

**TEXAS STATE
SOIL AND WATER
CONSERVATION BOARD**



**CUSTOMER SERVICE
REPORT**

June 1, 2014

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 June 1, 2012 and was sent to all 216 soil and water conservation districts (SWCDs) in April 2014 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 179 surveys were returned to the agency or recorded from the website. The responses we received are from 144 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 21 questions that measure quality of service delivery by the TSSWCB. 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 Water Supply Enhancement Program. The 82nd Legislature changed the name of the program from a Brush Control Program to a Water Supply Enhancement Program. Our survey reflects 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 are not included in this report, but are available upon request.

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 TSSWCB are satisfied with the agency's service delivery as measured by the survey questions. We believe our overall rating shows we have maintained a 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 2014-2015 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 SWCDs, locally elected district directors, and district employees.

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

A.2.1. Strategy: FLOOD CONTROL DAMS

Direct customers include the local SWCDs and other local governments that are sponsors for flood control dams.

Indirect customers include the general population, development, and any other interests that may be affected by flood damage.

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 SWCDs, 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 ABATEMEMNT PLAN

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

Direct customers include 216 local SWCDs, 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 SWCDs 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, SWCDs, district directors and district employees, and agricultural landowners and producers.

Indirect customers include the general public.

2014 CUSTOMERSERVICE SURVEY

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

	Very Satisfied	Satisfied	Just Okay	Dissatisfied	Very Dissatisfied	Not Applicable or No Response
Overall satisfied with TSSWCB	116	40	17	2	4	0
Satisfied staff is professional and courteous	141	27	8	0	3	0
Satisfied staff identified themselves adequately	135	30	8	1	4	1
Satisfied staff is sufficiently knowledgeable	124	36	11	0	6	2
Satisfied with WQMP Program	69	27	15	4	3	61
Satisfied with receiving WQMP Technical Assistance (TA)	68	21	6	3	4	77
Satisfied with Water Supply Enhancement Program (Brush Control)	33	18	5	3	7	113
Satisfied with receiving Water Supply Enhancement Program TA	35	10	5	2	0	127
Satisfied with accuracy and timeliness of cost-share payments	70	24	6	4	4	71
Satisfied with accuracy/helpfulness of written information	86	29	14	2	7	41
Satisfied with ease of understanding written information	78	44	14	5	6	32
Satisfied with handling your telephone calls/e-mails	115	36	4	5	5	14
Satisfied with ability to reach correct person by phone	103	45	7	1	6	17
Satisfied with response to your e-mails	105	41	5	2	4	22
Satisfied with ease of finding information on our website	75	64	20	3	3	14
Satisfied with usefulness of website information	89	60	11	1	5	13
Satisfied with appearance and location of our facilities	57	28	10	0	1	83
Satisfied with the way filed complaint was handled	6	5	0	1	1	166
Satisfied with response to filed complaint	5	5	0	0	1	168
Satisfied with timeliness of handling filed complaint	6	5	0	0	0	168
Satisfied TSSWCB is attentive to customer complaints	24	9	7	0	1	138

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

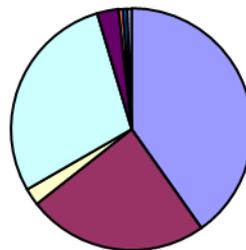
	Average Rating
Overall satisfied with TSSWCB	4.46
Satisfied staff is professional and courteous	4.69
Satisfied staff identified themselves adequately	4.63
Satisfied staff is sufficiently knowledgeable	4.54
Satisfied with WQMP Program	4.31
Satisfied with receiving WQMP Technical Assistance (TA)	4.43
Satisfied with Water Supply Enhancement Program (WSEP)	4.02
Satisfied with receiving (WSEP) Brush Control TA	4.50
Satisfied with accuracy and timeliness of cost-share payments	4.41
Satisfied with accuracy/helpfulness of written information	4.34
Satisfied with ease of understanding written information	4.24
Satisfied with handling your telephone calls/e-mails	4.52
Satisfied with ability to reach correct person by phone	4.47
Satisfied with response to your e-mails	4.54
Satisfied with ease of finding information on our website	4.24
Satisfied with usefulness of website information	4.37
Satisfied with appearance and location of our facilities	4.46
Satisfied with the way filed complaint was handled	4.08
Satisfied with response to filed complaint	4.18
Satisfied with timeliness of handling filed complaint	4.55
Satisfied TSSWCB is attentive to customer complaints	4.34
Overall Average	4.40

2014 Customer Service Survey Tally.

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

SWCD Employee	70
SWCD Director	42
Farmer/Rancher	4
SWCD	50
Public/Elected Official/Government Employee	5
Citizen	1
Agricultural Industry/Association Representative	1
Environmental Group Representative	1
No Response	5

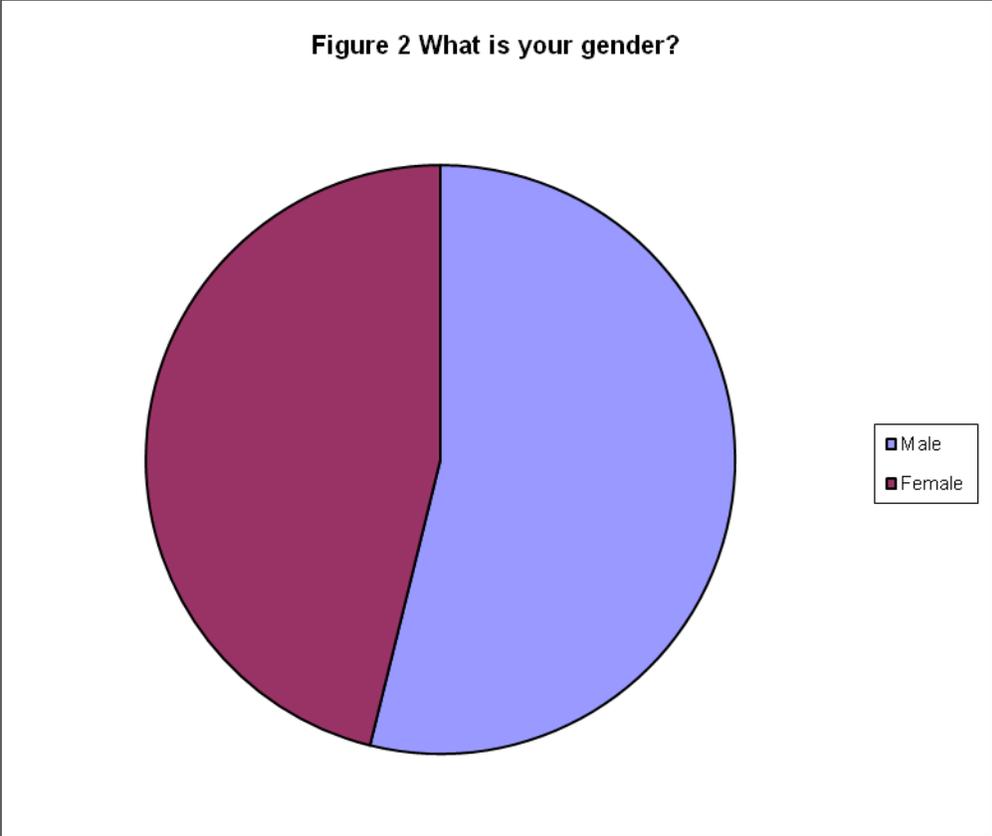
Figure 1 Which customer type would you consider yourself?



