

**Report on Customer Service
Texas Ethics Commission
Agency 356
June 1, 2014**

A. The inventory of our external customer base and services provided consists of:

1. Registered lobbyists – provided filing assistance for legislatively required reports and registration
2. Elected and appointed public officials – provided filing assistance for legislatively required reports and statements and ethics training
3. Political committees registered in Texas – provided filing assistance for legislatively required reports
4. State agencies and employees– provided ethics training
5. Candidates for office in all political subdivisions – provided filing assistance for legislatively required reports and statements
6. All state political subdivisions (county, city, school, water districts, etc.) – provided filing assistance for legislatively required reports and statements and ethics training
7. General public – made available for public review and inspection disclosure reports and statements required by law and processed sworn complaint filings submitted to the agency

This population is not categorized by strategy since each of the Commission’s strategies serves the entire customer base at some level.

B. The information-gathering method:

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 5,153 of our filers on May 5, 2014. These email notifications sent to our customers represents 54.3% of our total of 9,488 estimated filers. Of the 5,153 emails sent, a total of 705 responses of a completed customer service survey were received representing a 13.7% response rate to our email.

The on-line survey identifies six major categories to which the participant chooses to best describe himself or herself: (1) PFS Filers; (2) Lobby Filers; (3) Campaign Finance Filers; (4) Received Ethics Training; (5) Copy Orders Customers; and (6) General Public. Some participants did not select any of the six categories and are listed as Non-Specified.

The survey was designed to gather information concerning the customer’s experience with us in the seven customer service quality elements specified by statute: staff, facilities, communications, website, complaint handling processes, service timeliness, and printed information. It also provides an opportunity to add comments.

We currently have a total of 9,488 individuals or entities that are required to file a report with the Commission, usually either a campaign finance report, a lobby activities report, or a personal financial statement (PFS).

C. Charts detailing results:

Each area was scored from 1-5 for the following categories of satisfaction:

- 1 – Poor
- 2 – Below Average
- 3 – Average
- 4 – Above Average
- 5 – Excellent

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

The following charts indicate by customer category the total number of responses and the average score, based on the 1 to 5 scale previously noted, for each of the customer service quality elements:

Total of All 705 Responses – By Number

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	23	7	21	23	7	19	17
Below Avg.	6	5	25	48	3	12	45
Avg.	20	23	44	63	40	27	62
Above Avg.	165	57	223	287	32	188	234
Excellent	315	81	247	175	36	231	145
N/A*	175	532	145	109	587	228	202
Avg. Score	4.40	4.16	4.16	3.91	3.74	4.26	3.88

*N/A is not included in the Average Score calculation

Total of All 705 Responses – By Percentages

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information	Average
Poor	4.3	4.0	3.8	3.9	5.9	4.0	3.4	4.2
Below Avg.	1.1	2.9	4.5	8.1	2.5	2.5	8.9	4.4
Avg.	3.8	13.3	7.9	10.6	33.9	5.7	12.3	12.5
Above Avg.	31.2	32.9	39.8	48.2	27.1	39.4	46.5	37.9
Excellent	59.5	46.8	44.1	29.4	30.5	48.4	28.8	41.1
N/A*	0	0	0	0	0	0	0	0
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

*N/A is not included in the Total calculation

Campaign Finance Filing Customers (315)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	9	4	8	6	4	9	8
Below Avg.	5	3	16	22	1	8	24
Avg.	11	10	27	33	22	17	35
Above Avg.	84	20	114	144	17	99	114
Excellent	167	28	121	80	16	123	73
N/A	39	250	29	30	255	59	61
Avg. Score	4.43	4.00	4.13	3.95	3.67	4.25	3.87

*N/A is not included in the Average Score calculation

Personal Financial Statement (PFS) Filers (212)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	3	1	1	6	0	1	4
Below Avg.	0	2	4	11	1	2	12
Avg.	7	4	7	18	6	5	11
Above Avg.	33	16	52	66	5	36	61
Excellent	62	22	58	56	10	52	43
N/A	107	167	90	55	190	116	81
Avg. Score	4.44	4.24	4.33	3.99	4.09	4.42	3.97

