



2024 Report on Customer Service





Contents

Overview	Page 3
External Customers Served	Page 3
Methods of Information Gathering	Page 4
Performance Measures	Page 4
Survey Results	Pages 5 - 14
Analysis of Findings	Page 15
Identified Areas for Improvement	Page 16-17



Overview

In 2022, to increase participation in the Customer Service Survey (CSS) required by the Strategic Planning Committee, we focused on streamlining our CSS. Our new 10-question CSS addresses 8 key areas required by the Strategic Plan.

This year, we sent out the same 10-question CSS. An invitation to participate in the CSS was emailed to 9,701 individuals—those regulated by the TBPG, as well as subscribers to TBPG’s email distribution list who have expressed an interest in TBPG activities.

636 responses came in over the course of 14 weeks from May 13th to August 31, 2024.

External Customers Served

The TBPG identifies as its external customers all licensed Professional Geoscientists, Registered Geoscience Firms, and Geoscientists-in-Training. Additionally, TBPG stakeholders include environmental professionals, business owners, governmental agencies, academic institutions, complainants, consumer advocates, and citizens of the State of Texas.

Current Number of Licensed Professional Geoscientists	3171*
Current Number of Registered Geoscience Firms	341*
Current Number of Geoscientists-in-Training	261*
Other Stakeholders/ Unlicensed Entities	5928
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Total Identifiable External Customers	9,701

*Totals as of 05/29/2024



Methods of Information Gathering

Survey Methods:

For the 2024 Report on Customer Service, an invitation to participate in the Customer Service Survey was sent out by e-mail on May 13th, 2024 to 9,701 individuals who are either regulated by the TBPG, or who have subscribed to TBPG's e-mail distribution list and have expressed an interest in TBPG activities. The invitation was sent again on July 22, 2024.

Rate of Response:

A total of 636 surveys were completed as of August 31, 2024 for a response rate of 6.49%. At the end of the Fiscal year additional data will be compiled and be available for updating.

Performance Measures

Outcome Measures:

- 81% of customers expressed overall satisfaction with TBPG services.
- 26% of customer's answers to survey questions were Not Applicable.
- 16% (103 customers) left comments.

Efficiency Measures:

The initial development costs for the CSS were incurred in 2005, covering the creation of the survey and its integration on the agency's website. The Survey underwent a minimal revision in 2015 to include additional service areas, followed by a more substantial update in 2017, when a new survey tool was implemented. Based on research on other state agencies with higher customer response rates, our CSS was streamlined in the spring of 2022 to eliminate redundant questions. This revision led to a strong response in 2022, and the same survey format was used again in 2024.

