



Report on Customer Service

Fiscal Years 2009–2010

Texas Water Development Board
in conjunction with the 2011–2015 Strategic Plan

MEMORANDUM

TO: Ms. Mary Katherine Stout
Director of Budget, Planning and Policy
Office of the Governor

Mr. John O'Brien
Director
Legislative Budget Board

FROM: J. Kevin Ward, Executive Administrator

DATE: June 2, 2010

SUBJECT: *Report on Customer Service for the Fiscal Years 2009–2010*

Attached, please find the Texas Water Development Board's *Report on Customer Service for the Fiscal Years 2009–2010*. The agency believes the document meets all requirements and is in compliance with the instructions provided.

If you have any questions or comments on the *Report on Customer Service*, please contact Samantha Heng, Public Information Specialist, at (512) 463-9753.

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Texas Water Development Board

BOARD MEMBER	TERM EXPIRES	CITY
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J. Kevin Ward
Executive Administrator

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I. Compact with Texans

The Texas Water Development Board (TWDB) is the state's primary water planning and financing agency, whose main responsibilities are threefold:

- Collect and disseminate water-related data;
- Plan for the development of the state's water resources; and
- Administer cost-effective financing programs.

Since 1957, the agency has been charged with planning for the state's water needs. With the passage of Senate Bill 1 by the 75th Texas Legislature, the TWDB stepped into an even greater leadership role: guiding, enabling, and supporting the state's water resources development.

To provide clear communication channels with the public and our agency, we have posted our Compact with Texans on our Web site. The compact outlines the following items:

- TWDB Mission
- TWDB's Programs and Services
- Complaint-Handling Process
- Information Request Process
- Open Records Request Process
- TWDB Web Site Accessibility

The TWDB pledges to put forth its best efforts to abide by high-quality service principles in order to provide customers a pleasant service experience with the agency.

II. TWDB Mission

The TWDB’s mission is to provide leadership, planning, financial assistance, information, and education for the conservation and responsible development of water for Texas.

In performing these responsibilities, the TWDB strives to achieve excellence in meeting and exceeding customer expectations and to provide information and services in a highly professional and timely manner. To attain these goals, the TWDB is committed to encouraging customer feedback on products and services provided and to the continual evaluation of our programs to ensure they meet the needs of our customers.

Agency Philosophy

To accomplish our mission, the TWDB will continue to focus on these core values:

INNOVATION: We thrive on innovation and originality by encouraging risk-taking and divergent voices. We search for better ways. We want to stay at the forefront of the water arena.

EXCELLENCE: Our goal is to develop the best science and most accurate analysis, and to provide the highest quality customer service. We want to achieve excellence in everything we do.

COMMUNICATION: Our standard is openness, accuracy, and accountability in our communications. We value freedom—to seek the truth and express it. We strive toward enhancing our communication and sharing information regarding business performance.

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CUSTOMER SERVICE: We value each of our customers—internal and external—by putting their needs and interests at the center of everything we do.

EXTRAORDINARY PEOPLE: We respect each person at the TWDB regardless of his or her position or role within the agency. We recruit the best people we can to become part of our agency. We look for people who are passionate about our work. We recognize our foremost responsibility is to the people of Texas and expect all employees to perform their duties in the highest ethical manner. We have earned our current positive reputation, which we will guard and build upon.

LEADERSHIP: To be successful, we must develop the next generation of leaders in water policy/planning, financing, and data collection. We will increase the capacity of our people to learn, to work together, and to lead. Through strong leadership and effective delegation at all levels, we will strive to create as positive and productive a work environment as possible.

III. TWDB Customers

In January 2010, the TWDB launched its online customer satisfaction survey, developed for the agency by the University of Texas Organizational Excellence Group. The survey is designed to provide continual input from our customers in a quick and easy-to-use format.

Survey participants were asked to indicate if they represented the following categories:

1. General public
2. Political subdivision (city, county, groundwater district)
3. Water supply corporation
4. Regional water planning group member
5. Consultant
6. Governmental agency
7. Other

All of the above-referenced groups of external customers receive a wide variety of services from the TWDB, including

1. Regional water planning assistance, including historical water use and projected water needs data;
2. Groundwater data, including reports, groundwater availability modeling, and well sampling data;
3. Surface water data, including lake hydrographic survey information, bays and estuaries, and instream flow data;
4. Geographic information system (GIS) mapping data;
5. Financial assistance for water, wastewater, flood, and conservation projects;

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6. Conservation assistance, including municipal and individual literature and data;
7. Innovative water management information, including desalination and rainwater harvesting; and
8. General water-related information.