*N/A is not included in the Average Score calculation

Lobbyist Filers (129)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	4	0	4	9	1	2	3
Below Avg.	0	0	0	10	1	0	8
Avg.	0	5	7	8	8	3	11
Above Avg.	35	16	48	59	4	38	44
Excellent	74	25	54	29	9	49	25
N/A	16	83	16	14	106	37	38
Avg. Score	4.55	4.43	4.31	3.77	3.83	4.43	3.88

*N/A is not included in the Average Score calculation

General Public Customers (23)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	0	2	7	2	2	6	2
Below Avg.	1	0	2	4	0	1	1
Avg.	6	2	1	2	3	0	3
Above Avg.	8	2	5	9	0	7	5
Excellent	4	0	4	4	0	4	1
N/A	4	17	4	2	18	5	11
Avg. Score	3.79	2.67	2.84	3.43	2.20	3.11	3.17

*N/A is not included in the Average Score calculation

Non-Specified Customers (18)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	2	0	1	0	0	1	0
Below Avg.	0	0	1	0	0	1	0
Avg.	1	0	0	1	0	1	1
Above Avg.	1	0	2	6	4	4	5
Excellent	6	4	8	5	1	3	3
N/A	8	14	6	6	13	8	9
Avg. Score	3.90	5.00	4.25	4.33	4.20	3.70	4.22

*N/A is not included in the Average Score calculation

Training Customers (8)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	0	0	0	0	0	0	0
Below Avg.	0	0	2	1	0	0	0
Avg.	2	2	2	1	1	1	1
Above Avg.	3	3	2	3	2	4	5
Excellent	2	2	2	1	0	0	0
N/A	1	1	0	2	5	3	2
Avg. Score	0.00	4.00	3.50	3.67	0.00	3.80	3.83

*N/A is not included in the Average Score calculation

Copy Order Customers (0)

	Staff	Facilities	Communications	Website	Complaints	Timeliness	Printed Information
Poor	0	0	0	0	0	0	0
Below Avg.	0	0	0	0	0	0	0
Avg.	0	0	0	0	0	0	0
Above Avg.	0	0	0	0	0	0	0
Excellent	0	0	0	0	0	0	0
N/A	0	0	0	0	0	0	0
Avg. Score	0.00	0.00	0.00	0.00	0.00	0.00	0.00

*N/A is not included in the Average Score calculation

D. Analysis of findings:

A total of 705 customer surveys were completed on-line for an overall response rate of 13.7% for all groups sent a customer service survey request email notification. Of the total 9,488 filing customers, the 705 surveys completed on-line on our website represents an overall response rate of 7.4% of all our filers. All of the 705 surveys were submitted on the days following the email notification requesting participation in the survey.

The Commission received very positive scores across all service areas and customer groups with 79% of the participants scoring the Commission as either “above average” or “excellent.” The customer service element concerning our staff, measuring their level of being helpful, courteous, and knowledgeable, had the highest overall average score of 4.40, on a scale of 1 to 5 with 5 indicating the highest level of satisfaction. Our staff received 91.0% of all participants rating them as “above average” or “excellent.” The customer service element concerning whether service complaints are easy to file and resolved in a timely manner had the lowest overall average score of 3.74 and 57.6% of the participants rating this category as “above average” or “excellent.” The overall average score for all seven of the customer service elements was 4.07. 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 improving the process and efficiency of filing personal financial statements, improving instructions and training, enabling Macintosh compatible submissions, and improving our website.

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.

E. Performance measure information for customer service standards and satisfaction:

Outcome Measures	FY 2014
Percentage of Surveyed Customer Participants Expressing Overall Satisfaction with Services Received	91.1%
Percentage of Surveyed Customer Participants Identifying Ways to Improve Service Delivery	8.23%
Output Measures	
Total Customers Surveyed (total customers responding)	705
Total Customers Served	9,488
Efficiency Measures	
Cost per Customer Surveyed	\$0
Explanatory Measures	
Total Customers Identified	9,488
Total Customer Groups Inventoried	7