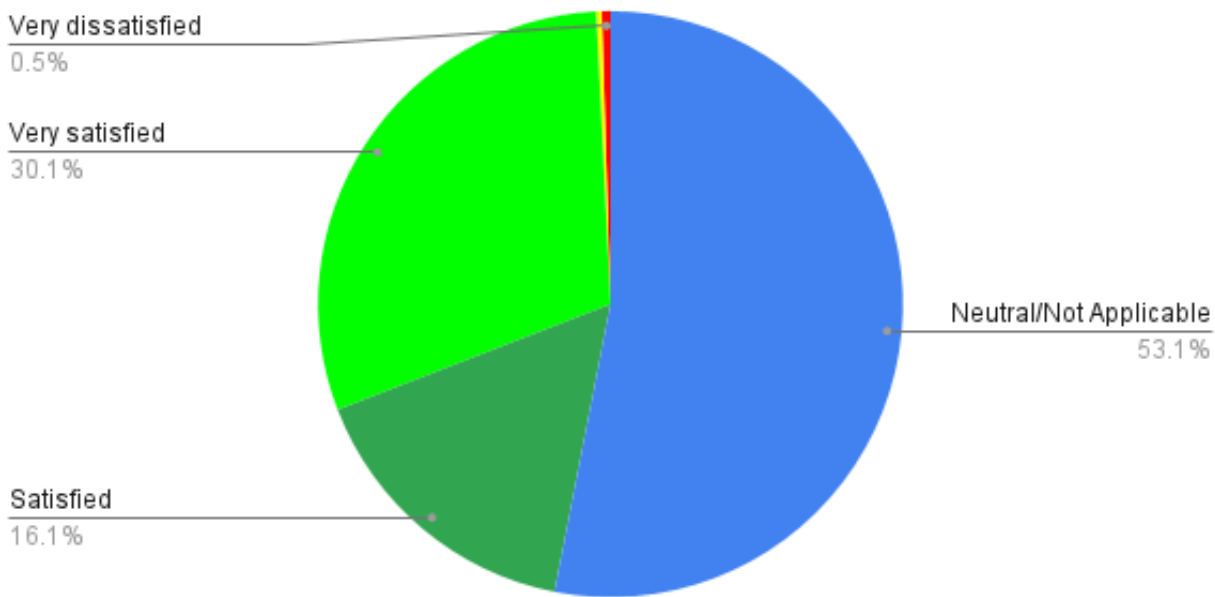


Explanatory Measures:

- Number of customers identified 9,701
- Number of customer groups inventoried 4
- Number of customers who completed the survey 636

Total percentage of customers who completed the survey 6.49%

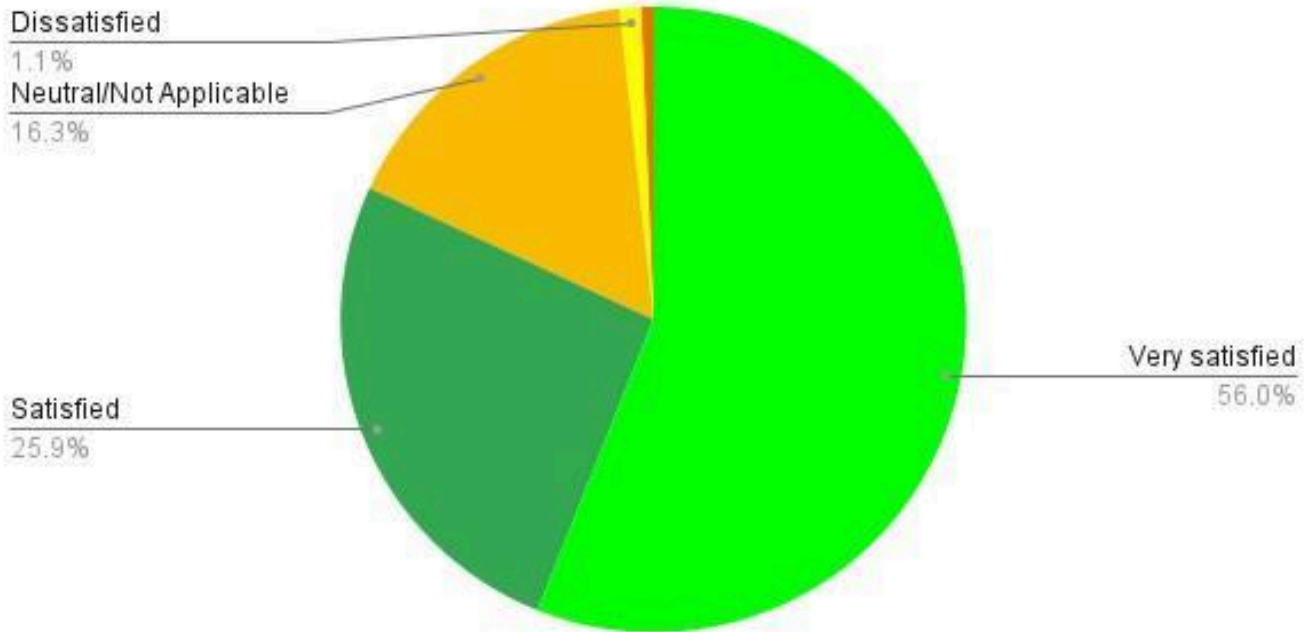
Question 1) How satisfied are you with TBPG's Office or Testing facilities; Access, location and cleanliness?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
30.3%	16%	52.9%	0.5%	0%



