



Report on Customer Service

Texas Water Development Board

FY 2007-2008

In conjunction with the 2009-2013 Strategic Plan

Report on Customer Service

Texas Water Development Board

FY 2007-2008

MEMORANDUM

TO: Mr. Mike Morrissey
Director of Budget, Planning & Policy
Office of the Governor

Mr. John O'Brien
Director
Legislative Budget Board

FROM: J. Kevin Ward, Executive Administrator

DATE: May 28, 2008

SUBJECT: *Report on Customer Service for the Fiscal Years 2007-2008*

The Texas Water Development Board (TWDB) is pleased to present the attached *Report on Customer Service for the Fiscal Years 2007-2008*. The agency believes that the document meets all of the requirements and is in compliance with the instructions provided.

Should you have any questions or comments about the *Report on Customer Service*, please contact Leslie Anderson, Sr. Management Analyst at (512) 463-7855.

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Texas Water Development Board

BOARD MEMBER	TERM EXPIRES	CITY
JAMES E. HERRING, CHAIRMAN	12/31/09	AMARILLO
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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, 75th Texas Legislature, the TWDB stepped into an even greater leadership role: guiding, enabling and supporting the state's water resources development.

In order to provide clear communication channels with the public and our agency, we have our Compact with Texans available on our website. The compact outlines the following items:

- TWDB Mission
- TWDB's Programs and Services
- Complaint Handling Process
- Open Records Request Process
- TWDB Website 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.

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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 three 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 towards enhancing our communication and sharing information regarding business performance.

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III. TWDB CUSTOMERS

Online Customer Survey

During FY 2007-2008 the Texas Water Development Board (TWDB) updated its online customer satisfaction survey originally developed for the agency in September 2005 by the University of Texas Organizational Excellence Group. The survey is designed to provide continuous input from its customers in a quick and easy-to-use format.

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

1. Individual (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;

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4. Geographic Information Systems (GIS) mapping data;
5. Financial assistance for water, wastewater, flood, and conservation projects;
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 mission to provide leadership, planning, financial assistance, information and education for the conservation and responsible development of water for Texas, the TWDB serves a wide array of customers in all areas of the state. The list below offers an indication of 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.

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IV. TWDB PROGRAMS AND SERVICES

The Strategies listed in the 2008-2009 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 and groundwater resources; projects future water availability; incorporates regional water plans into a statewide water plan for the

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orderly development, management and conservation of the state's water resources.

- These services align with the A.2.2 Strategy- Water Resources Planning.

- **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 loaning 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.

- **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):**
 - The 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 2002 State Water Plan.
 - These services align with the B.1.3. Strategy- Federal Financial Assistance.

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- **National Flood Insurance Program (NFIP):**
 - 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 do not align with any current strategy, as this is a new program granted by the last legislative session. The TWDB is requesting that a new strategy be created to measure performance in regard to this program.

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

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V. DATA COLLECTION METHODS

Online Customer Survey

On September 1, 2005 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 TWDB provided the University of Texas Organizational Excellence Group updates prior to conducting a targeted survey in April 2008. The link to the survey is displayed on TWDB's website under "Hot Topics."

The updated survey was promoted in the Spring 2008 edition of the agency's quarterly printed newsletter, *Water for Texas*, which reaches approximately 1,000 printed copy readers, and over 1,100 customers who receive the quarterly newsletter via email. During FY 2007-2008 online survey promotional postcards were distributed at a variety of TWDB events, including speaking engagements, meetings with external customers, trade show exhibits, and for distribution to customers visiting the TWDB's offices. The link to this survey is also included in the *TWDB Executive Administrator's Online Newsletter*, which is distributed monthly via email to many of the TWDB's customers, and the public. This newsletter is also available on the TWDB website. on the publications section of our agency's web site.

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)

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- Texas Natural Resources Information System (TNRIS) (now a division of WRPI)
- Executive Operations and Administration (EXEC OPS AND ADMIN)
- Legal Services
- Finance
- General/Unsure if not pertaining to a particular area

An online description of the updated agency divisions (Attachment B) assisted customers in directing their responses to the appropriate area.

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

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

Additionally, participants directing their comments to the Project Finance and Construction Assistance (PFCA) were given the opportunity to comment on two additional items that were included with Question number 7:

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7a. Overall, I was satisfied with the amount of time it took to get a loan application processed.