In fulfilling the agency's mission, the TWDB serves a wide array of customers in all areas of the state. The list below comprises some of the groups to whom the TWDB offers its services:

- Citizens
- Political subdivisions
- Water providers
- Texas Legislature
- Regional water planning groups
- Consultants

However, as water is a basic necessity, ultimately the agency's customers are all of the individuals of the state of Texas.

IV. TWDB Programs and Services

The strategies listed in the 2010–2011 General Appropriations Act outline the core of the services provided by our agency. The TWDB currently provides the following programs and services to customers:

- **Environmental Studies:**
 - Collects data and conducts studies concerning the freshwater needs of the state's bays and estuaries.
 - These services align with the A.1.1 Strategy—Environmental Impact Information.
- **Data Collection:**
 - Collects data on the occurrence, quality, and availability of fresh waters in Texas.
 - These services align with the A.1.2 Strategy—Water Resources Data.
- **Texas Natural Resources Information System (TNRIS):**
 - Maintains a centralized data bank of information on the state's natural resources and manages the Strategic Mapping Initiative, a Texas-based, public and private sector cost-sharing program that produces large-scale computerized base maps describing basic geographic features of Texas.
 - These services align with the A.1.3 Strategy—Technical Assistance and Modeling.
- **Regional & State Water Planning:**
 - Guides the development of regional water plans; conducts studies and creates models of Texas' surface-water and groundwater resources; projects future water availability; incorporates regional water plans into a statewide water plan for the orderly development, management, and conservation of the state's water resources.
 - These services align with the A.2.2 Strategy—Water Resources Planning.

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- **Research and Planning Grants:**
 - Provides agricultural water conservation funding and water-related research and regional facility planning grants.
 - These services align with the A.3.1 Strategy—Water Conservation Education and Assistance.
- **Water Conservation Assistance:**
 - Provides services to help cities, utilities, and districts establish effective water-wise conservation programs by lending out and providing training for leak detection and meter testing equipment, and assisting with water audits. Provides water conservation brochures and educational materials for schools for free or minimal cost to utilities and government entities.
 - These services align with the A.3.1 Strategy—Water Conservation Education and Assistance.
- **National Flood Insurance Program (NFIP):**
 - The TWDB administers this program in coordination with the Federal Emergency Management Agency (FEMA). The NFIP is designed so that floodplain management and flood insurance complement and reinforce each other. The partnership is established on the provision that FEMA will make flood insurance available, provided that a community implements adequate floodplain management regulations that mitigate flood risk.
 - These services align with the A.4.1 Strategy—Perform Community Assistance Pursuant to the NFIP.
- **State Financial Assistance:**
 - Provides loans to local governments for water supply and water quality projects, including wastewater treatment and nonpoint source pollution control; flood control projects, including beach renourishment; and agricultural water conservation projects.
 - These services align with the B.1.1 Strategy—State Financial Assistance.

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- **Economically Distressed Areas Program (EDAP):**
 - Provides grants and loans for the water and wastewater needs of the state’s economically distressed areas that lack adequate water or wastewater service.
 - These services align with the B.1.2 Strategy—Economically Distressed Areas.
- **Federal Financial Assistance:**
 - **Clean Water State Revolving Fund (CWSRF):**
 - Provides loans at interest rates lower than the market to political subdivisions with the authority to own and operate a wastewater system. The CWSRF also includes Federal (Tier III) and Disadvantaged Communities funds that provide even lower interest rates for those meeting the respective criteria.
 - These services align with the B.1.3. Strategy—Federal Financial Assistance.
 - **Drinking Water State Revolving Fund (DWSRF):**
 - Provides loans at interest rates lower than the market offers to finance projects for public drinking water systems that facilitate compliance with primary drinking water regulations or otherwise significantly further the health protection objectives of the federal Safe Drinking Water Act (SDWA). Projects must also be consistent with the current State Water Plan.
 - These services align with the B.1.3. Strategy—Federal Financial Assistance.