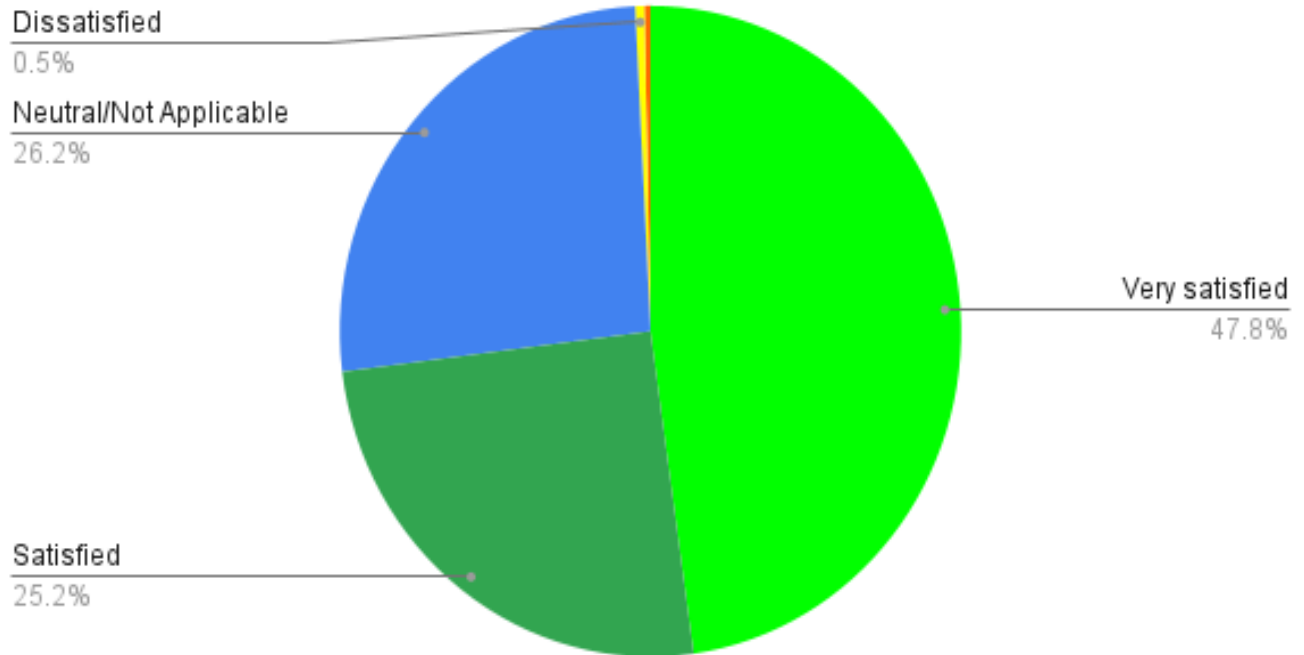
Question 2) How satisfied are you with TBPG's Overall Customer Service; TBPG's Staff being knowledgeable, friendly,