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

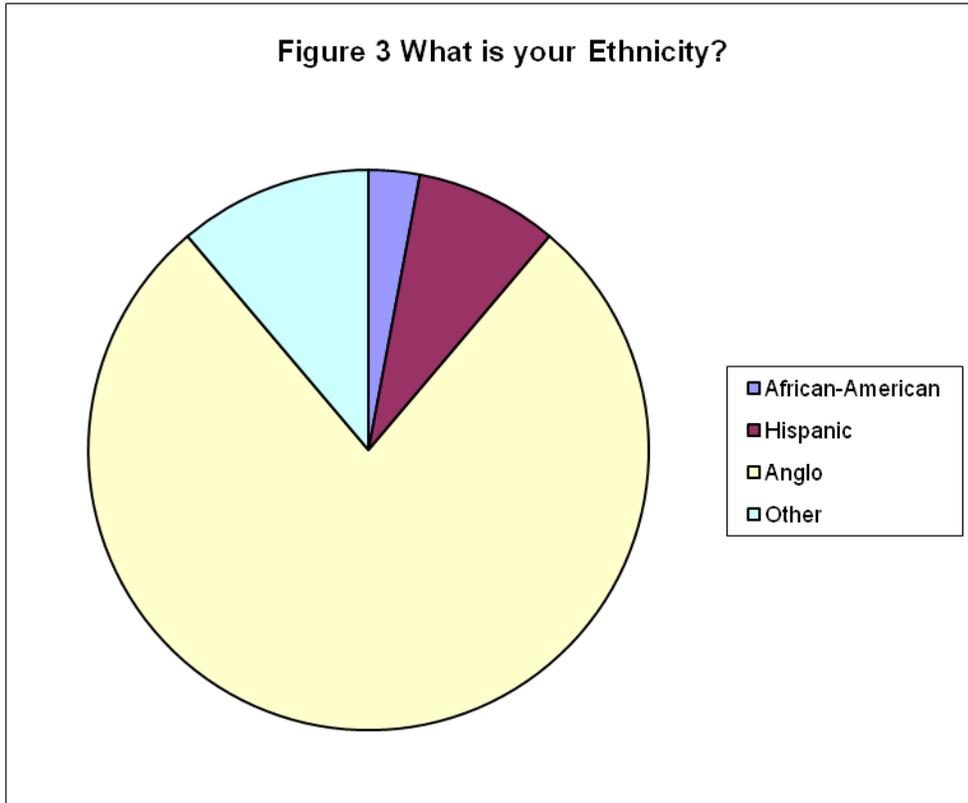
What is your Gender?

Male	91
Female	78
No Response	10



What is your Ethnicity?

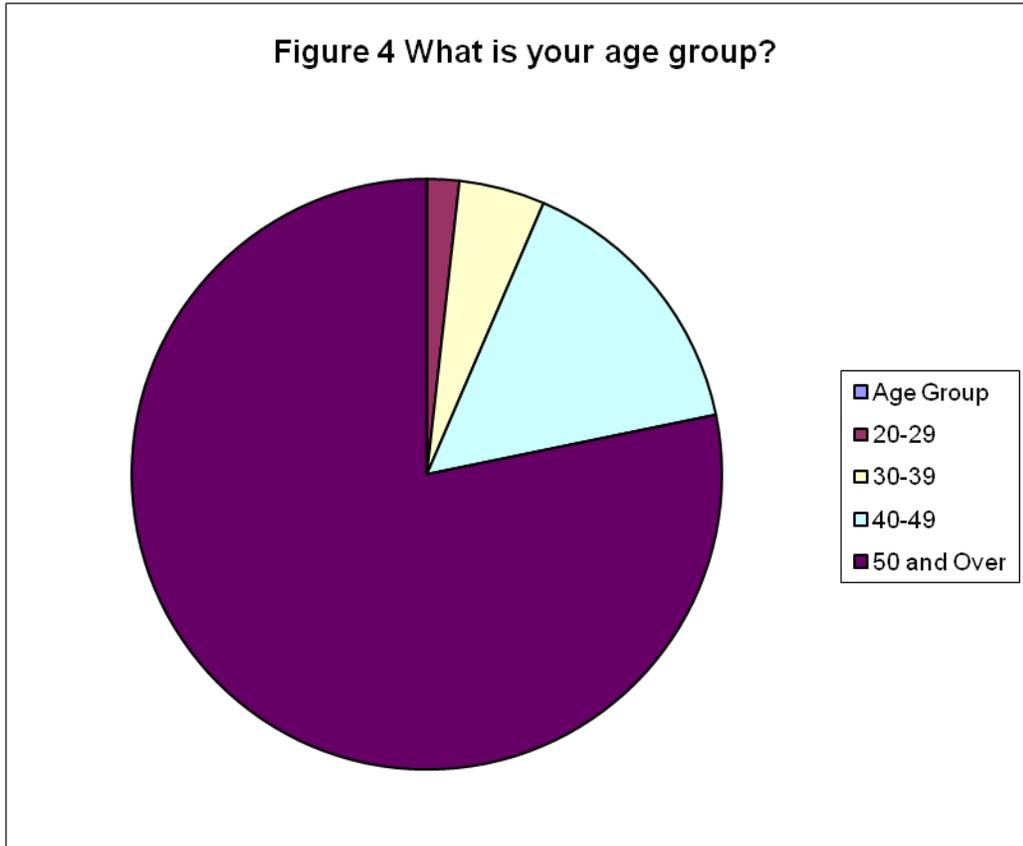
African-American	5
Hispanic	14
Anglo	132
Other	19
No Response	9



What is your age group?

Under 20	0
20-29	3
30-39	8
40-49	26
50 and Over	133
No Response	9

Figure 4 What is your age group?



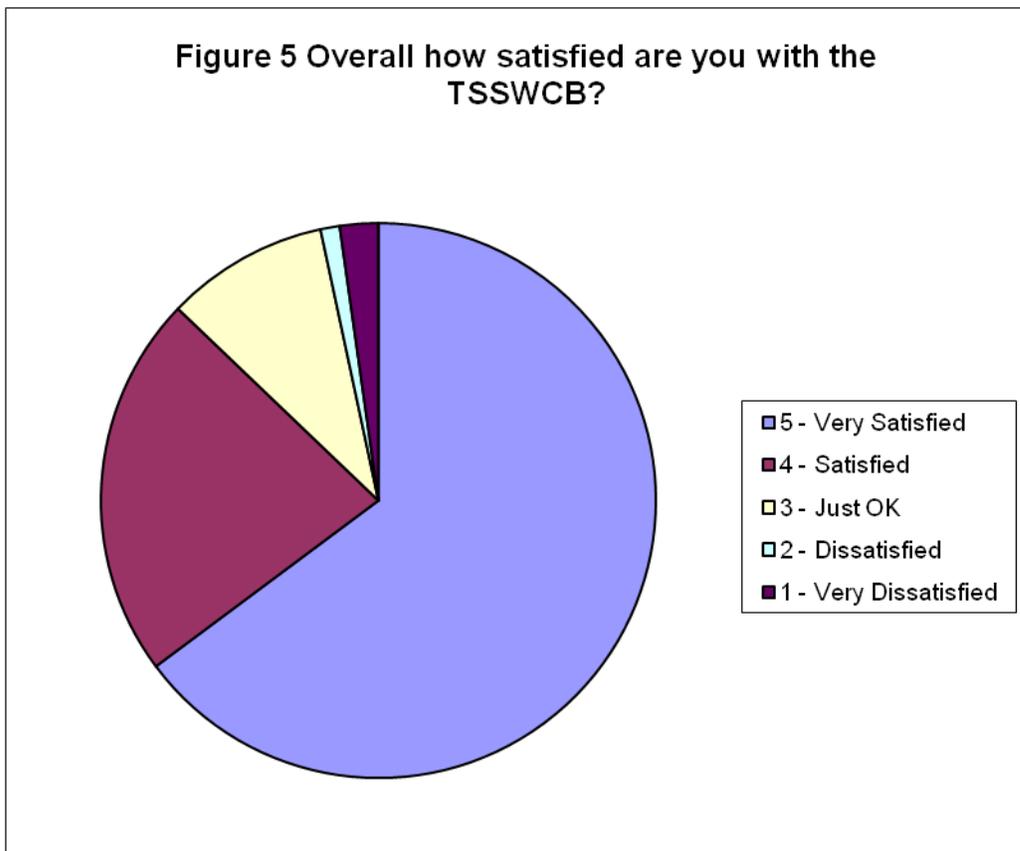
What county do you live in? – Total Responses from 144 Counties

