

TEXAS ETHICS COMMISSION REPORT ON CUSTOMER SERVICE



June 1, 2018

Report on Customer Service
Texas Ethics Commission
Fiscal Years 2017- 2018
Agency 356
June 1, 2018

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Table of Contents

Introduction:	1
Inventory of External Customers by Strategy	1
Strategy A1.1 Disclosure Filing	1
Strategy A.1.2. Legal Guidance and Opinions	1
Strategy A.1.3. Enforcement	1
Strategy B.1.1 Central Administration	2
Strategy B.1.2. Information Resources	2
Customer Service Performance Measures and Methodology	2
Texas Ethics Commission	3
Customer Satisfaction Survey	3
2018 Survey of Customer Service	5
Total of All 2,011 Responses – By Number	5
Total of All 2,011 Responses – By Percentages	6
1295 Filings (743)	6
Campaign Finance Filing Customers (420)	7
Copy Orders (4)	7
General Public /Vendor Customers (115)	8
Lobby Filings (169)	8
Personal Financial Statement (PFS) Filings (529)	9
Received Ethics Training (31)	9
Analysis of Findings	10
Performance Measures Standards and Customer Satisfaction	11

Introduction:

The Texas Ethics Commission takes pride in the exceptional customer service it provides the citizens of Texas. Our mission is to promote public confidence in government.

Inventory of External Customers by Strategy

The Governor’s Office and the Legislative Budget Board require all state agencies to provide an inventory of their external customers organized by the strategies listed in the General Appropriations Act as well as briefly describe the types of services provided. The Texas Ethics Commission consists of the following strategies:

Strategy A1.1 Disclosure Filing

External Customer	Service Provided
Registered lobbyists; Elected and appointed public officials; Political committees registered in Texas; State agencies and employees; Candidates for office in all political subdivisions; All state political subdivisions (county, city, school, water districts, etc.); General Public	provided filing assistance for required reports and registration; made available for public review and inspection disclosure reports and statements required by law; processed copy orders of requested reports; assisted with password setup and reset.

Strategy A.1.2. Legal Guidance and Opinions

External Customer	Service Provided
Registered lobbyists; Elected and appointed public officials; Political committees registered in Texas; State agencies and employees; Candidates for office in all political subdivisions; All state political subdivisions (county, city, school, water districts, etc.); General Public	provided filing assistance for required reports and statements; provided ethics training; provided advisory opinions

Strategy A.1.3. Enforcement

External Customer	Service Provided
Registered lobbyists Elected and appointed public officials Political committees registered in Texas State agencies and employees Candidates for office in all political subdivisions All state political subdivisions (county, city, school, water districts, etc.) General Public	provided filing assistance for required reports and statements; provided ethics training; processed sworn complaint filings submitted to the agency

Strategy B.1.1 Central Administration

External Customer	Service Provided
General Public	Answered general inquiries; directed calls to appropriate divisions; promoted employment opportunities;
State agencies and employees	Verified prior state service; reported budget structure and expenditures
Vendor Community	Processed contracts for goods and services; processed payments; encouraged HUB participation.

Strategy B.1.2. Information Resources

External Customer	Service Provided
Registered lobbyists Elected and appointed public officials Political committees registered in Texas State agencies and employees Candidates for office in all political subdivisions All state political subdivisions (county, city, school, water districts, etc.) General Public	provided filing assistance for required reports and registration; made available for public review and inspection disclosure reports and statements required by law; processed copy orders of requested reports; assisted with password setup and reset.

Customer Service Performance Measures and Methodology

The following information-gathering method was used for collection of customer feedback.

The Commission’s method for the collection of customer feedback was by use of an on-line customer satisfaction survey located in a clearly identified prominent position on our agency’s website homepage. An email requesting participation in the survey that included the link to the survey location was sent to 7,651 of the Commission filers and 11,604 Form 1295 filers on April 26, 2018. These email notifications sent to our customers represents 96.24% of the total of 20,007 estimated filers. Of the 19,255 emails sent, a total of 2,011 responses of a completed customer service survey were received, which represents a 10.44% response rate.

The on-line survey identifies seven major categories to which the person responding chooses to best describe himself or herself: (1) PFS Filers; (2) Lobby Filers; (3) Campaign Finance Filers; (4) 1295 Filers; (5) Received Ethics Training; (6) Copy Orders Customers; and (7) General Public.

The survey was designed to gather information concerning the customer’s experience with the agency in the eight customer service quality elements specified by statute: staff, facilities, communications, website information, website ease, complaint, timeliness, and printed information. It also provides an opportunity to add comments. The Commission currently has 3,687 persons who are required to file campaign finance reports, 2,045 who file lobby activities reports, and 2,671 who file personal financial statements. The following questionnaire was provided online, and the charts summarizing the results follow.