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
56%	25.9%	16.3%	1.1%	0



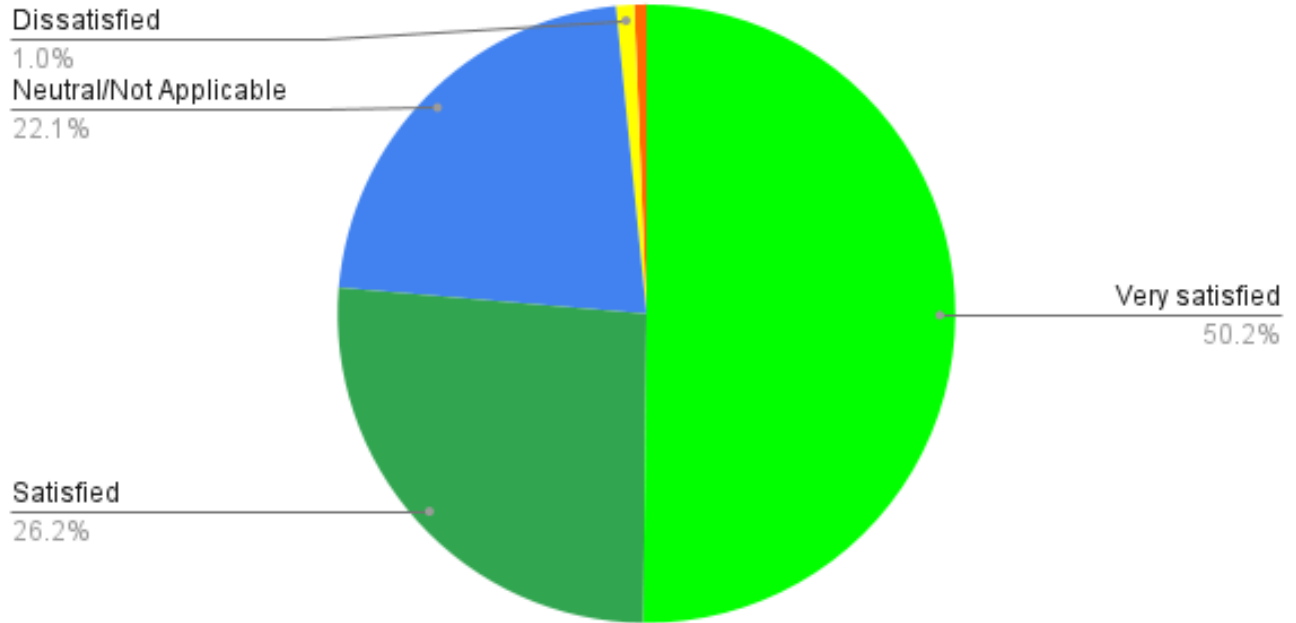
Question 3) How satisfied are you with whether staff identify themselves by name when communicating with you?



Very Satisfied 47.8%	Satisfied 25.2%	N/A 26.2%	Dissatisfied 0.5%	Very Dissatisfied 0
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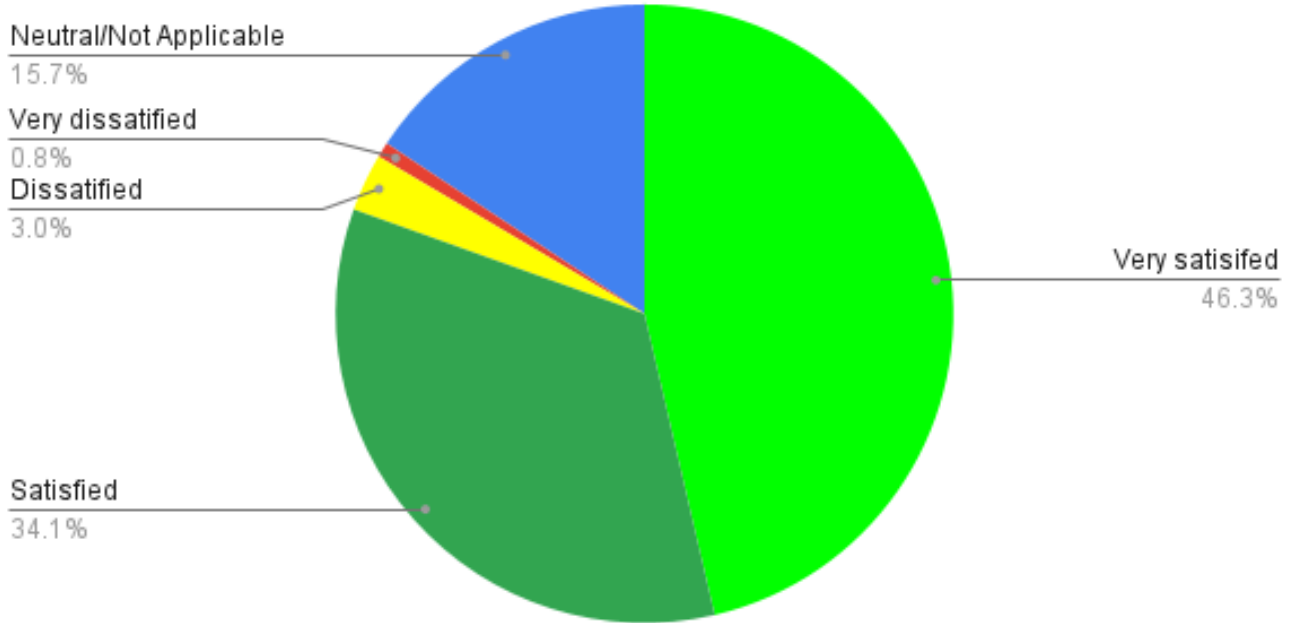
Question 4) How satisfied are you with TBPG's response time to phone, email or letter inquiries?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
50.2%	26.2%	22.1%	1.0%	0