Anderson 1	Culberson 1	Hill	Medina	Stonewall 1
Andrews	Dallam	Hockley 1	Menard	Sutton
Angelina 1	Dallas 1	Hood	Midland 2	Swisher 3
Aransas	Dawson 1	Hopkins	Milam 2	Tarrant
Archer	DeWitt	Houston	Mills	Taylor 1
Armstrong 1	Deaf Smith	Howard	Mitchell 1	Terrell 1
Atascosa 1	Delta	Hudspeth	Montague	Terry
Austin 1	Denton	Hunt	Montgomery	Throckmorton
Bailey 1	Dickens 1	Hutchinson 1	Moore 1	Titus
Bandera	Dimmit 4	Irion	Morris	Tom Green 1
Bastrop 1	Donley 1	Jack	Motley	Travis 1
Baylor 1	Duval 1	Jackson 1	Nacogdoches	Trinity
Bee 1	Eastland	Jasper	Navarro	Tyler
Bell	Ector	Jeff Davis	Newton	Upshur 1
Bexar 1	Edwards 1	Jefferson 1	Nolan 1	Upton
Blanco	El Paso	Jim Hogg 1	Nueces	Uvalde 1
Borden 1	Ellis 1	Jim Wells	Ochiltree 1	Val Verde
Bosque	Erath	Johnson	Oldham 1	Van Zandt 1
Bowie	Falls	Jones	Orange	Victoria
Brazoria	Fannin 2	Karnes	Palo Pinto 2	Walker
Brazos 1	Fayette 1	Kaufman	Panola	Waller
Brewster 1	Fisher	Kendall 1	Parker 1	Ward
Briscoe	Floyd	Kenedy	Parmer	Washington 1
Brooks 1	Foard 1	Kent 1	Pecos	Webb
Brown	Fort Bend 1	Kerr	Polk	Wharton
Burleson 1	Franklin	Kimble 1	Potter	Wheeler 1
Burnet	Freestone 2	King 1	Presidio 1	Wichita
Caldwell 1	Frio	Kinney 1	Rains	Wilbarger
Calhoun 1	Gaines 2	Kleberg	Randall 1	Willacy
Callahan 1	Galveston	Knox 1	Reagan 1	Williamson
Cameron	Garza	La Salle 1	Real	Wilson 1
Camp	Gillespie	Lamar	Red River	Winkler
Carson 1	Glasscock 2	Lamb	Reeves 2	Wise
Cass 5	Goliad 1	Lampasas	Refugio	Wood
Castro	Gonzales	Lavaca	Roberts	Yoakum 1
Chambers	Gray 1	Lee	Robertson	Young 1
Cherokee 1	Grayson	Leon 2	Rockwall	Zapata
Childress	Gregg	Liberty	Runnels 1	Zavala 2
Clay	Grimes 1	Limestone 2	Rusk 1	NO Response 27
Cochran	Guadalupe 2	Lipscomb 2	Sabine	
Coke 1	Hale	Live Oak 1	San Augustine	
Coleman	Hall 1	Llano 1	San Jacinto	
Collin	Hamilton 2	Loving	San Patricio 1	
Collingsworth 1	Hansford 1	Lubbock 5	San Saba 1	
Colorado 2	Hardeman 1	Lynn 1	Schleicher 1	
Comal 1	Hardin	Madison 1	Scurry 1	
Comanche	Harris 2	Marion 1	Shackelford	
Concho	Harrison 1	Martin	Shelby 3	
Cooke	Hartley	Mason 1	Sherman	
Coryell 1	Haskell	Matagorda 1	Smith	
Cottle 2	Hays 1	Maverick	Somervell	
Crane	Hemphill 1	McCulloch 1	Starr 1	
Crockett 1	Henderson	McLennan	Stephens	
Crosby 3	Hidalgo 2	McMullen	Sterling	

**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 – 179

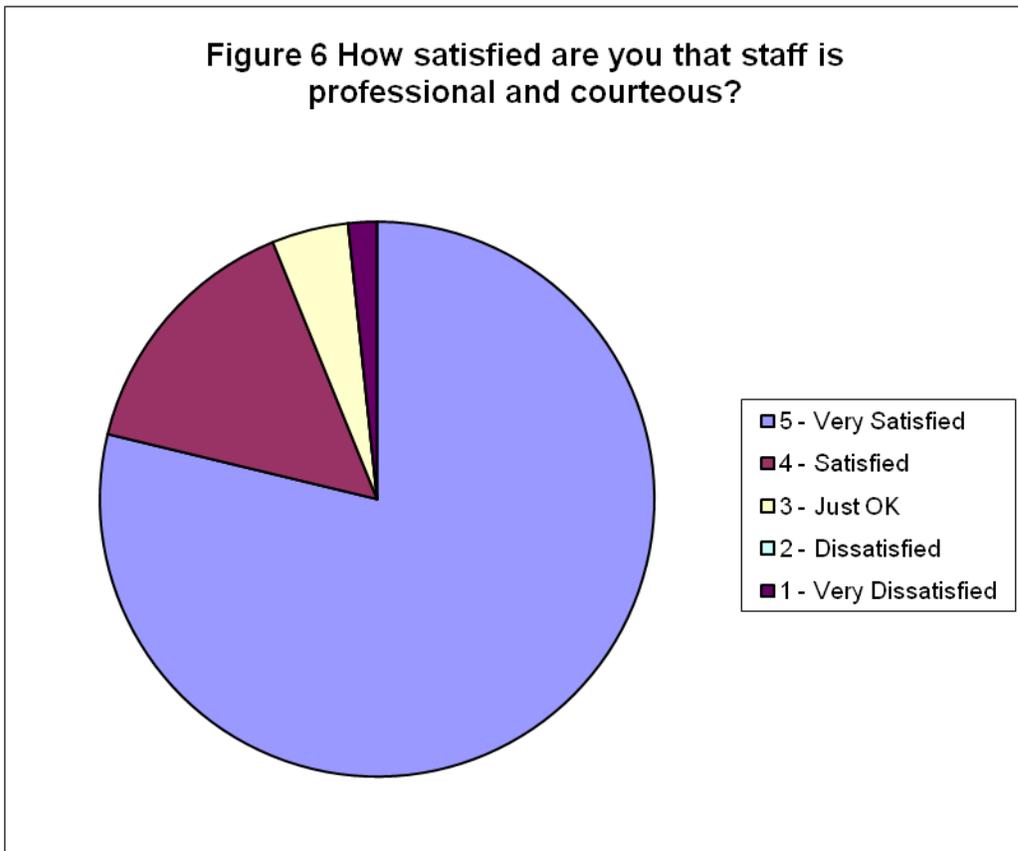
5 - Very Satisfied	116
4 - Satisfied	40
3 - Just OK	17
2 - Dissatisfied	2
1 - Very Dissatisfied	4



