most Districts don't have the funds to send their directors or employees. I've mentioned having a workshop in the Panhandle several times, but have always been told, "The material used in the training workshops can be accessed on our website." True, it can. But it's not the same as getting the training personally. If it was, there would be no need for the workshops to be held in

Temple either - the material could be accessed from the website and save the expense of the workshop, right? There is very little if any training for new District managers/Secretaries, and that causes LOTS of problems. If nothing else, a workshop needs to be held for at least the District Managers/Secretaries, preferably at least every other year. There are plenty of experienced District Managers who would be willing to help with these workshops, if only the State Board and Field Reps would set it up. Please consider this suggestion seriously. Thank you.

No parking at facility/location.

Need more parking at location/facility.

Personnel very helpful with my conversion of sprinkler system. Questions I had were answered thoroughly went over program thoroughly and no problems. - /Signed/
These folks do a great job. Very courteous and efficient.

Walking in the presence of giants here. Cool thinking all around!

To Whom It May Concern:

The media countrywide is reporting about the drought and water shortage in Texas. There is much desert land in Texas, but was it always like that? What caused the desert to form?

In North Africa where today the Sahara desert is located (and spreading south) there was only forest 10 000 years ago. Typically, there is water under the Sahara desert, depending on location 15 feet below the surface and deeper.

In many areas people have started drilling wells and pumping up the water. The water is used to irrigate newly planted trees and bushes. Drip Irrigation is the method used as developed in Israel. For pumping up the water and for irrigating the trees and bushes, electric pumps are used generated with electricity obtained with solar collectors and from wind generators (near the Red Sea there is always wind blowing - good for wind generators). Where the method of generating electricity, pumping water from the ground and through drip irrigation pipes is used, the land has turned green.

Texas is not much different from North Africa. Texas can solve its water problem by pumping up ground water using electricity from solar and wind generators. And in order for the ground to keep water, to plant trees, millions of trees, that also attract moisture and rain.

Texas is known for its beef cattle and for growing hogs. These animals cause soil erosion increasing desertification. Texas hog farmers are known for putting hog waste into rivers and other places. These shortsighted hog farmers could make lots of money by keeping hog waste in big concrete tanks and, after being composted, sell it to vegetable and fruit growers. Texas must grow more vegetables and fruits, reduce cattle and hog raising. Again, Texas can reduce its water shortage by better managing the land, reducing the desert by growing trees, improving soil quality by changing from animals to vegetables, fruits, and other crops.

Soil erosion is also caused by plowing the fields. It has been proven that yields increase if only the field surfaces are chopped to small pieces 3 to 5 inches deep, then new seeds

planted. If the ground is not disturbed deeper down, harvests will increase in successive years.

/Signed/

Programs have become so underfunded as they no longer offer sufficient benefits to justify the overhead cost of the agency offices and boards. In today's environment consideration should be given to returning the resources necessary to sustain the effort to the taxpayers.

Good job.

This Board has been well served by our field rep /Name/. He has always kept us well informed and has been a great asset to our district.

Provide a full time employee in each county to handle district business, conservation education and promote SWCD's

TSSWCB does a fantastic job overall! Our field rep goes above and beyond his duties to assist any director or tech in his/her area. No suggestions at this time.

More State funding.

Please consider offering the Program Development Workshop for Directors and SWCD employees at a location more accessible to people in the Panhandle. The distance time and expense prohibit many in this area from taking advantage of the Workshops.

Keep the Program going.

The S.B.503 Program needs to be inclusive and progressive. The program needs to allow landowners the opportunity to reapply for cost share assistance as needed because of new problems that arose or because of a change in goals by the landowner. Resource conservation is an ongoing process that at times requires assistance for unforeseen problems. The S.B.503 Program should allow applicants the opportunity to reapply for cost share assistance to address resource needs as they arise and not just one time as is current policy.

Keep up the good work!

Thanks to all the folks that help us get our mission (SWCD) done!

/District Name/ SWCD #/Number/ is very pleased with the assistance received from the state board!

More financial support

Resources need to be allocated more specifically to field operations and for direct delivery to producers than for administrative functions and studies etc.

Work/continue to work on having "grass roots" control for all programs... input from "grass root" is most often a formality only as decisions are generally already made at a

higher level... this is blatantly wrong! Ag producers should be the ones to have the say on what's going to affect them.

More Parking

Rent from other source

Good Job. /District Name/ SWCD #/Number/

The TSSWCB could better serve the citizens of East Texas by developing programs that enhance timberlands and wildlife. Timberland owners would be happy to work with the TSSWCB in the development of these programs. Prescribed burning is a potential new program. The /Agency Name/ wants nothing to do with prescribed burning and recent extensive wildfires have been the result of this position. /Signed/