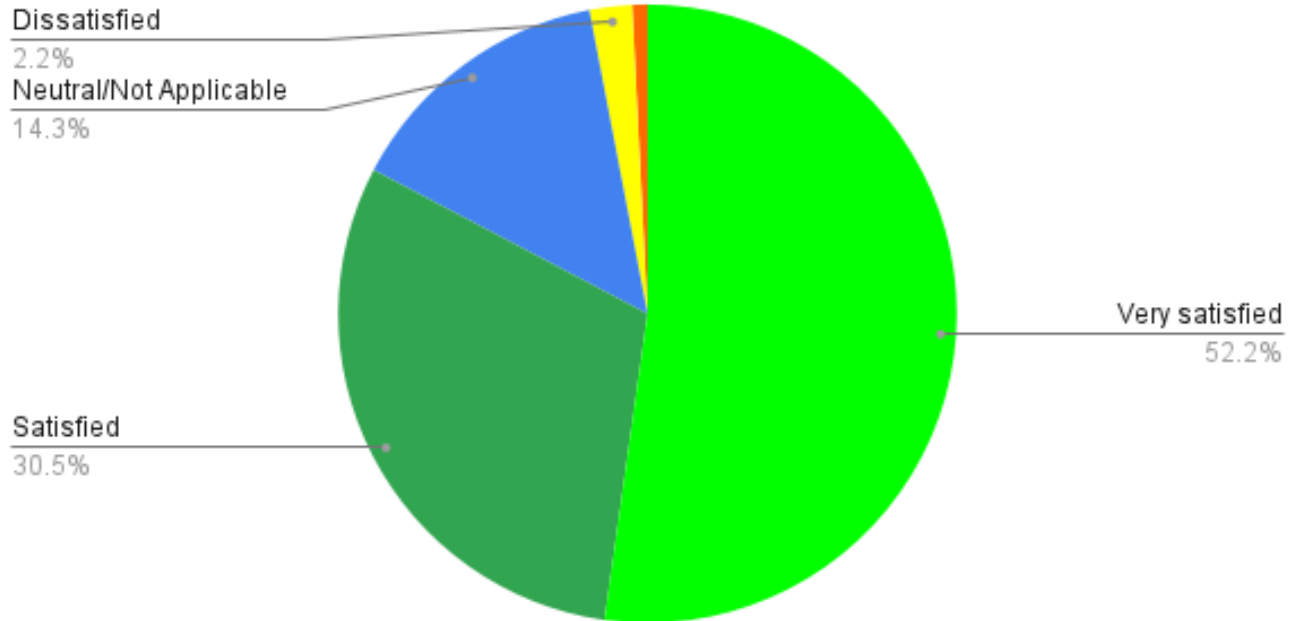
Question 5) How satisfied are you with TBPG's Quarterly Newsletter (Informative, helpful, interesting)?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
46.3%	34.1%	15.7%	3.0%	0.8%