Staff-

How satisfied are you that staff is professional and courteous? Total Responses – 179

5 - Very Satisfied	141
4 - Satisfied	27
3 - Just OK	8
2 - Dissatisfied	0
1 - Very Dissatisfied	3



How satisfied are you that staff identified themselves adequately? Total Responses – 179

5 – 135

4 – 30

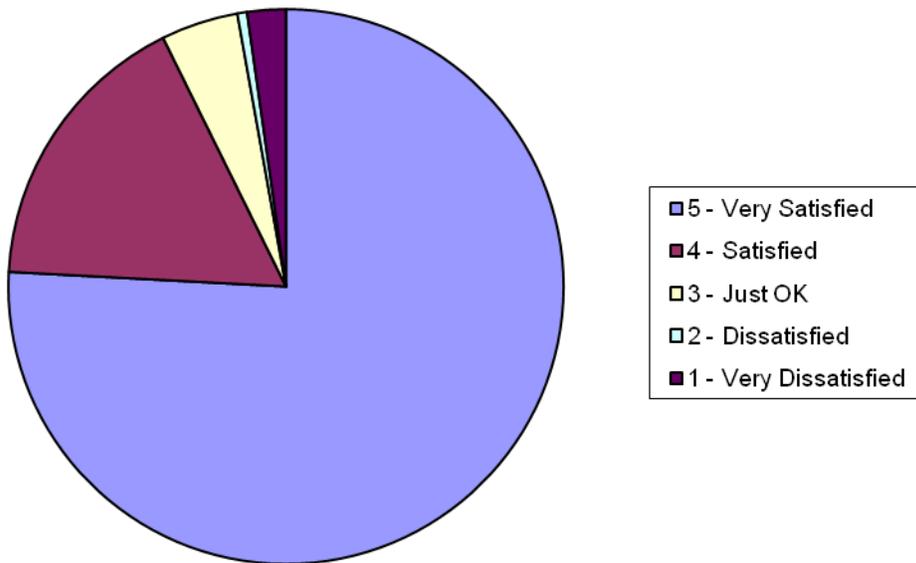
3 – 8

2 – 1

1 – 4

Not Applicable – 1

Figure 7: How satisfied are you that staff identified themselves adequately?



How satisfied are you that staff is sufficiently knowledgeable? Total Responses – 177