These programs are not a complete listing of all those offered by the TWDB, but they are meant to serve as examples of major services the agency provides for each of our strategies.

V. Data Collection Methods

Online Customer Survey

On January 28, 2010, the TWDB, working with the University of Texas Organizational Excellence Group, launched an online customer satisfaction survey to provide customers with an ongoing method of providing customer satisfaction input.

The survey was promoted in the February and March issues of the agency's electronic newsletter *TWDB News*, as well as through electronic postcards announcing the survey to our stakeholders. The newsletter and postcards were sent to approximately 3,300 e-mail addresses. The link to the survey was sent out through e-mail by the University of Texas to approximately 1,800 e-mail addresses and was also available for the duration of the time the survey was open on the TWDB's home page, www.twdb.state.tx.us.

Survey users had the option of directing their comments to specific areas of the agency, as follows:

- Human Resources (HR)
- Project Finance and Construction Assistance (PFCA)
- Water Resources Planning and Information (WRPI)
- Water Science and Conservation (WSC)
- Texas Natural Resources Information System (TNRIS) (a division of WRPI)
- Executive Operations and Administration (EXEC OPS and ADMIN)
- Legal Services
- Finance
- General/Unsure if not pertaining to a particular area

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Using numerical scoring options ranging from “Strongly Agree” (5) to “Strongly Disagree” (1), survey participants provided input on the following statements:

- Staff member(s) were helpful.
- I got the information I needed.
- The procedures/instructions were straightforward and easy to understand.
- My phone call, email, or letter was routed to the proper person.
- The website was easy to use and contained helpful information.
- If I filed a formal complaint, it was addressed in a reasonable manner.
- Overall, I was satisfied with the amount of time it took to get service/assistance/information.
 - Overall, I was satisfied with the amount of time it took to get a loan application processed.
 - Overall, I was satisfied with the amount of time it took to get a loan closed.
- Printed materials contained clear and thorough information.
- Overall, I am satisfied with my experience.

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Utilizing the identification methods noted above, the survey collected responses on each statutorily required customer service quality element:

1. General/overall
2. Facilities
3. Staff
4. Communications
5. Internet sites
6. Complaint handling process
7. Service timeliness
8. Printed information

(Note: The element of facilities was not deemed relevant by the customer satisfaction survey team and was, therefore, excluded from the survey).

Survey users were also provided an opportunity to submit suggestions for improvement, compliments, complaints, and requests for information. The TWDB received more than 150 comments through the survey, and input was monitored by staff representatives in each area of the agency through the Thought Bubble comment handling system, administered by the University of Texas Organizational Excellence Group. Input was shared with staff on a regular basis, and if the participant desired to be contacted, appropriate staff followed up with the necessary action. Comments marked as “Suggestions” from respondents are included at the end of this report as Attachment B.

A summary of item score averages for the period between January and April, 2010, is presented in the chart on the following page.

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Statement	Average Score FY 10
Overall, I was satisfied with the amount of time it took to get a loan application processed.	3.46
Overall, I was satisfied with the amount of time it took to get a loan closed.	3.42
Staff member(s) were helpful.	4.21
I received the information I needed.	4.10
The procedures/instructions were straightforward and easy to understand.	3.62
My phone call, email, or letter was routed to the proper person.	4.14
The website was easy to use and contained helpful information.	3.75
If I filed a formal complaint, it was addressed in a reasonable manner.	3.48
Overall, I was satisfied with the amount of time it took to get service/assistance/information.	3.89
Printed materials contained clear and thorough information.	3.83
Overall, I am satisfied with my experience.	3.92

Complete details of the online survey are attached in chart/tabular form as Attachment A to this report.

VI. Analysis of Findings

As indicated in Attachment A to this report, the highest scoring online survey areas were as follows:

Staff member helpfulness:	4.21
Effective response handling:	4.14
Information provided satisfactorily:	4.10
Overall satisfaction:	3.92
Service timeliness:	3.89

These scores indicate that the single most important resource of the agency is its employees and their abilities to assist and respond with the correct information within a satisfactory time frame. In many cases, individual staff were lauded through comments on the online survey. The TWDB was often complimented on its ability to serve its customers, as indicated by the comments received below:

- “Great access to data and reports. Timely and informative electronic newsletters and periodicals. An easily navigable website loaded with data, reports & general information. Courteous and professional staff. Could I possibly ask for more?”
- “I have found all of the TWDB personnel to be responsive and considerate.”
- “TWDB is an outstanding public agency; a model in efficiency, impartiality, and technical competence.”
- “My experiences with TWDB are like no other state agency. The high level of professionalism is greatly appreciated and other agencies would do well to follow their lead.”