7b. Overall, I was satisfied with the amount of time it took to get a loan closed.

Survey users were also provided an opportunity to submit suggestions for improvement, compliments, complaints, and requests for information. Survey results were monitored by staff representatives in each area of the agency. Input was shared with staff on a regular basis in division meetings as well as agency-wide meetings. If the participant desired to be contacted, appropriate staff followed up with the necessary action. Particular attention was paid to improvement suggestions, which were implemented where feasible.

On April 15, 2008 a targeted email survey representing a wide cross-section of customers, was conducted by the University of Texas Organizational Excellence Group at the TWDB's request. The targeted email survey was sent to over 1,800 addressees. Between May 19, 2006 (the ending date of the online survey included in the TWDB Report on Customer Service for FY 2005-2006) and May 5, 2008, 266 respondents participated in the online survey. A total of 683 respondents have participated in the online survey since its inception in September 2005.

Utilizing the online customer survey, from May 20, 2006 through May 5, 2008, the TWDB collected data from 266 respondents. Customers were asked to identify:

- their ethnicity,
- whether they were a repeat customer or a first-time customer,
- the number of years they have been interacting with the agency, and
- the number of times contacting the agency within the last 12 months.

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Utilizing the identification methods noted in the above section entitled, "Data Collection Methods," the survey collected responses on each statutorily required customer service quality element:

1. Staff
2. Communications
3. Internet sites
4. Complaint-handling processes
5. Service timeliness
6. Printed information
7. Facilities

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

A summary of item score averages for the period between May 20, 2006 and May 5, 2008 is presented in the chart on the following page.

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Statement	Average Score FY 07-08
Overall, I was satisfied with the amount of time it took to get a loan application processed.	3.54
Overall, I was satisfied with the amount of time it took to get a loan closed.	3.51
Staff member(s) were helpful.	4.30
I got the information I needed.	4.11
The procedures/instructions were straightforward and easy to understand.	3.86
My phone call, email, or letter was routed to the proper person.	4.23
The website was easy to use and contained helpful information.	3.89
If I filed a formal complaint, it was addressed in a reasonable manner.	3.74
Overall, I was satisfied with the amount of time it took to get service/assistance/information.	3.96
Printed materials contained clear and thorough information.	4.00
Overall, I am satisfied with my experience.	4.05

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

In addition to the survey questions, respondents were encouraged to provide comments to each area of the agency. These comments were categorized as: compliments, complaints, suggestions, requests for information, and non-specified. Since the inception of the online survey in September 2005, a total of 192 comments have been received. Between May 20, 2006 and May

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5, 2008 (FY 2007-2008) a total of 110 comments were collected on the online survey.

A summary of all comments received by type within each area of the agency since the inception of the online survey is listed below.

	Compliments %	Complaints %	Suggestions %	Requests for Info %	Total Comments
HR	7.1	21.4	14.3	28.6	14
PFCA	50.0	13.9	30.6	0	36
TNRIS	50.0	0	0	0	8
WRPI	31.0	27.6	24.1	17.2	29
EXEC OPS & ADMIN	31.4	8.6	28.6	11.4	35
FINANCE	30	10	0	20	10
WSC	25.9	7.4	29.6	11.1	27
TOTAL	31.3	15.6	25.0	10.9	192

NOTE: Percentages may not total 100% due to comments without a specified comment type and comments with multiple comment types selected.

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VI. ANALYSIS OF FINDINGS

Online Customer Survey

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

Staff member helpfulness:	4.30
Effective response handling:	4.23
Information provided satisfactorily:	4.11
Overall satisfaction:	4.05
Effective printed materials:	4.00

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 was 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:

- “The TWDB booth....was extremely helpful. I learned a lot and had all questions answered thoroughly by a friendly, knowledgeable person.”
- “TWDB personnel understand the folks they deal with and work to be problem solvers not obstacle erectors. They are the prime example of good government at work. We appreciate them.”

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- “Your service is great! Always speedy and the staff is friendly...”
- “I have always received truly outstanding support from the TWDB.”

The TWDB will continue to emphasize to its staff that 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.