5 – 124

4 – 36

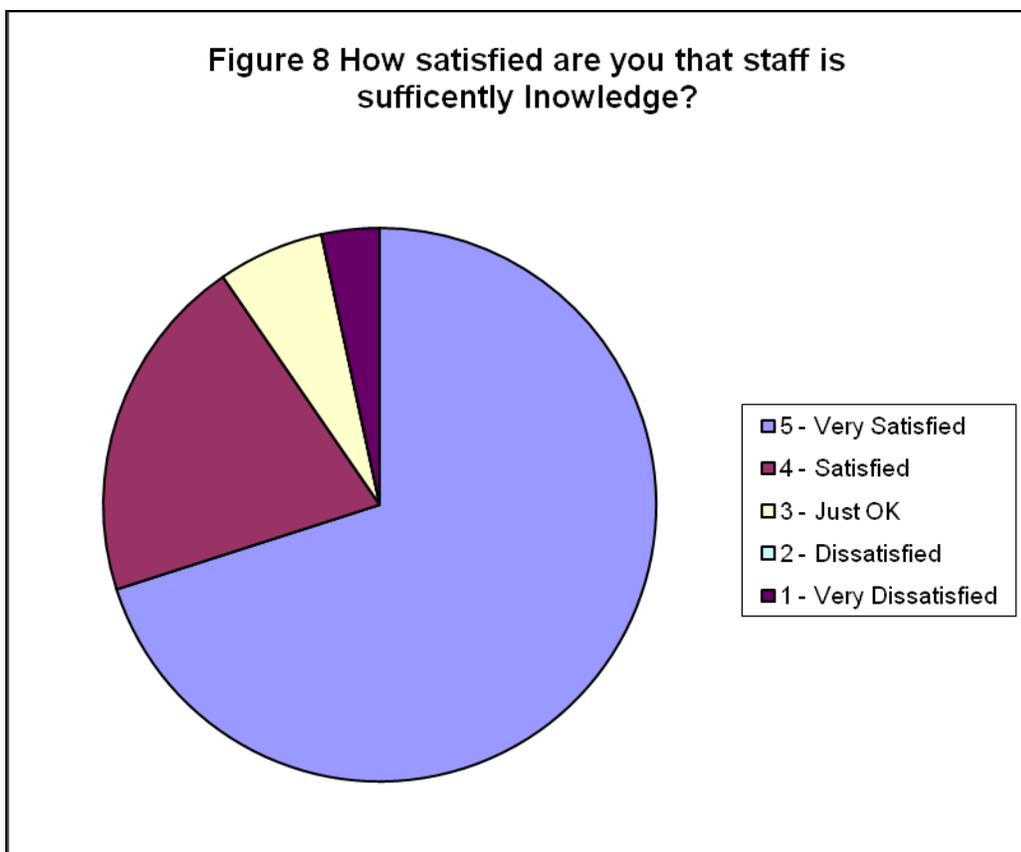
3 – 11

2 – 0

1 – 6

Not Applicable – 0

No Response – 2



Agency Programs-

**How satisfied are you with our Water Quality Management Plan (WQMP) Program?
Total Responses – 176**

5 – 69

4 – 27

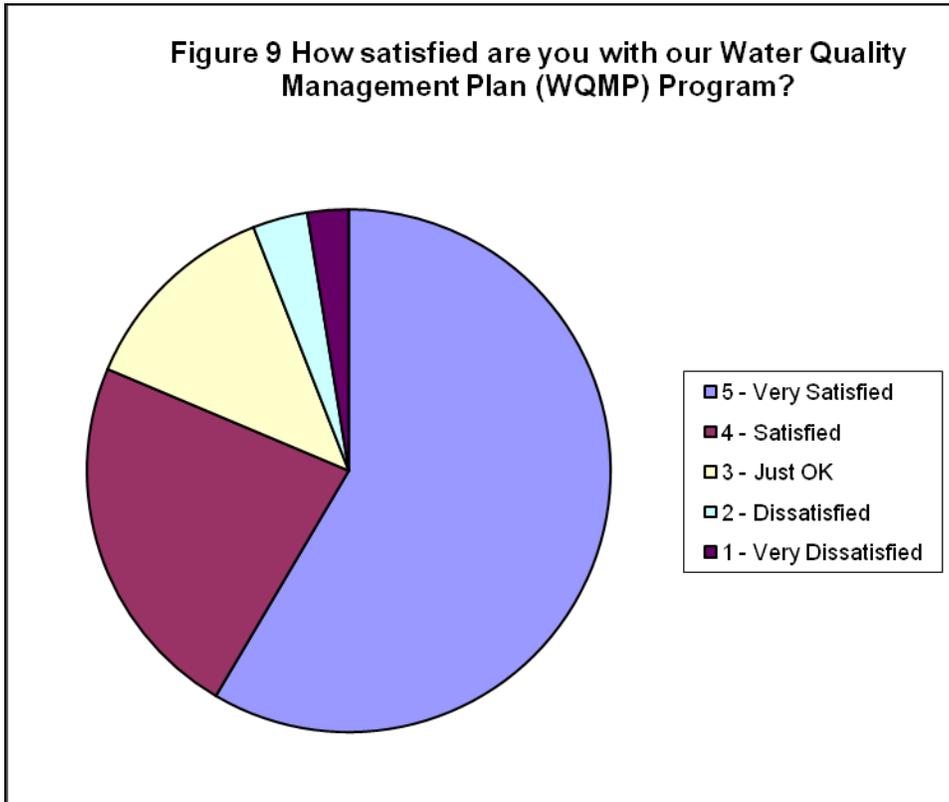
3 – 15

2 - 4

1 – 3

Not Applicable – 58

No Response – 3



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

Total Responses – 177

5 – 68

4 – 21

3 – 6

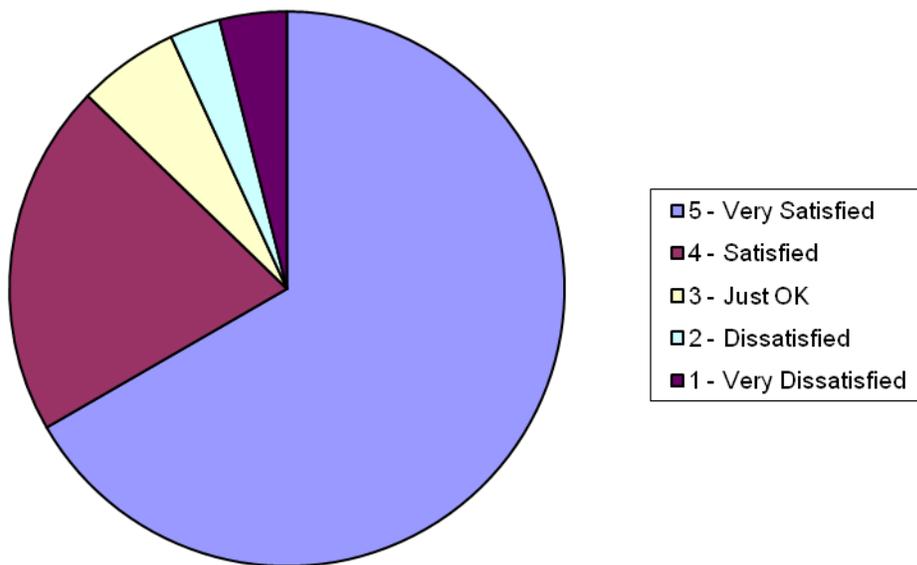
2 – 3

1 – 4

Not Applicable – 75

No Response – 2

Figure 10 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/Water Supply Enhancement Program?
Total Responses – 178**

5 – 33

4 – 18

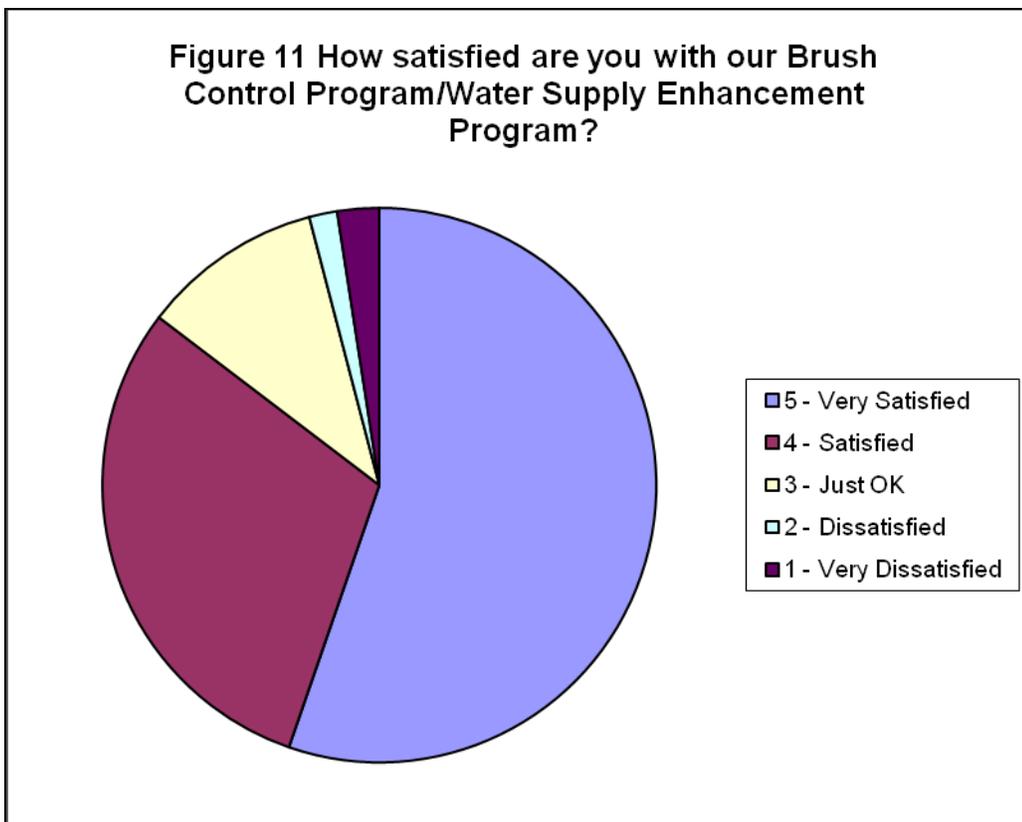
3 – 5

2 – 3

1 – 7

Not Applicable – 112

No Response – 1



How satisfied are you with the length of time it took to receive technical assistance for your brush control plan?
Total Responses – 179