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The TWDB will continue to emphasize to its staff that high-quality customer service is the number one priority of the agency. Customer satisfaction will remain at the top of the agency's strategy map and will continue to guide decisions made by TWDB leadership.

As in the past, the following areas are still the lowest scoring:

1. Satisfaction with the amount of time to close a loan: 3.42
2. Satisfaction with the amount of time to process a loan: 3.46

To address the issues customers have with the areas listed above, and to make the TWDB's application process more uniform and accessible for the agency's financial assistance programs, a comprehensive application for financial assistance has been developed and is anticipated to be utilized in 2010. The new format is intended to be concise and straightforward, making agency review more efficient for the applicant as well as TWDB staff.

The agency scored 3.75 to the statement, "The website was easy to use and contained helpful information." The TWDB seeks to provide information to customers in an accessible and easy-to-use format. The agency recognizes the technology and convenience of the World Wide Web as being a valuable tool for data collection and dissemination; therefore, the continual improvement, enhancement, and maintenance of the agency's Web site are top priorities for the TWDB.

To increase satisfaction with TWDB's Web site for customers in the future, the Web team is in the process of revitalizing the Web site. The revitalization will clean up the site to make it easier to use and also to make it more accessible, through objectives including

- A new logically structured and managed directory and file system for clear content ownership;
- A new user-friendly and usable navigation system;

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- Accessible templates and content set forth by the Texas Department of Information Resources
- Consistent look and feel with clean aesthetics site-wide with division branding. The agency will continue to adhere to its current goals of quick load time of Web pages, easy site navigation, compliance with accessibility standards, and updated information.

Management and staff will examine the following areas that scored below a 4.0 during this period and determine action plans, if needed, to improve future scores:

1. Addressing formal complaints in a reasonable manner:	3.48
2. Straightforward and easy-to-understand procedures and instructions:	3.62
3. Clarity of printed materials:	3.83
4. Amount of time to get service/assistance/information:	3.89
5. Overall satisfaction:	3.92

VII. Performance Measure Information for Customer Service

Standards

The measures detailed below are based on the statistics provided from the online customer survey.

Outcome Measures

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services:

77.05% (470 out of 610 respondents) indicated they strongly agree or agree with the statement, “Overall, I am satisfied with my experience.”

Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery

24.1% submitted comments categorized as “suggestions.”

Note: Some general comments also contained suggestions, but they are not included in this count.

Please see Attachment B—Customer Satisfaction Survey Suggestions.

Output Measures

Total Customers Surveyed

Approximately 1,800 were sent a targeted e-mail, approximately 3,300 were reached through our electronic newsletter and postcards, plus an unknown number of additional survey participants.

Total Customers Served

Unable to determine.

Efficiency Measures

Cost per Customer Surveyed

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\$3.57 (\$2,250 for renewal of maintenance for online survey, including targeted e-mail survey/631 respondents)

Explanatory Measures

Total Customers Identified

631 Respondents

Total Customer Groups Inventoried

Respondents identified themselves from approximately 43 different groups/types.

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VIII.

Attachment A:

Customer Satisfaction Survey Executive Summary Results

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Survey Results for

Customer Satisfaction Survey

for

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**Through
April 30, 2010**

Survey Items

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Survey Respondents

Total Number of Respondents: 636

Survey Items

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Select the agency division you last had contact with.

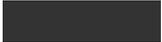
Number of Respondents: 592

Item Response	Count	Pct.
Human Resources	4	0.68%
Project Finance and Construction Assistance	199	33.61%
Water Resources Planning and Information	197	33.28%
Water Science and Conservation	50	8.45%
Texas Natural Resources Information System	19	3.21%
Executive Operations and Administration	22	3.72%
Legal Services	9	1.52%
Finance	35	5.91%
General/Unsure	57	9.63%

Survey Items

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Frequency Distribution

Human Resources	 0.68%
Project Finance and Construction Assistance	 33.61%
Water Resources Planning and Information	 33.28%
Water Science and Conservation	 8.45%
Texas Natural Resources Information System	 3.21%
Executive Operations and Administration	 3.72%
Legal Services	 1.52%
Finance	 5.91%
General/Unsure	 9.63%

Survey Items

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How would you describe yourself? Check all that apply.