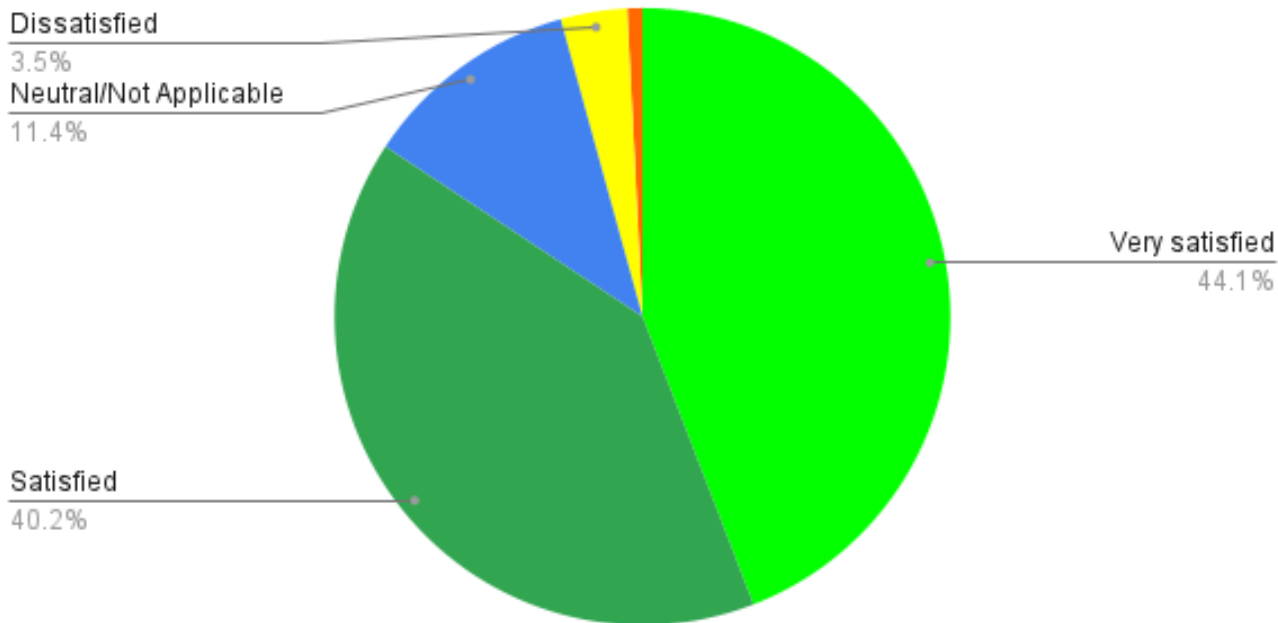
Question 6) How satisfied are you with: the TBPG ethics videos being helpful and interesting?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
52.2%	30.5%	14.3%	2.2%	0