During FY 2007-2008, PFCA, Legal and Finance concentrated on improving loan processing and closing and other internal processes. (Note: The Drinking Water and Clean Water IUP question was omitted from the FY 2007-2008 online survey.) The new Marketing and Customer Relations section and new marketing team focused its efforts on improving the IUP process, identifying new customers, working closely with repeat customers and improving marketing and informational materials. Loan closing and processing showed the following improvements on the online survey during FY 2007-2008 as follows:

1. Satisfaction with the amount of time to close a loan: 3.51
2. Satisfaction with the amount of time to process a loan: 3.54

Although significantly improved, these areas continue to be the lowest scoring areas and staff will continue its efforts to improve customer satisfaction in processing and closing loans.

There were no additional areas that scored below 3.54, which indicates a very positive survey for the agency for FY 2007-2008. 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:

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- | | |
|---|------|
| 1. Addressing formal complaints in a reasonable manner: | 3.74 |
| 2. Straightforward and easy-to-understand procedures
and instructions: | 3.86 |
| 3. Website usefulness and helpfulness: | 3.89 |
| 4. Amount of time to get service/assistance/information: | 3.96 |

In order to increase the use of the online survey in the future, TWDB staff will continue to provide information on their publications, newsletters, handouts, emails, and regular correspondence. In addition, TWDB staff who provide presentations in a variety of venues throughout the year will remind audience members of the survey. The agency may also consider conducting future targeted email surveys as well.

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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:

81.39% (210 out of 258 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

24.6% submitted comments categorized as “suggestions.”

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

Output Measures

Total Customers Surveyed

1,804 were sent a targeted email, plus an unknown number of additional survey participants.

Total Customers Served

Unable to determine.

Efficiency Measures

Cost per Customer Surveyed

\$8.46 (\$2,250 for renewal of maintenance for online survey, including targeted email survey/266 respondents.)

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Explanatory Measures

Total Customers Identified

266 respondents.

Total Customer Groups Inventoried

Respondents identified themselves from approximately 30 different groups/types.

VIII.

Attachment A



Survey Results for

Customer Satisfaction Survey

for

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**May 20, 2006
Through
May 05, 2008**

Survey Items

580 - Texas Water Development Board

<p>Survey Respondents</p> <hr/>
<p>Total Number of Respondents: 266</p>

Survey Items

580 - Texas Water Development Board

Select the agency division you last had contact with.

Number of Respondents: 252

Item Response	Count	Pct.
Human Resources	3	1.19%
Project Finance and Construction Assistance	64	25.40%
Water Resources Planning and Information	80	31.75%
Water Science and Conservation	21	8.33%
....Texas Natural Resources Information System	23	9.13%
Executive Operations and Administration	8	3.17%
Legal Services	0	0.00%
Finance	19	7.54%
General/Unsure	34	13.49%

Survey Items

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Frequency Distribution

Human Resources	1.19%
Project Finance and Construction Assistance	25.4%
Water Resources Planning and Information	31.75%
Water Science and Conservation	8.33%
...Texas Natural Resources Information System	9.13%
Executive Operations and Administration	3.17%
Legal Services	0%
Finance	7.54%
General/Unsure	13.49%

Survey Items

580 - Texas Water Development Board

How would you describe yourself? Check all that apply.

Number of Respondents: 266

Item Response	Count	Pct.
General Public	40	15.04%
Political Subdivision (example: city, county, groundwater district,)	58	21.80%
Water Supply Corporation	16	6.02%
Regional Water Planning Group member	11	4.14%
Consultant	78	29.32%
Governmental Agency	49	18.42%
Other	28	10.53%

Frequency Distribution

General Public	15.04%
Political Subdivision (example: city, county, groundwat	21.8%
Water Supply Corporation	6.02%
Regional Water Planning Group member	4.14%
Consultant	29.32%
Governmental Agency	18.42%
Other	10.53%

Survey Items

580 - Texas Water Development Board

How would you describe yourself? Check all that apply.

Verbatim Responses:	31
----------------------------	----

- Educational
 - MUD
 - Higher Education
 - Financial Advisor
 - Investment Banking
 - trust property manager
 - Investor Owned Utility
 - Academic Research
 - Contractor
 - university researcher
 - Media
 - Fly Fishing Club Officer
 - Trainer
 - IOWC
 - attorney
 - association
 - instructor/technical writer
 - Developer
 - Higher Education
 - Fresh Water dist
 - Municipal Utility Distroct
 - oil,gas & geothermal operator
 - Texas History Research
 - doctoral student
 - Wetland Bank Owner
 - ranch
 - Association
 - bond counsel
-