Number of Respondents: 636

Item Response	Count	Pct.
General Public	34	5.35%
Political Subdivision (example: city, county, groundwater district)	233	36.64%
Water Supply Corporation	52	8.18%
Regional Water Planning Group member	28	4.40%
Consultant	190	29.87%
Governmental Agency	82	12.89%
Other	41	6.45%

Frequency Distribution

General Public	 5.35%
Political Subdivision (example: city, county, groundwater district)	 36.64%
Water Supply Corporation	 8.18%
Regional Water Planning Group member	 4.4%
Consultant	 29.87%
Governmental Agency	 12.89%
Other	 6.45%

Survey Items

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How would you describe yourself? Check all that apply.	
Verbatim Responses:	43
<ul style="list-style-type: none">• university faculty• Government Watchdog org• Attorney• Groundwater scientist/project manager• Attorney for water supply corporation• attorney• resident with 185 foot well• university• wholesale shrub grower• Board: City Water Supply Corp• Non-governmental organization• Conservation Group President• professor• GIS• Higher Education• educator• Nonprofit organization• WATER RIGHTS OWNER• university• university• Electric Utility• Water District• student• now retired state water specialist• Investor Owned Utility• non-profit• lawyer	

Survey Items

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Verbatim Responses: (Continued)	43
<ul style="list-style-type: none">• university• financial advisor• Power Utility• Trade Association• Financial Advisory Services—Represents communities• Environmental Advocate focused on water issues• Investment Banker• Engineer/Contractor• Public Water Utility• law firm• Water District• former TWDB board chairman• Attorney• higher education• Non-profit Association• Ex TWDB employee	

Survey Items

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My race/ethnicity is:

Number of Respondents: 576

Item Response	Count	Pct.
African-American/Black	7	1.22%
Mexican-American/Hispanic	54	9.38%
Anglo-American/White	492	85.42%
Asian-American/Native American	12	2.08%
Multiracial/Other	11	1.91%

Frequency Distribution

African-American/Black	1.22%
Mexican-American/Hispanic	9.38%
Anglo-American/White	85.42%
Asian-American/Native American	2.08%
Multiracial/Other	1.91%

Survey Items

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First Time Customer?		
<hr/>		
Number of Respondents:		593
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Item Response	Count	Pct.
Yes	91	15.35%
No	502	84.65%

Frequency Distribution

Yes	 15.35%
No	 84.65%

Survey Items

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If you are a repeat customer, number of years you have been interacting with this agency:

Number of Respondents: 533

Item Response	Count	Pct.
Less than 1 year	19	3.56%
1 to 3 years	68	12.76%
More than 3 years	446	83.68%

Frequency Distribution

Less than 1 year	 3.56%
1 to 3 years	 12.76%
More than 3 years	 83.68%

Survey Items

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Times in contact with this agency in last 12 months		
Number of Respondents:		588
Item Response	Count	Pct.
Once	79	13.44%
2 to 3 times	140	23.81%
More than 3 times	369	62.76%

Frequency Distribution

Once	 13.44%
2 to 3 times	 23.81%
More than 3 times	 62.76%

Survey Items

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Overall, I was satisfied with the amount of time it took to get a loan application processed.

Score: 3.47
Std. Dev.: 1.190
Number of Respondents: 190

Item Response	Count	Pct.
Strongly Agree	30	15.79%
Agree	62	32.63%
Neutral	33	17.37%
Disagree	20	10.53%
Strongly Disagree	14	7.37%
Not Applicable	31	16.32%

Frequency Distribution

Strongly Agree	 15.79%
Agree	 32.63%
Neutral	 17.37%
Disagree	 10.53%
Strongly Disagree	 7.37%
Not Applicable	 16.32%

Survey Items

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Overall, I was satisfied with the amount of time it took to get a loan closed.