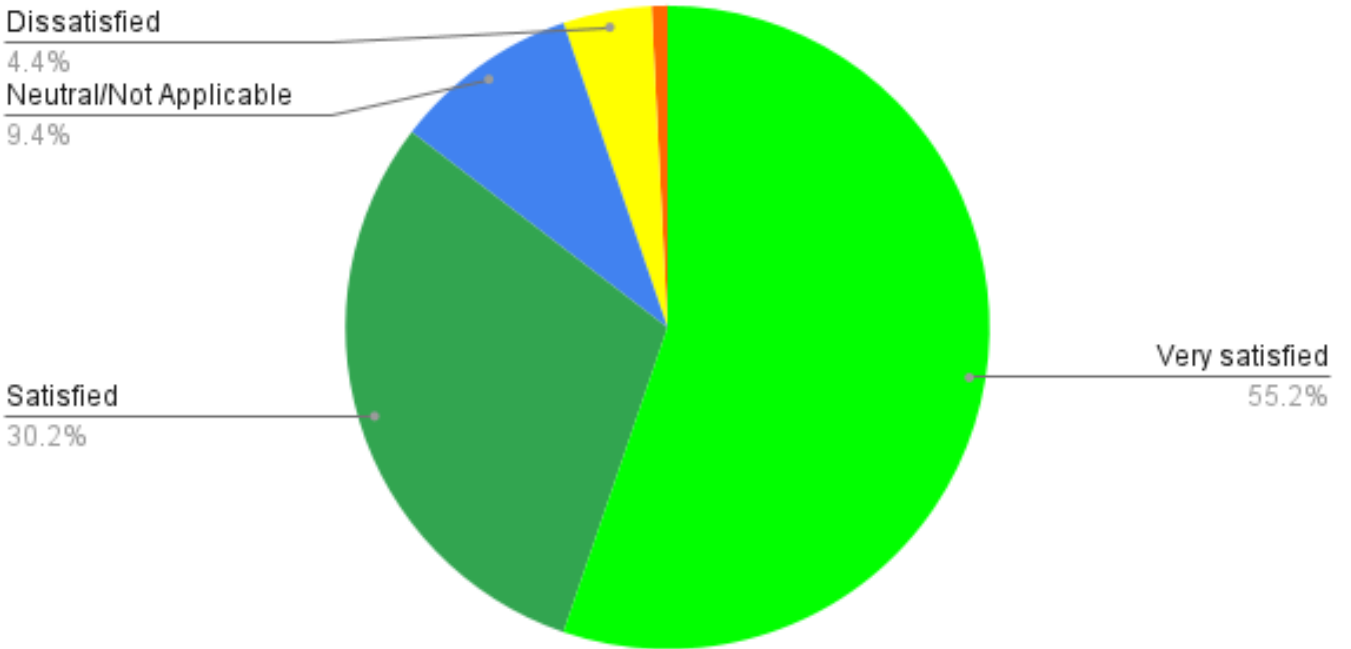
Question 7) How satisfied are you with the user friendliness and information provided on the TBPG website?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
44.1%	40.2%	11.4%	3.5%	0



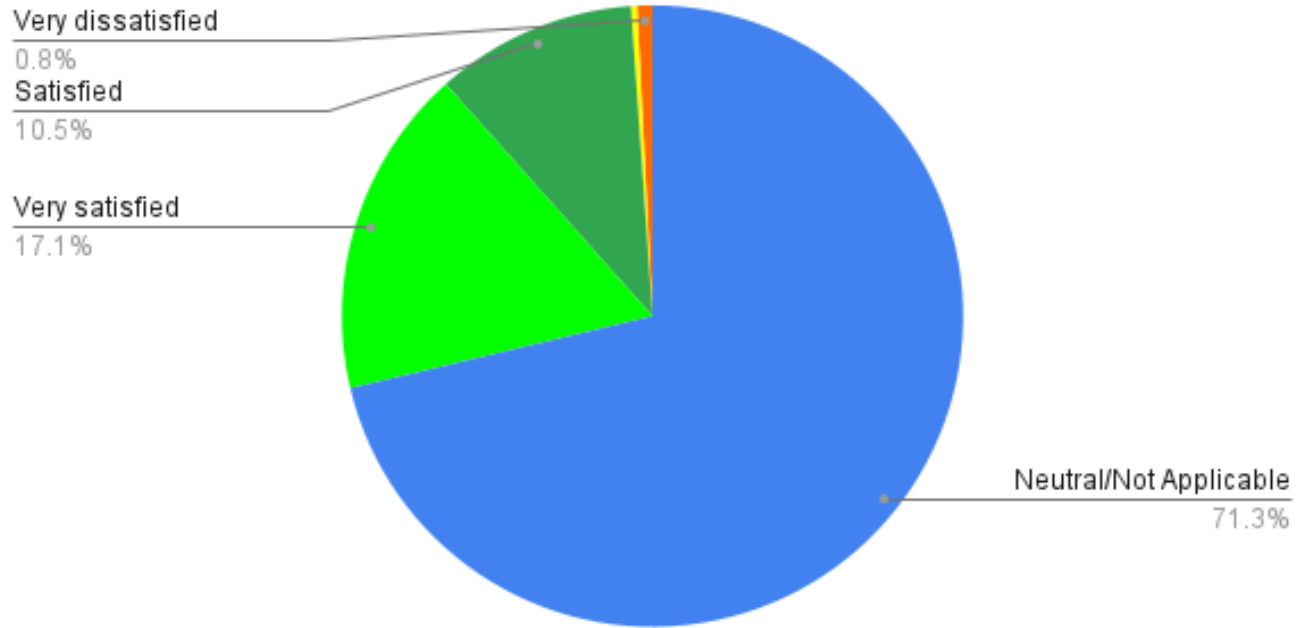
Question 8) How satisfied are you with TBPG's Online application and/or renewal process?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
55.2%	30.9%	9.4%	4.4%	0



