



**TEXAS BOARD OF PROFESSIONAL
LAND SURVEYING**

AGENCY 464

REPORT ON CUSTOMER SERVICE

June 2012

Introduction

This report is submitted in compliance with Chapter 2114 of the Government Code, requiring all state agencies and institutions of higher education to gather information from their customers regarding the quality of service delivered by that agency.

The Texas Board of Professional Land Surveying examines and licenses individuals desiring to become surveyors, and regulates practicing surveyors in accordance with the applicable state laws pertaining to the Board and Board rules. In addition, the Board investigates complaints filed against surveyors to determine if they have violated Board rules.

Inventory of External Customers

Though the Board serves all citizens of Texas, the people who contact the Board are primarily land surveyors, those wishing to become land surveyors, continuing education sponsors and the public who either have questions regarding land surveying or a complaint against a land surveyor.

Currently licensed land surveyors are required to renew their licenses annually and to obtain a certain number of hours of continuing education credits. Board staff approves continuing education courses offered by external sources and conducts an annual audit of licensees to ensure that continuing education criteria are being met. We also will answer questions regarding the laws and rules pertinent to land surveying.

Individuals interested in becoming land surveyors must first take an exam administered by the Board. Board staff is able to answer questions about the testing process, process applications and payments. The staff also administers the test which is offered two times per year.

Continuing education sponsors submit course content information for approval by the Board. This information is reviewed, and if approved, the sponsor information is posted to our approved course list to our Web site. The Board also determines the number of Continuing Education hours that will be earned by taking the specific course.

Services provided to the public include answering general questions about land surveying, assisting with finding names of surveyors in a particular city or county and accepting complaints against surveyors.

Methodology

Customer Service Surveys are available at the Board's Web site for easy access by those individuals that interact with the Board. Paper copies are also available at the physical location.

In addition, surveys are distributed to all individuals present at examination sites. We strongly encourage their cooperation in completing and returning the survey.

In April and October of each calendar year, the surveys collected are compiled to determine the total response for each question. Based on this information, a percentage score is derived for the overall rating.

Levels of Customer-Determined Service Quality

Respondents have the choice of five ratings: poor, fair, average, good and excellent. The results of surveys received this fiscal year concluded that the average for all categories was good. Fifty-three completed surveys were returned to the Board, representing 20 percent of all surveys sent out. No surveys or members of the public were excluded from the data-collection process.

Survey Question	Poor	Fair	Average	Good	Excellent
Facilities Exam					
Ability to access and locate building	0	2	6	30	19
Location where exam is held	0	3	3	33	17
Signs	2	2	7	31	16
Cleanliness	0	0	1	33	22
Total	2	7	17	127	74

Of the responses received regarding the Exam Facilities an average of 89% marked either Good or Excellent. (201/227)

Facilities Board Office					
Ability to access and locate building	0	1	5	21	13
Signs	2	0	5	22	11
Cleanliness	0	0	2	22	14
Total	2	1	12	65	38

Of the responses received regarding the Board Office Facilities an average of 87% marked either Good or Excellent. (103/118)

Staff					
Courtesy	0	0	0	20	33
Friendliness	0	0	0	21	32
Knowledgeable	0	1	1	24	27
Identification of staff	0	0	2	22	27
Total	0	1	3	87	119

Of the responses received regarding Staff an average of 98% marked either Good or Excellent. (206/210)

Communications					
Ease of telephone access	0	0	4	17	26
Average time spent on hold	0	0	0	20	23
Call transfers	0	0	2	22	20
Access to live person	0	0	1	19	27
Time it takes to obtain response to letters	0	0	5	23	18
Time it takes to obtain response to email	0	0	3	10	22
Total	0	0	15	111	136

Of the responses received regarding Communication an average of 94% marked either Good or Excellent. (247/262)

Survey Question	Poor	Fair	Average	Good	Excellent
Internet Site					
Use of site	0	3	7	28	12
Information on location	0	1	2	31	14
Information on agency	0	1	3	32	16
Information accessible on site	0	2	5	28	13
Contact information on site	0	1	1	12	17
Total	0	8	18	131	72

Of the responses received regarding the Board's Internet Site an average of 89% marked either Good or Excellent. (203/229)

Complaints

Complaint handling process	0	1	2	9	4
Ease of filing complaint	0	0	2	8	4
Timely responses to complaints	0	0	2	6	4
Total	0	1	6	23	12

Of the responses received regarding Complaints an average of 83% marked either Good or Excellent. (35/42)

Service to Customers

Amount of time spent waiting—phone	0	0	1	8	14
Amount of time spent waiting—in person	0	0	2	16	13
Amount of time spent waiting – letter	0	0	3	19	12
Amount of time spent waiting – website	0	1	3	20	11
Total	0	1	9	63	50