Texas Ethics Commission Customer Satisfaction Survey

To serve you better, the Texas Ethics Commission would like to know about your experiences with us. Please take a few minutes to answer the questions below and click the submit button when finished.

<p>What was the nature of your contact with us?</p> <p><input type="radio"/> Request copy of Reports/Contributions</p> <p><input type="radio"/> Update Treasurer</p> <p><input type="radio"/> Obtain Filer ID</p> <p><input type="radio"/> Change Name/Address</p> <p><input type="radio"/> Register as a Lobbyist</p> <p><input type="radio"/> Create a PAC or Run for Office</p> <p><input type="radio"/> Request Advisory Opinion</p> <p><input type="radio"/> File a Complaint</p> <p><input type="radio"/> Subject of a Complaint</p> <p><input type="radio"/> Request Technical Assistance</p> <p><input type="radio"/> File Report Electronically</p> <p><input type="radio"/> Payment Processing</p> <p><input type="radio"/> Seeking Employment</p> <p><input type="radio"/> Doing Business with the State</p> <p><input type="radio"/> Other</p>	<p>How did you contact us?</p> <p><input type="radio"/> In person</p> <p><input type="radio"/> Mail</p> <p><input type="radio"/> Email</p> <p><input type="radio"/> Phone</p> <p><input type="radio"/> Website</p>	<p>Which category best describes you?</p> <p><input type="radio"/> 1295 Filings</p> <p><input type="radio"/> Campaign Finance Filings</p> <p><input type="radio"/> Copy Orders</p> <p><input type="radio"/> General Public/Vendor</p> <p><input type="radio"/> Lobby Filings</p> <p><input type="radio"/> PFS Filings</p> <p><input type="radio"/> Received Ethics Training</p>
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STAFF

The Commission's staff members were helpful (demonstrated a willingness to assist me).

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

The Commission's staff members were courteous.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

The Commission's staff members were knowledgeable (able to answer my questions).

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

The Commission's staff identified themselves by name.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

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

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

FACILITIES

The Commission's office was accessible.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

The Commission's office was clean.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

The Commission's office was adequately equipped for my needs.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

COMMUNICATIONS

Communication with the Commission was a trouble-free process.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Communication with the Commission was an efficient process.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

WEBSITE

The Commission's website contains clear and adequate information on both the Commission and the services provided.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

The Commission's website was easy to use and well organized.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

COMPLAINTS

Excluding sworn complaints, customer service complaints are easy to address and are resolved in a timely manner.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

TIMELINESS

The Commission answered my questions in a timely manner.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

PRINTED INFORMATION

The Commission's brochures, forms, and instructions available online or in printed form provided thorough and accurate information.

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

COMMENTS

You may add any additional information in the comment box below. Comments should be limited to feedback on your customer service experience only. If you require immediate assistance, you can reach us by phone at 512-463-5800.

Maximum 2,000 characters

2018 Survey of Customer Service

The following charts indicate by customer category the total number of responses and the average score, based on the 1 to 5 scale detailed below.

1 – Strongly Disagree

2 – Disagree

3 – Neutral

4 – Agree

5 – Strongly Agree

N/A – Not Applicable (not included in the Average Score calculation)

No Answer – (not included in the Average Score calculation)

Total of All 2,011 Responses – By Number

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	36	29	27	24	36	16	3	8	59	65	107	114	16	38	74
Disagree	18	10	19	2	12	9	0	5	53	60	113	142	20	25	75
Neutral	132	74	86	96	90	78	87	87	114	108	211	221	115	83	156
Agree	207	190	202	214	260	114	35	55	411	387	775	760	105	263	555
Strongly Agree	673	651	615	570	584	161	59	86	649	648	701	667	106	536	534
N/A*	0	1030	1031	1066	983	1579	1755	1680	676	677	75	58	1564	1007	561
No Answer*	945	27	31	39	46	54	72	90	49	66	29	49	85	59	56
Avg. Score	4.37	4.49	4.43	4.44	4.37	4.04	3.80	3.85	4.20	4.18	3.97	3.91	3.73	4.31	4.00

*N/A and No Answer are not included in the Average Score calculation

Total of All 2,011 Responses – By Percentages

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed INfor
Strongly Disagree	3.4%	3.0%	2.8%	2.6%	3.7%	4.2%	1.6%	3.3%	4.6%	5.1%	5.6%	6.0%	4.4%	4.0%	4.0%
Disagree	1.7%	1.0%	2.0%	0.2%	1.2%	2.4%	0.0%	2.1%	4.1%	4.7%	5.9%	7.5%	5.5%	2.6%	3.1%
Neutral	12.4%	7.8%	9.1%	10.6%	9.2%	20.6%	47.3%	36.1%	8.9%	8.5%	11.1%	11.6%	31.8%	8.8%	16.3%
Agree	19.4%	19.9%	21.3%	23.6%	26.5%	30.2%	19.0%	22.8%	32.0%	30.5%	40.6%	39.9%	29.0%	27.8%	28.2%
Strongly Agree	63.1%	68.2%	64.8%	62.9%	59.5%	42.6%	32.1%	35.7%	50.5%	51.1%	36.8%	35.0%	29.3%	56.7%	48.4%
N/A*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No Answer*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Avg. Score	82.6%	88.2%	86.1%	86.5%	85.9%	72.8%	51.1%	58.5%	82.4%	81.6%	77.4%	74.9%	58.3%	84.6%	76.6%