5 – 35

4 – 10

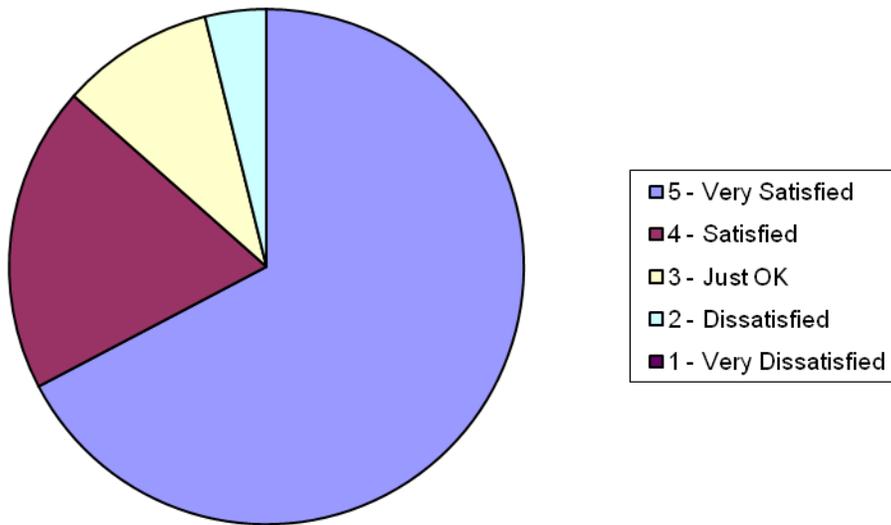
3 – 5

2 – 2

1 – 0

Not Applicable – 127

Figure 12 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 – 179

5 – 70

4 – 24

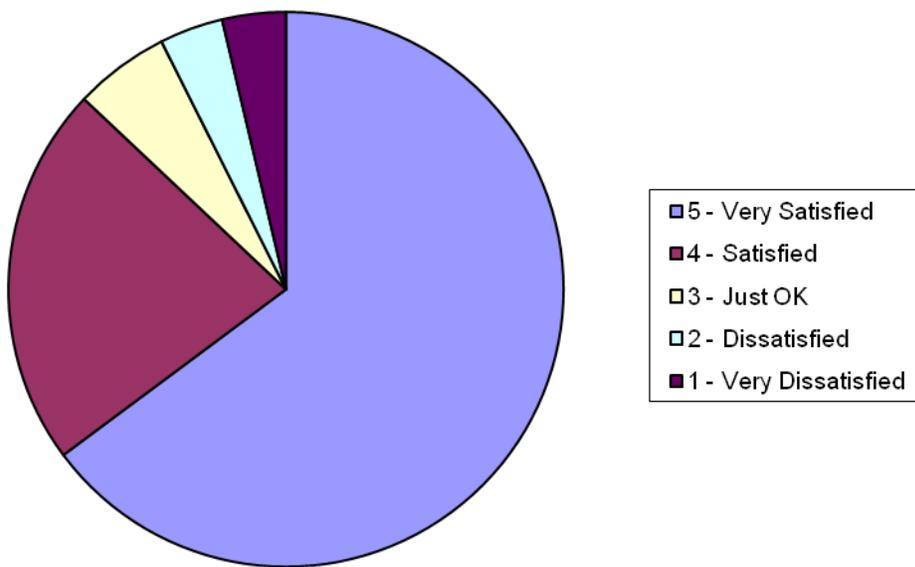
3 – 6

2 – 4

1 – 4

Not Applicable – 71

Figure 13 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 – 171

5 – 86

4 – 29

3 – 14

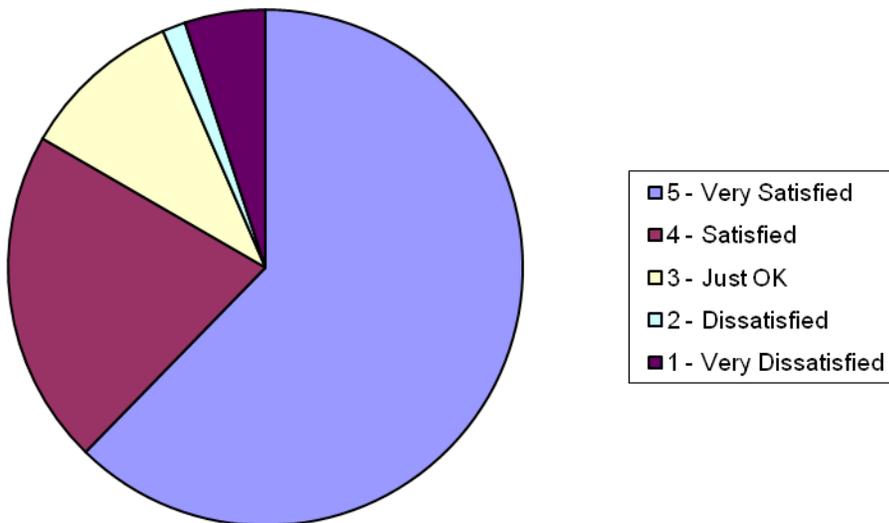
2 – 2

1 – 7

Not Applicable – 33

No Response – 8

Figure 14 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 – 173

5 – 78

4 – 44

3 – 14

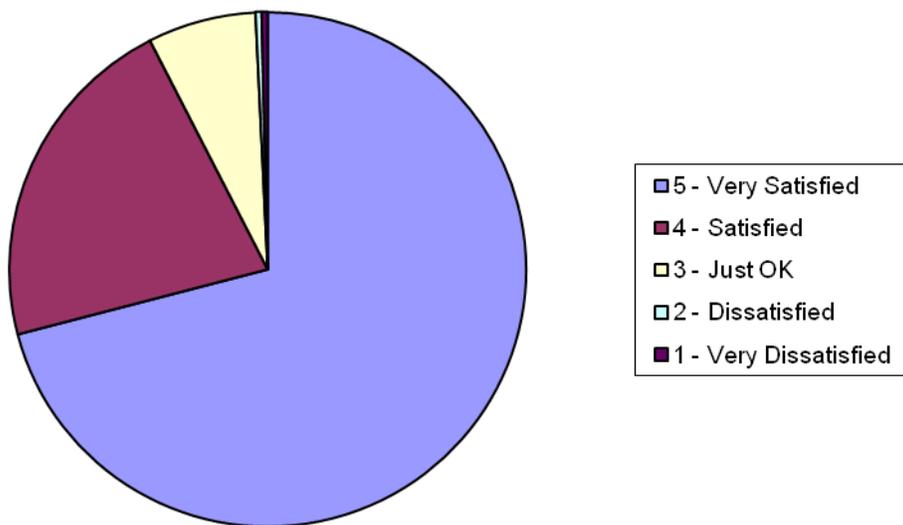
2 – 5

1 – 6

Not Applicable – 26

No Response – 6

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 – 175**