Of the responses received regarding Service to Customers an average of 92% marked either Good or Excellent. (113/123)

Printed Information

Applications – easy to understand	0	4	15	20	11
Applications – accuracy	0	0	9	26	14
Act & Rules – easy to understand	0	3	8	24	14
Act & Rules – accuracy	0	0	10	22	16
Total	0	7	42	92	55

Of the responses received regarding Printed Information an average of 75% marked either Good or Excellent. (147/196)

Analysis of Findings

In the 2010 Customer Survey, it was noted that signage received an average rating of 88%, with one rating in the “Poor” category. This year, signage received an average rating of 82%, with four ratings in the “Poor” category. In 2010, it was noted that there was no signage at the street level to direct customers to this office. It was also noted that this matter was brought to the attention of the Highway Department by both this office and the Texas Facilities Commission. What confuses our customers is that we are housed

within the Texas Commission on Environmental Quality complex, but once they reach the complex there is no clear indication where they need to go. To date, there are still no signs directing customers to the Board of Professional Land Surveying.

Our Web site also received a rating below 90%, with an average rating of 89%, with customers giving it eight ratings in the “Fair” column. As a major vehicle for providing agency information 24 hours a day, a Web site should be user-friendly, an area our Web site fails. Navigation should be easy, with the customer being able to locate the information they seek with minimal guessing as to its location on the page. In an effort to improve this rating and provide our customers with a more satisfying visit, we have begun analyzing our Web site with the objective of making major improvements over the next few months.

Complaints received the fewest number of ratings, with seven ratings falling in the “Fair”/“Average” category. For FY2011, 48 complaints were received by the Board. We attribute the low number of responses due to the fact that the person being disciplined may choose to ignore our request for feedback. We will continue to request feedback from both the complainant and surveyor or firm listed in the complaint via direct mail.

The lowest rating was for printed material, specifically our Applications and our Act and Rules. While we received seven ratings in the “Fair” category, respondents did not offer suggestions on how this might be improved.

For FY2012, we anticipate all levels of customer service satisfaction rating at 92% or greater. We will also be reviewing our survey form and considering adopting a more proactive method of collecting customer satisfaction data such as designating specific survey dates as opposed to the more passive methods currently in place.

Performance Measure Information

Outcome Measures

- Percent of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received.

Analysis of survey results revealed that respondents were satisfied with services received. See the Chart detailing *Levels of Customer-Determined Service Quality* on page 3 for specific percentages.

- Percent of Surveyed Customer Respondents Identifying ways to Improve Service Delivery.

Of the 53 completed surveys received, six offered suggestions to improve service. Twelve individuals commented on either the Web site, availability of study materials or the exam.

Output Measures

- Total Customers Surveyed

Individuals who contact the agency are primarily land surveyors, those desiring to become land surveyors, continuing education sponsors and the public who have questions about surveying or complaints against land surveyors.

Efficiency Measures

- Cost per Customer Surveyed

The Board spent less than \$50 for FY2011 to survey its customers. We anticipate that amount will not change for FY2012.

Explanatory Measures

- Total Customers Identified

Customers provided the opportunity to take a survey included currently licensed land surveyors, examinees, course sponsors and the general public.

- Total Customer Groups Inventoried

There are five groups that were inventoried: firms, currently licensed land surveyors, examinees, course sponsors and the general public.

Customer Service Survey

PLEASE CHECK ALL THAT APPLY.

RATINGS	1 = Poor	2 = Fair	3 = Average	4 = Good	5 = Excellent
Facilities - Exam					
Ability to access and locate building					
Location where exam held					
Signs					
Cleanliness					
Facilities - Board Office					
Ability to access and locate building					
Signs					
Cleanliness					
Staff					
Courtesy					
Friendliness					
Knowledgeability					
Identification of staff for accountability purposes					
Communications					
Ease of telephone Access					
Average Time spent on hold					
Call transfers					
Access to live person					
Time it takes to obtain response to letters					
Time it takes to obtain response to Electronic Mail					
Internet Site					
Use of site					
Information on location					
Information on agency					
Information accessible on site					
Contact information on site					
Complaints					
Complaint handling process					
Ease of filing complaint					
Timely responses to complaints					
Service to customers					
Amount of time spent waiting - phone					
Amount of time spent waiting - in person					
Amount of time spent waiting - letter					
Amount of time spent waiting - website					
Printed Information					
Applications - easy to understand					
Applications - accuracy					
Act & Rules - easy to understand					
Act & Rules - accuracy					

PLEASE RETURN TO:

TEXAS BOARD OF PROFESSIONAL LAND SURVEYING
 12100 Park 35 Circle, Suite 156
 Austin, TX 78753