Score: 3.42
Std. Dev.: 1.205
Number of Respondents: 192

Item Response	Count	Pct.
Strongly Agree	29	15.10%
Agree	49	25.52%
Neutral	38	19.79%
Disagree	17	8.85%
Strongly Disagree	14	7.29%
Not Applicable	45	23.44%

Frequency Distribution

Strongly Agree	 15.1%
Agree	 25.52%
Neutral	 19.79%
Disagree	 8.85%
Strongly Disagree	 7.29%
Not Applicable	 23.44%

Survey Items

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Staff member(s) were helpful.		
Score:		4.22
Std. Dev.:		0.828
Number of Respondents:		615
Item Response	Count	Pct.
Strongly Agree	239	38.86%
Agree	280	45.53%
Neutral	48	7.80%
Disagree	19	3.09%
Strongly Disagree	8	1.30%
Not Applicable	21	3.41%

Frequency Distribution

Strongly Agree	 38.86%
Agree	 45.53%
Neutral	 7.8%
Disagree	 3.09%
Strongly Disagree	 1.3%
Not Applicable	 3.41%

Survey Items

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I received the information I needed.		
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Score:		4.11
Std. Dev.:		0.856
Number of Respondents:		612
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Item Response	Count	Pct.
Strongly Agree	204	33.33%
Agree	304	49.67%
Neutral	57	9.31%
Disagree	31	5.07%
Strongly Disagree	7	1.14%
Not Applicable	9	1.47%

Frequency Distribution

Strongly Agree	 33.33%
Agree	 49.67%
Neutral	 9.31%
Disagree	 5.07%
Strongly Disagree	 1.14%
Not Applicable	 1.47%

Survey Items

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The procedures/instructions were straightforward and easy to understand.

Score: 3.62
Std. Dev.: 1.051
Number of Respondents: 609

Item Response	Count	Pct.
Strongly Agree	117	19.21%
Agree	242	39.74%
Neutral	131	21.51%
Disagree	69	11.33%
Strongly Disagree	22	3.61%
Not Applicable	28	4.60%

Frequency Distribution

Strongly Agree	19.21%
Agree	39.74%
Neutral	21.51%
Disagree	11.33%
Strongly Disagree	3.61%
Not Applicable	4.6%

Survey Items

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My phone call, email, or letter was routed to the proper person.

Score: 4.14
Std. Dev.: 0.757
Number of Respondents: 609

Item Response	Count	Pct.
Strongly Agree	176	28.90%
Agree	298	48.93%
Neutral	59	9.69%
Disagree	16	2.63%
Strongly Disagree	3	0.49%
Not Applicable	57	9.36%

Frequency Distribution

Strongly Agree	 28.9%
Agree	 48.93%
Neutral	 9.69%
Disagree	 2.63%
Strongly Disagree	 0.49%
Not Applicable	 9.36%

Survey Items

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The website was easy to use and contained helpful information.

Score: 3.75
Std. Dev.: 0.919
Number of Respondents: 608

Item Response	Count	Pct.
Strongly Agree	107	17.60%
Agree	272	44.74%
Neutral	121	19.90%
Disagree	49	8.06%
Strongly Disagree	9	1.48%
Not Applicable	50	8.22%

Frequency Distribution

Strongly Agree	17.6%
Agree	44.74%
Neutral	19.9%
Disagree	8.06%
Strongly Disagree	1.48%
Not Applicable	8.22%

Survey Items

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If I filed a formal complaint, it was addressed in a reasonable manner.

Score: 3.48
Std. Dev.: 0.942
Number of Respondents: 569

Item Response	Count	Pct.
Strongly Agree	16	2.81%
Agree	35	6.15%
Neutral	45	7.91%
Disagree	9	1.58%
Strongly Disagree	3	0.53%
Not Applicable	461	81.02%

Frequency Distribution

Strongly Agree	2.81%
Agree	6.15%
Neutral	7.91%
Disagree	1.58%
Strongly Disagree	0.53%
Not Applicable	81.02%

Survey Items

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Overall, I was satisfied with the amount of time it took to get service/assistance/information requested.

Score: 3.89
Std. Dev.: 1.032
Number of Respondents: 609

Item Response	Count	Pct.
Strongly Agree	161	26.44%
Agree	299	49.10%
Neutral	65	10.67%
Disagree	37	6.08%
Strongly Disagree	29	4.76%
Not Applicable	18	2.96%

Frequency Distribution

Strongly Agree	 26.44%
Agree	 49.1%
Neutral	 10.67%
Disagree	 6.08%
Strongly Disagree	 4.76%
Not Applicable	 2.96%

Survey Items

580 - Texas Water Development Board

Printed materials contained clear and thorough information.