Survey Items

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Verbatim Responses: (Cont.)	
	31
<ul style="list-style-type: none">• Non-Profit dealing with stormwater regional flood damage protection• INGO• Hydrogeologist	

Survey Items

580 - Texas Water Development Board

My race/ethnicity is:

Number of Respondents: 247

Item Response	Count	Pct.
African-American/Black	2	0.81%
Mexican-American/Hispanic	26	10.53%
Anglo-American/White	210	85.02%
Asian-American/Native American	3	1.21%
Multiracial/Other	6	2.43%

Frequency Distribution

African-American/Black	0.81%
Mexican-American/Hispanic	10.53%
Anglo-American/White	85.02%
Asian-American/Native American	1.21%
Multiracial/Other	2.43%

Survey Items

580 - Texas Water Development Board

First Time Customer?

Number of Respondents: 251

Item Response	Count	Pct.
Yes	50	19.92%
No	201	80.08%

Frequency Distribution

Yes	19.92%
No	80.08%

Survey Items

580 - Texas Water Development Board

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

Number of Respondents: 221

Item Response	Count	Pct.
Less than 1 year	10	4.52%
1 to 3 years	41	18.55%
More than 3 years	170	76.92%

Frequency Distribution

Less than 1 year	4.52%
1 to 3 years	18.55%
More than 3 years	76.92%

Survey Items

580 - Texas Water Development Board

Times in contact with this agency in last 12 months

Number of Respondents: 251

Item Response	Count	Pct.
Once	48	19.12%
2 to 3 times	50	19.92%
More than 3 times	153	60.96%

Frequency Distribution

Once	19.12%
2 to 3 times	19.92%
More than 3 times	60.96%

Survey Items

580 - Texas Water Development Board

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

Score: 3.54
Std. Dev.: 1.232
Number of Respondents: 61

Item Response	Count	Pct.
Strongly Agree	11	18.03%
Agree	21	34.43%
Neutral	6	9.84%
Disagree	8	13.11%
Strongly Disagree	4	6.56%
Not Applicable	11	18.03%

Frequency Distribution

Strongly Agree	18.03%
Agree	34.43%
Neutral	9.84%
Disagree	13.11%
Strongly Disagree	6.56%
Not Applicable	18.03%

Survey Items

580 - Texas Water Development Board

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

Score: 3.51
Std. Dev.: 1.218
Number of Respondents: 59

Item Response	Count	Pct.
Strongly Agree	10	16.95%
Agree	16	27.12%
Neutral	10	16.95%
Disagree	5	8.47%
Strongly Disagree	4	6.78%
Not Applicable	14	23.73%

Frequency Distribution

Strongly Agree	16.95%
Agree	27.12%
Neutral	16.95%
Disagree	8.47%
Strongly Disagree	6.78%
Not Applicable	23.73%

Survey Items

580 - Texas Water Development Board

Staff member(s) were helpful.

Score: 4.30
Std. Dev.: 0.877
Number of Respondents: 259

Item Response	Count	Pct.
Strongly Agree	125	48.26%
Agree	102	39.38%
Neutral	17	6.56%
Disagree	6	2.32%
Strongly Disagree	6	2.32%
Not Applicable	3	1.16%

Frequency Distribution

Strongly Agree	48.26%
Agree	39.38%
Neutral	6.56%
Disagree	2.32%
Strongly Disagree	2.32%
Not Applicable	1.16%

Survey Items

580 - Texas Water Development Board

I received the information I needed.

Score: 4.11
Std. Dev.: 1.000
Number of Respondents: 259

Item Response	Count	Pct.
Strongly Agree	103	39.77%
Agree	110	42.47%
Neutral	19	7.34%
Disagree	16	6.18%
Strongly Disagree	8	3.09%
Not Applicable	3	1.16%

Frequency Distribution

Strongly Agree	39.77%
Agree	42.47%
Neutral	7.34%
Disagree	6.18%
Strongly Disagree	3.09%
Not Applicable	1.16%

Survey Items

580 - Texas Water Development Board

The procedures/instructions were straightforward and easy to understand.