*N/A and No Answer are not included in the Average Score calculation

1295 Filings (743)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	10	8	9	8	8	4	0	4	17	18	50	48	4	8	33
Disagree	4	3	6	1	4	1	0	0	11	16	27	43	6	3	22
Neutral	69	31	34	34	35	39	36	37	50	43	84	72	36	35	52
Agree	58	49	41	47	62	21	6	6	100	96	279	270	18	60	186
Strongly Agree	113	107	106	98	985	22	6	9	146	152	269	275	25	92	184
N/A*	0	534	539	545	519	639	669	653	398	394	23	18	618	519	251
No Answer*	489	11	8	10	17	17	26	21	21	24	11	17	36	26	15
Avg. Score	4.02	4.23	4.17	4.20	4.15	3.64	3.38	4.07	4.07	4.07	3.97	3.96	3.61	4.14	3.98

*N/A and No Answer are not included in the Average Score calculation

Campaign Finance Filing Customers (420)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	6	5	5	3	6	4	3	3	11	14	11	13	5	11	7
Disagree	4	3	7	0	3	2	0	1	16	17	34	43	7	9	22
Neutral	20	10	17	21	22	16	17	20	18	21	46	49	35	18	40
Agree	61	58	71	69	75	38	11	21	122	108	173	180	34	84	133
Strongly Agree	245	247	224	216	218	50	16	26	181	181	139	114	35	192	120
N/A*	0	94	93	102	88	299	357	331	65	72	13	10	289	101	87
No Answer*	83	3	3	9	8	11	16	18	7	7	4	11	15	5	11
Avg. Score	4.58	4.67	4.55	4.60	4.53	4.16	3.79	3.93	4.28	4.25	3.98	3.85	3.75	4.39	4.05

*N/A and No Answer are not included in the Average Score calculation

Copy Orders (4)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Disagree	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neutral	1	2	1	1	1	0	1	1	1	1	2	2	2	2	2
Agree	1	1	0	1	1	1	0	0	2	2	1	2	0	1	0
Strongly Agree	1	1	2	1	1	0	0	0	1	1	0	0	0	0	0
N/A*	0	0	1	1	1	3	3	3	0	0	1	0	2	1	2
No Answer*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Avg. Score	3.50	3.75	4.33	4.00	4.00	4.00	3.00	3.00	4.00	4.00	3.33	3.50	3.00	3.33	3.00

*N/A and No Answer are not included in the Average Score calculation

General Public /Vendor Customers (115)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	6	5	6	5	6	3	0	1	7	8	6	7	2	5	4
Disagree	1	0	0	1	2	0	0	1	3	4	8	5	2	2	2
Neutral	6	6	2	2	2	3	6	5	7	5	0	18	9	4	15
Agree	16	14	19	18	27	9	3	6	29	26	44	39	9	25	24
Strongly Agree	42	39	38	35	30	8	5	2	33	34	37	36	5	32	22
N/A*	0	48	47	52	45	88	96	94	34	34	7	6	81	42	46
No Answer*	44	3	3	2	3	4	5	6	2	4	3	4	7	5	2
Avg. Score	4.23	4.28	4.28	4.26	4.09	3.83	3.93	3.47	3.99	3.96	3.93	3.88	3.48	4.13	3.87

*N/A and No Answer are not included in the Average Score calculation

Lobby Filings (169)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	2	1	0	0	1	0	0	0	4	5	4	8	0	2	2
Disagree	1	0	1	0	1	0	0	1	4	2	10	14	0	3	5
Neutral	7	5	6	7	6	6	7	6	8	8	14	17	10	3	12
Agree	16	17	20	21	24	11	7	6	39	35	69	63	18	31	51
Strongly Agree	97	94	88	81	75	27	15	21	84	87	62	57	16	77	49
N/A*	0	51	50	55	56	121	134	125	27	27	7	5	121	47	42
No Answer*	46	1	4	5	6	4	6	10	3	5	3	5	4	6	8
Avg. Score	4.67	4.74	4.70	4.68	4.60	4.48	4.28	4.38	4.40	4.44	4.10	3.92	4.14	4.53	4.18