5 – 115

4 – 36

3 – 4

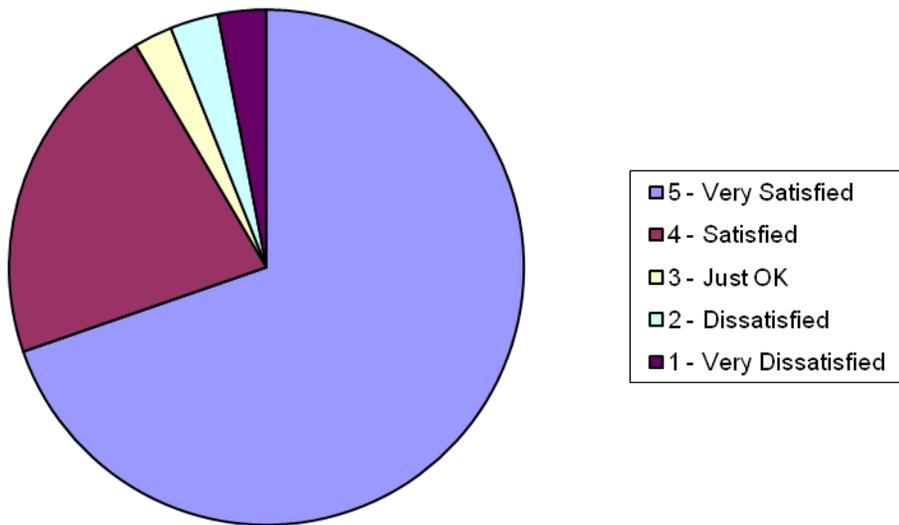
2 – 5

1 – 5

Not Applicable – 10

No Response – 4

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 – 173

5 – 103

4 – 45

3 – 7

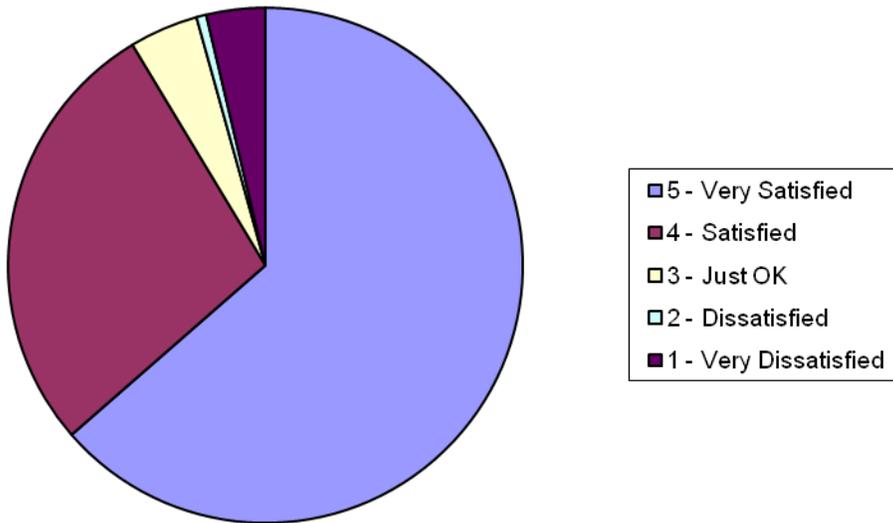
2 – 1

1 – 6

Not Applicable – 11

No Response – 6

Figure 17 How satisfied are you with the length of time you waited 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 – 178**

5 – 105

4 – 41

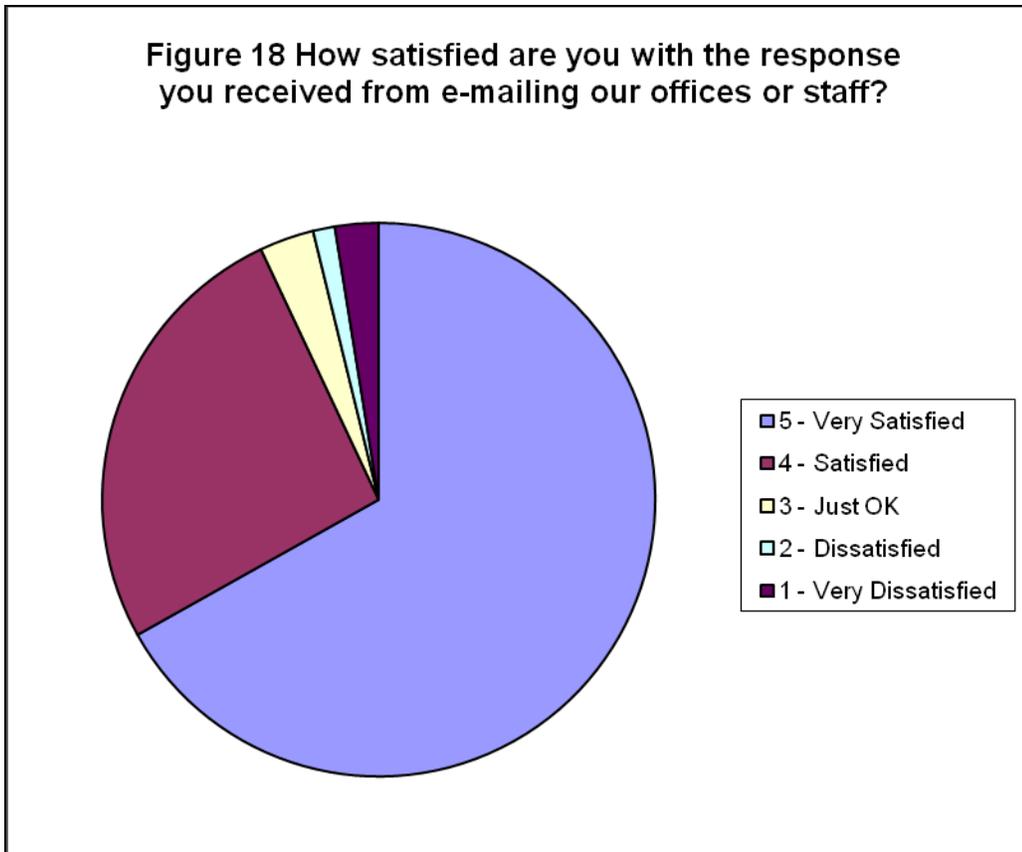
3 – 5

2 - 2

1 – 4

Not Applicable – 21

No Response – 1



Web Site-

How satisfied are you with the ease of finding information on our website?
Total Responses – 176