Score: 3.86
Std. Dev.: 1.044
Number of Respondents: 258

Item Response	Count	Pct.
Strongly Agree	71	27.52%
Agree	99	38.37%
Neutral	40	15.50%
Disagree	20	7.75%
Strongly Disagree	8	3.10%
Not Applicable	20	7.75%

Frequency Distribution

Strongly Agree	27.52%
Agree	38.37%
Neutral	15.5%
Disagree	7.75%
Strongly Disagree	3.1%
Not Applicable	7.75%

Survey Items

580 - Texas Water Development Board

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

Score: 4.23
Std. Dev.: 0.911
Number of Respondents: 260

Item Response	Count	Pct.
Strongly Agree	111	42.69%
Agree	92	35.38%
Neutral	27	10.38%
Disagree	5	1.92%
Strongly Disagree	6	2.31%
Not Applicable	19	7.31%

Frequency Distribution

Strongly Agree	42.69%
Agree	35.38%
Neutral	10.38%
Disagree	1.92%
Strongly Disagree	2.31%
Not Applicable	7.31%

Survey Items

580 - Texas Water Development Board

The website was easy to use and contained helpful information.

Score: 3.89
Std. Dev.: 1.013
Number of Respondents: 259

Item Response	Count	Pct.
Strongly Agree	71	27.41%
Agree	104	40.15%
Neutral	41	15.83%
Disagree	16	6.18%
Strongly Disagree	8	3.09%
Not Applicable	19	7.34%

Frequency Distribution

Strongly Agree	27.41%
Agree	40.15%
Neutral	15.83%
Disagree	6.18%
Strongly Disagree	3.09%
Not Applicable	7.34%

Survey Items

580 - Texas Water Development Board

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

Score: 3.74
Std. Dev.: 1.216
Number of Respondents: 236

Item Response	Count	Pct.
Strongly Agree	17	7.20%
Agree	18	7.63%
Neutral	12	5.08%
Disagree	2	0.85%
Strongly Disagree	5	2.12%
Not Applicable	182	77.12%

Frequency Distribution

Strongly Agree	7.2%
Agree	7.63%
Neutral	5.08%
Disagree	0.85%
Strongly Disagree	2.12%
Not Applicable	77.12%

Survey Items

580 - Texas Water Development Board

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

Score: 3.96
Std. Dev.: 1.081
Number of Respondents: 258

Item Response	Count	Pct.
Strongly Agree	89	34.50%
Agree	107	41.47%
Neutral	30	11.63%
Disagree	15	5.81%
Strongly Disagree	13	5.04%
Not Applicable	4	1.55%

Frequency Distribution

Strongly Agree	34.5%
Agree	41.47%
Neutral	11.63%
Disagree	5.81%
Strongly Disagree	5.04%
Not Applicable	1.55%

Survey Items

580 - Texas Water Development Board

Printed materials contained clear and thorough information.

Score: 4.00
Std. Dev.: 0.954
Number of Respondents: 251

Item Response	Count	Pct.
Strongly Agree	74	29.48%
Agree	99	39.44%
Neutral	36	14.34%
Disagree	10	3.98%
Strongly Disagree	6	2.39%
Not Applicable	26	10.36%

Frequency Distribution

Strongly Agree	29.48%
Agree	39.44%
Neutral	14.34%
Disagree	3.98%
Strongly Disagree	2.39%
Not Applicable	10.36%

Survey Items

580 - Texas Water Development Board

Overall, I am satisfied with my experience.

Score: 4.05
Std. Dev.: 1.016
Number of Respondents: 258

Item Response	Count	Pct.
Strongly Agree	94	36.43%
Agree	116	44.96%
Neutral	23	8.91%
Disagree	12	4.65%
Strongly Disagree	11	4.26%
Not Applicable	2	0.78%

Frequency Distribution

Strongly Agree	36.43%
Agree	44.96%
Neutral	8.91%
Disagree	4.65%
Strongly Disagree	4.26%
Not Applicable	0.78%

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.	3.54	1.232
Overall, I was satisfied with the amount of time it took to get a loan closed.	3.51	1.218
Staff member(s) were helpful.	4.30	0.877
I received the information I needed.	4.11	1.000
The procedures/instructions were straightforward and easy to understand.	3.86	1.044
My phone call, email, or letter was routed to the proper person.	4.23	0.911
The website was easy to use and contained helpful information.	3.89	1.013
If I filed a formal complaint, it was addressed in a reasonable manner.	3.74	1.216
Overall, I was satisfied with the amount of time it took to get service/assistance/information requested.	3.96	1.081
Printed materials contained clear and thorough information.	4.00	0.954
Overall, I am satisfied with my experience.	4.05	1.016

IX.