Score: 3.83
Std. Dev.: 0.944
Number of Respondents: 598

Item Response	Count	Pct.
Strongly Agree	130	21.74%
Agree	273	45.65%
Neutral	104	17.39%
Disagree	41	6.86%
Strongly Disagree	13	2.17%
Not Applicable	37	6.19%

Frequency Distribution

Strongly Agree	 21.74%
Agree	 45.65%
Neutral	 17.39%
Disagree	 6.86%
Strongly Disagree	 2.17%
Not Applicable	 6.19%

Survey Items

580 - Texas Water Development Board

Overall, I am satisfied with my experience.

Score: 3.93
Std. Dev.: 0.968
Number of Respondents: 614

Item Response	Count	Pct.
Strongly Agree	170	27.69%
Agree	304	49.51%
Neutral	74	12.05%
Disagree	44	7.17%
Strongly Disagree	17	2.77%
Not Applicable	5	0.81%

Frequency Distribution

Strongly Agree	 27.69%
Agree	 49.51%
Neutral	 12.05%
Disagree	 7.17%
Strongly Disagree	 2.77%
Not Applicable	 0.81%

Survey Items

580 - Texas Water Development Board

Item Score Summary

Item Text	Score	Std. Dev.
Overall, I was satisfied with the amount of time it took to get a loan application processed.	3.47	1.190
Overall, I was satisfied with the amount of time it took to get a loan closed.	3.42	1.205
Staff member(s) were helpful.	4.22	0.828
I received the information I needed.	4.11	0.856
The procedures/instructions were straightforward and easy to understand.	3.62	1.051
My phone call, email, or letter was routed to the proper person.	4.14	0.757
The website was easy to use and contained helpful information.	3.75	0.919
If I filed a formal complaint, it was addressed in a reasonable manner.	3.48	0.942
Overall, I was satisfied with the amount of time it took to get service/assistance/information requested.	3.89	1.032
Printed materials contained clear and thorough information.	3.83	0.944
Overall, I am satisfied with my experience.	3.93	0.968

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IX.

Attachment B:

Customer Satisfaction Survey Suggestions

**(Suggestions taken word-for-word from Thought Bubble
comment handling system)**

- It seems that the Data Collection could be improved such that water providers did not have to continue to input data that the department already has on file. The fact that the electronic web based entry system is not complete is also a concern. I hope this is being managed by experts in information technology and that cost are reasonable.
- This survey was not very well done. Questions really did not apply to the water development board.
- The loan programs should be more explicit with regard to the borrower's ability to judge the approval or non-approval of the lending request advance of the application. The programs could be more flexible concerning the applicants ability to change to more beneficial and attractive lending options, especially after the loan has been approved. It is difficult, for example to move from project items in the intended use plan for a D Fund application and include the construction items in a DWSRF program which does not specifically include the specific intended use items. This inflexibility becomes painfully apparent when two funding options have been approved, and the entity has no way of taking advantage of lower interest rates, etc. of the other loan program. TWDB has also shown a tendency to recommend or indicate to applicants their willingness to provide certain assistance or provide solutions for particular problems the borrower has requested relief on and not follow through. That is as polite as I can put it. Having said that, TWDB is an attractive and valuable alternative for funding water projects. Our entity is very please to have a choice in lending agencies, especially one offering programs tailored to Texas borrowers.
- It does seem that TWDB leans too much toward legal jargon which may be/is difficult for the layperson and public to understand. Also, the process of management plan review/approval is very rigid as regards terminology/process required in order for approval of a management plan.
- We appreciate everything the Water development Board does, and the low interest loans, however, we sometimes hesitate to get a loan from the WDB for a project because of the huge amount of time and effort it takes to administer the loan and actually get the money. We spend thousands more on engineering because our engineers constantly have to submit a ton of paperwork just to get money released from escrow at each stage, and we are often hamstrung because we cannot proceed unless we have one piece of paper or one approval which takes months to get. Environmental approvals take months, even for projects located in existing streets, and each stage is inspected and reported on several times generating more paperwork and taking up more of our staff's time to talk to the inspectors. It would be good if this process could somehow be streamlined. We understand that

some utilities may need more oversight, but the present process seems very slow and more difficult than it has to be.