*N/A and No Answer are not included in the Average Score calculation

Personal Financial Statement (PFS) Filings (529)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	9	6	4	5	12	5	0	0	19	19	31	33	3	9	27
Disagree	5	4	4	0	2	5	0	2	18	20	33	36	4	7	22
Neutral	27	19	25	28	21	13	16	15	27	29	53	59	20	19	34
Agree	50	48	47	53	67	30	6	12	111	110	200	198	23	58	153
Strongly Agree	157	143	138	123	146	50	14	25	189	178	182	176	20	128	147
N/A*	0	300	298	308	271	410	475	455	149	147	23	17	437	292	127
No Answer*	281	9	13	12	10	16	18	20	16	26	7	10	22	16	19
Avg. Score	4.38	4.45	4.43	4.38	4.34	4.12	3.94	4.11	4.19	4.15	3.94	3.89	3.76	4.31	3.97

*N/A and No Answer are not included in the Average Score calculation

Received Ethics Training (31)

	Staff Helpful	Staff Courteous	Staff Knowledgeable	Staff Name	Staff Routed	Facilities Accessible	Facilities Clean	Facilities Equipped	Communications Trouble free	Communications Efficient	Website Info	Website Easy	Complaints	Timeliness	Printed Info
Strongly Disagree	3	4	3	3	3	0	0	0	1	1	5	5	2	3	1
Disagree	1	0	1	0	0	1	0	0	1	1	1	1	1	1	2
Neutral	2	1	1	3	3	1	4	3	3	1	2	4	3	2	1
Agree	5	3	4	5	4	4	2	4	8	10	9	8	3	4	8
Strongly Agree	18	20	19	16	16	4	3	3	15	15	12	9	5	15	12
N/A*	0	3	3	3	3	19	21	19	3	3	1	2	16	5	6
No Answer*	2	0	0	1	2	2	1	2	0	0	1	2	1	1	1
Avg. Score	4.17	4.25	4.25	4.15	4.15	4.10	3.89	4.00	4.25	4.32	3.76	3.56	3.57	4.08	4.17

*N/A and No Answer are not included in the Average Score calculation

Analysis of Findings

The response rate for the on-line survey was not as high as we would have preferred considering that nearly 96.24% of our customers were sent a request to complete the on-line survey. A total of 2,011 customer surveys were completed for an overall response rate of 10.44%. Of the total 20,007 filing customers, the 2,011 surveys completed on-line on our website represents an overall response rate of 10.05% of all our filers. Over 33.7% of the 2,011 surveys were submitted within two days following the email notification requesting participation in the survey.

The Commission received very positive scores across all service areas and customer groups with 76.6% of the respondents scoring the Commission as either “agree” or “strongly agree”. The customer service element concerning our staff, measuring their level of being helpful, courteous, and knowledgeable, had the highest overall average score of 4.42, on a scale of 1 to 5 with 5 indicating the highest level of satisfaction. Our staff received 85.84% of all respondents rating them as “agree” or “strongly agree”. The complaints, excluding sworn complaints, considering whether customer service complaints are easy to address and are resolved in a timely manner, had the lowest overall average score of 3.73 and 58.3% of the respondents rating this category as “agree” or “strongly agree”. The overall average score for all eight of the customer service elements was 4.14. Many of the surveys also included feedback and suggestions for improvement. The vast majority of this feedback was extremely positive, containing many statements praising the knowledge and helpfulness of the Commission staff.

There were also some suggestions on how we can improve our services. The main focus of these comments concerned Form 1295 and improving the process and efficiency of filing the report. Suggestions included: 1) make the report annual or upon change of information and not with every job; 2) remove the requirement of providing a DOB or address in unsworn declaration or go back to requiring form to be sworn to in front of a notary; 3) submit secure codes via email when resetting passwords versus having to call in to have it reset; 4) allow corrections to Form 1295 rather than having to start all over again; 5) allow making a duplicate copy/ auto-fill of the information versus having to enter it all over again for the same company; 6) modify the system to allow you to change username and email when employee leaves or has a name change and still retain historical access to prior form 1295s and 7) remove the requirement for original signatures and accept electronic signatures.

The Commission continually retains the on-line survey link on the Commission’s website so that the Commission can receive and review customer feedback throughout the year. It is the Commission’s practice to address any criticism that is within our control. Customer service is a high priority with the Commission, and every comment and score is considered as the Commission strives for excellence in customer service.

Performance Measures Standards and Customer Satisfaction

Outcome Measures	FY 2018
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	76.6%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	4.38%
Output Measures	
Total Customers Surveyed (total customers responding)	2,011
Total Customers Served	20,007
Efficiency Measures	
Cost per Customer Surveyed - Not applicable 100% sent via e-mail	N/A
Explanatory Measures	
Total Customers Identified	20,007
Total Customer Groups Inventoried	8