Attachment B

Agency Division Descriptions for Online Customer Satisfaction Survey

Operations and Administration

Operations and Administration provides administrative support to the TWDB's Executive Administrator and board members, as well as a variety of services to TWDB employees, the media, legislative representatives, and the public.

This area includes a Sr. Management Analyst, Human Resources/Contract Attorney, and an Administrative Assistant. Duties of this office include but are not limited to: strategic planning; performance measures reporting to the state and to the Board; systems development; legal reviews; and agency-wide initiatives such as leadership training, water summits, and agency meetings.

Operations and Administration is composed of the following divisions:

- Administrative Services
- Human Resources
- Support Services & Contract Administration
 - Support Services
 - Federal Reporting
 - Purchasing
 - Contracting
- Communications and Records Management
 - Communications
 - Web Administration
 - Publications
 - Graphics Support
 - Records Management
- Information Technology
 - Help Desk
 - Information Security
 - Information Infrastructure
 - IT Project Management
 - Systems Analysis
 - Programming and Development
 - GIS Data and Cartography

Finance

Finance provides customers with timely , meaningful and quality financial services; and ensures fiscal integrity by investing and protecting TWDB's assets. These tasks are accomplished through:

- development, preparation, maintenance and follow up of the operating budget, position control and Legislative Appropriations Request
- accounting
- financial reporting
- monitoring of the loan portfolio for financial stability and compliance
- issuance of bonds
- investment of funds
- financial system security and oversight

Project Finance and Construction Assistance

The office of Project Finance and Construction Assistance (PFCA) administers the TWDB's financial assistance programs that provide loans and/or grants for the planning, design and construction of water related infrastructure. The responsibilities of the various divisions within PFCA include:

- program oversight and implementation;
- marketing of the financial assistance programs;
- processing of financial applications;
- assisting applicants with project development that includes planning, engineering, and environmental aspects of the projects, and on-site assistance to project owners, and monitoring during the construction phase of the project.

Water Resources Planning and Information

Water Resources Planning and Information supports the TWDB's mission by collecting, analyzing, and disseminating water-related data and by providing other services necessary to aid in planning and managing the state's water resources. It also provides statewide geographic data services and flood mitigation planning, including administration of federal assistance programs. **WRPI** encompasses the following divisions and services:

Texas Natural Resources Information System: TNRIS provides a centralized information system incorporating all Texas natural resource data, socioeconomic data related to natural resources, and indexes related to that data that are collected by state agencies or other entities.

Water Resources Planning: Collects and compiles planning data; administers the regional and state water planning processes; maintains the Regional Water Planning Database; answers water planning questions; and manages the Water Use Survey program.

Flood Mitigation Planning: Acts as State Coordinating body for the National Flood Insurance Program by providing community technical assistance and training; manages the state flood protection planning grant program and federal Flood Mitigation Assistance and Severe Repetitive Loss grant programs.

Water Science and Conservation (WS&C) supports the TWDB's mission by collecting, analyzing, and providing the water-related data necessary to aid in planning and managing the state's water resources. It also provides technical services to support planning, conservation, and development of surface water and groundwater for the State of Texas.

Water Science and Conservation

Water Science and Conservation encompasses the following divisions and services:

Conservation – Collects and compiles conservation information; produces data for regional and state water planning and conservation issues; provides technical assistance on agricultural and municipal water conservation; answers conservation questions; publishes water conservation materials; provides financial assistance (grants) for agricultural water conservation.

Groundwater Resources – Collects and compiles groundwater information; produces data for regional and state water planning and managing groundwater resources; develops, manages, and operates groundwater availability models; answers groundwater questions; publishes groundwater information; reviews groundwater conservation districts' management plans; provides technical assistance to groundwater conservation districts; and conducts studies of groundwater resources.

Innovative Water Technologies – Collects and compiles information on innovative water technologies; produces data for regional and state water planning; implements the TWDB's Desalination Demonstration Program to promote the development of brackish and seawater desalination supplies; answers innovative water technology questions; publishes information on the innovative water technologies; provides information and technical assistance on rainwater harvesting and water reuse.

Surface Water Resources – Funds, collects and compiles water information on streams, rivers, lakes, reservoirs, bays and estuaries; produces data and models for environmental flow studies, regional and state water planning, permitting, and managing surface water resources; answers surface water questions; publishes surface water information, including lake hydrographic survey data; and, provides oil spill model projections.