- The TWDB staff need to take in consideration that the water utilities that apply and receive grants or loans from the TWDB, know their projects, it is their backyard. Often times the Austin staff are blunt and vehement about that the water utility does not know what it is asking for or wants to do with the funds. A little more listening on the part of the TWDB would be extremely helpful. Perhaps a closer liason with the TWDB local inspectors as not so much just a monthly project inspector but more of a counselor/mentor on the projects would enhance the rapport with the water utility and the TWDB Austin staff.
- Websites for the agency are awfully busy, and hard to navigate. While everything you need is there somewhere (for which I am grateful, don't misunderstand), fereting it out is sometimes a challenge. A usability study might be in order
- The problem with financing projects through the Water Development Board is not the finance part, it i trying to get access to the funds once the Bonds are sold. The staff seems not to want to release the money without veru difficult and lengthy procedures which end up costing my clients a lot of legal costs not covered by the fnancing, and oftem duplicative of work we have done already. Twice I have had to fly to Austin from Houston and meet with the staffer, only to be able to explain the problem within a ten minute meeting. It would be better if there would be streamlined procedures for release of funds for payment of projects.
- I think TWDB should make it a priority to develop more thorough information for regional planning, like the information that was assembled and provided to consultants in the first round of planning.
- Time is of the essence. If a plan is to take place, timing is very important. The length of time that it takes from start to finish, would be helpful in accomplishing more.
- The staff in the grant department are VERY helpful. I was frustrated with some of the guidance provided on the web site for the Flood Protection Grant. It was scattered across the web site and different documents provided information about different requirements for the grant submittal. I think the TWDB should have one guidance document with several ways of getting to the document on the web site.
- Get competent people that can multi-task and get more work approved. We have borrowed well over 10 million dollars and have had trouble getting plans approved, contracts awarded and pay request approved for over 5 years. SWMBE is a pain and only drives up the cost. It holds up progress, delays work and doesn't change the outcome. If the low bidder gets the work and you are a SWMBE...you

need to get competitive with your bid or don't get the bid. If we have to go out of our way to find SWMBE businesses...they that explains why they are in trouble. The money we got was a loan. We will pay it back. Dragging it out and making it hard to access just means that more money goes to consultants and increased OH&P and less money to actually solve the infrastructure problem that the loan was approved for. We will not use TWDB funding again unless things get more simple. The Open Bond market is much simpler and overall more cost effective even with a higher interest.

- Sometimes difficult to understand the person giving the information due to language differences.
- In general, the TWDB is a great agency, but the website needs to be scoured and updated. If I were in your shoes, I'd ask for specific feedback in another survey to help you update the website--which is a major undertaking but it is a critical resource for all of us.
- Our organization is a borrower from TWDB. Why do we have to submit audited financial statements to TWDB when they are available at the State financial information repository? Is this information used or is it merely someone having to check a box that information has been provided?
- PLEASE extend the live video webcasting capabilities to more than 100 concurrent users! I tried to watch the Board's meeting today, but couldn't get on the site. I am so disappointed!
- I abandoned the process...
- The loan programs should be more explicit with regard to the borrower's ability to judge the approval or non-approval of the lending request advance of the application. The programs could be more flexible concerning the applicants ability to change to more beneficial and attractive lending options, especially after the loan has been approved. It is difficult, for example to move from project items in the intended use plan for a D Fund application and include the construction items in a DWSRF program which does not specifically include the specific intended use items. This inflexibility becomes painfully apparent when two funding options have been approved, and the entity has no way of taking advantage of lower interest rates, etc. of the other loan program. TWDB has also shown a tendency to recommend or indicate to applicants their willingness to provide certain assistance or provide solutions for particular problems the borrower has requested relief on and not follow through. That is as polite as I can put it. Having said that, TWDB is an attractive and valuable alternative for funding water projects. Our entity is very please to have a choice in lending agencies, especially one offering programs tailored to Texas borrowers.

- I would like to see education material for children older than kindergarten but younger than the Major Rivers Program for 4th or 5th grade. Conservation stickers, bookmarks, erasers, etc.