5 – 75

4 – 64

3 – 20

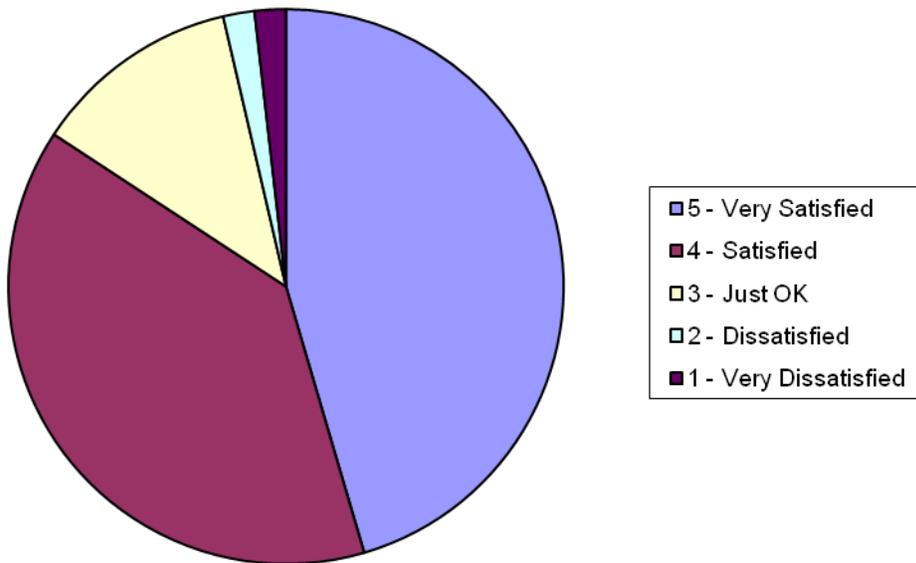
2 – 3

1 – 3

Not Applicable – 11

No Response – 3

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 – 175

5 – 89

4 – 60

3 – 11

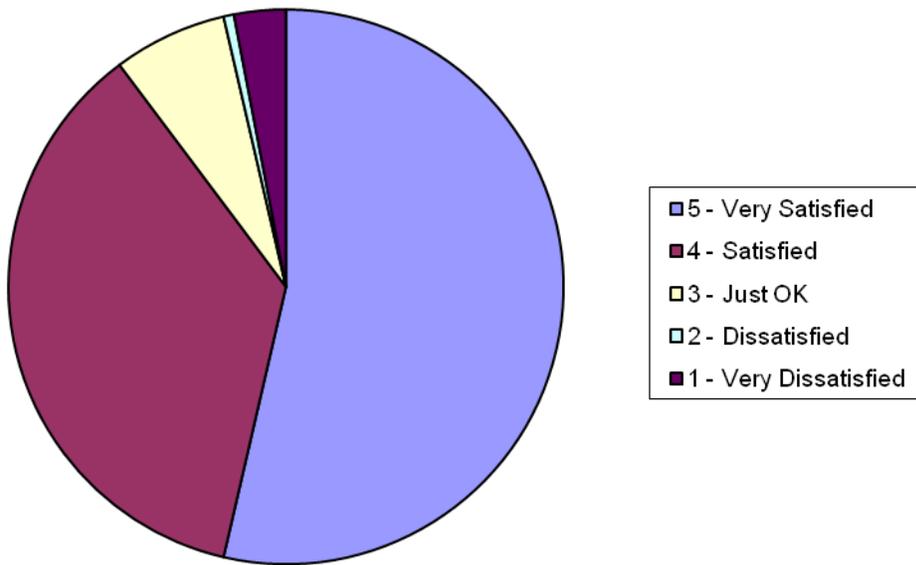
2 – 1

1 – 5

Not Applicable – 9

No Response – 4

Figure 20 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 – 178

5 – 57

4 – 28

3 – 10

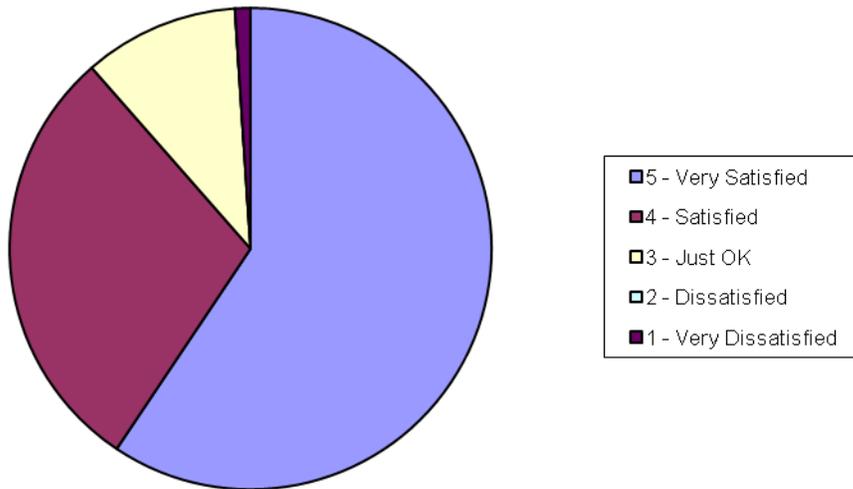
2 – 0

1 – 1

Not Applicable – 82

No Response – 1

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 – 170

5 – 6

4 – 5

3 – 0

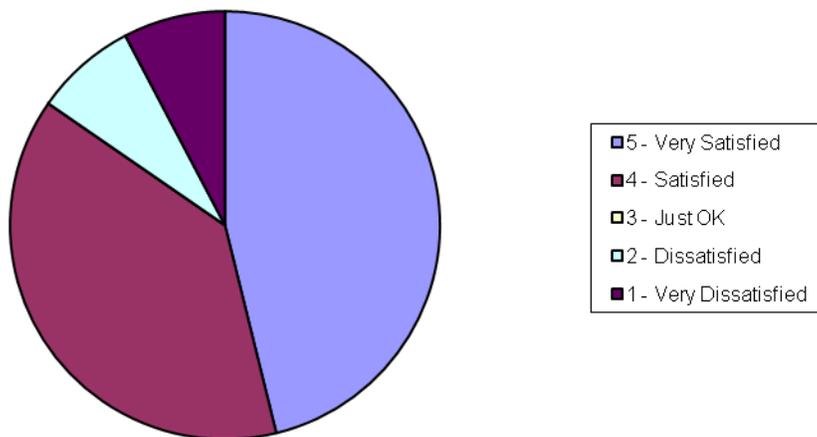
2 – 1

1 – 1

Not Applicable – 157

No Response – 9

Figure 22 If you have filed a complaint with the TSSWCB how satisfied are 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 – 168

5 – 5

4 – 5

3 – 0

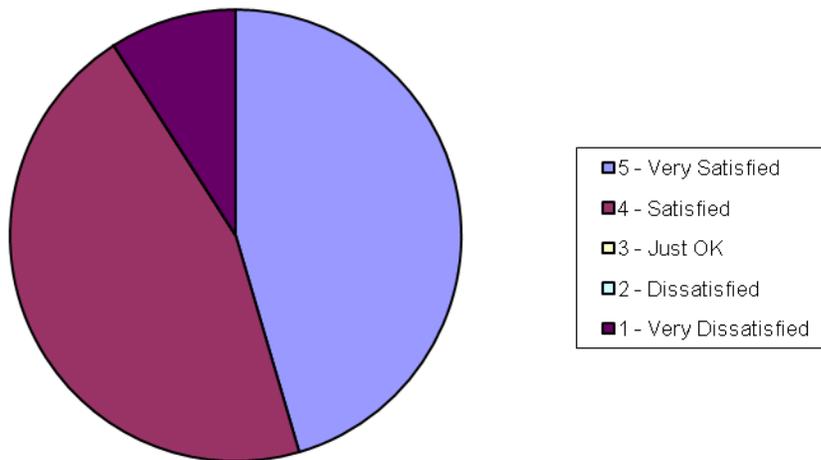
2 – 0

1 – 1

Not Applicable – 157

No Response – 11

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 – 171

5 – 6

4 – 5

3 – 0

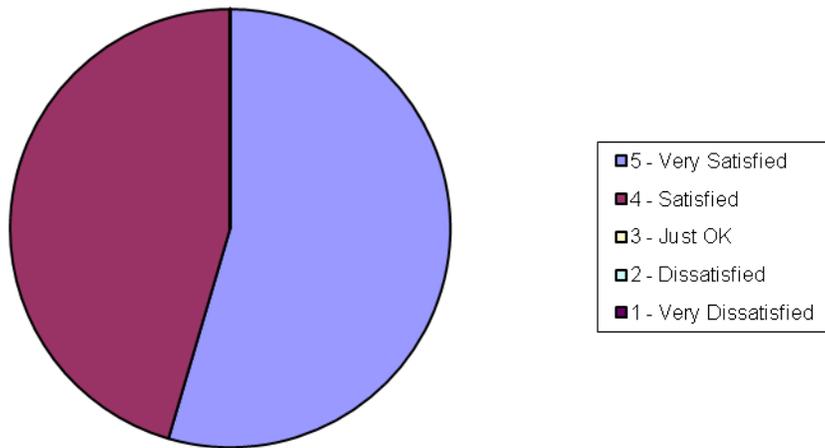
2 – 0

1 --0

Not Applicable – 160

No Response – 8

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 – 170**

5 – 24

4 – 9

3 – 7

2 – 0

1 – 1

Not Applicable – 129

No Response – 9