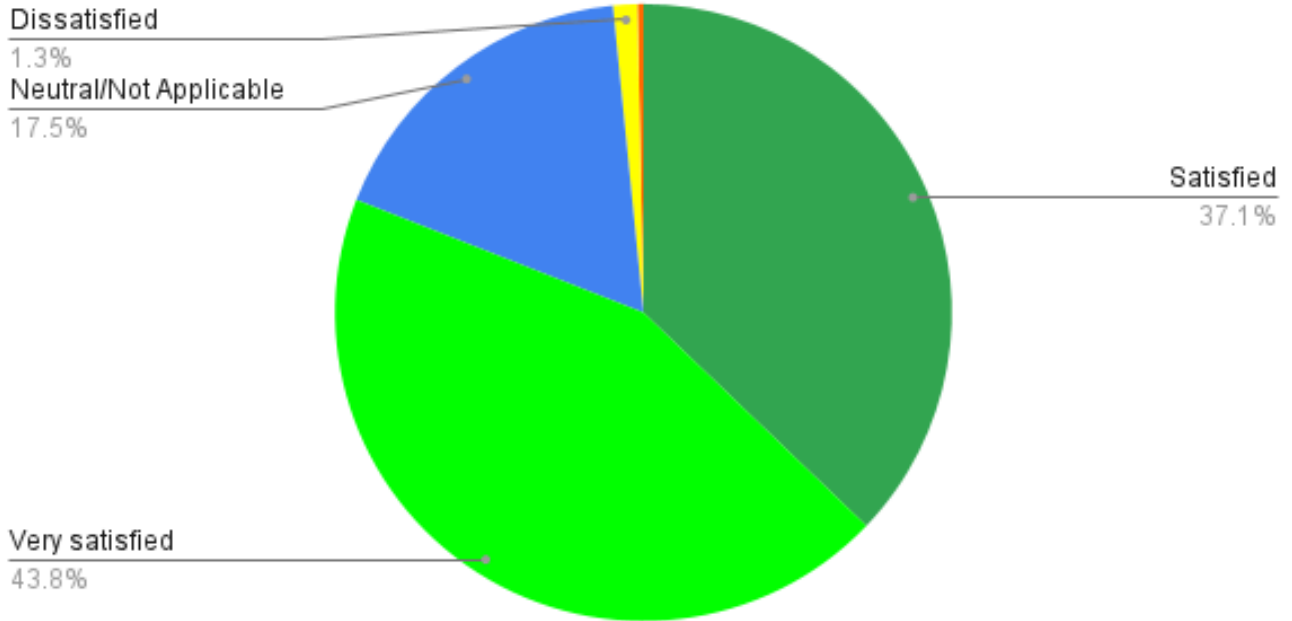
Question 9) How satisfied are you with the ease of filing a complaint and how quickly TBPG responds to the complaint?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
17.1%	10.5%	71.3%	0	0.8%



Question 10) How satisfied are you with the quality and accuracy of TBPG's written and printed materials?



Very Satisfied	Satisfied	N/A	Dissatisfied	Very Dissatisfied
43.8%	37.1%	17.5%	1.3%	0



Analysis of Findings

In evaluating the results of the survey, it is recognized that positive results were noted in several areas of customer service, including the following:

- 81% rated TBPG staff as courteous;
- 81% viewed positively the overall customer service;
- 76% rated TBPG staff as responsive;
- 81% viewed TBPG staff as knowledgeable;
- 85% viewed positively the online license renewal process;
- 81% rated favorably the accuracy of written materials;
- 84% viewed the information on the website as accurate;
- 82% viewed the TBPG Ethics video favorably.

The positive results in these areas illustrate TBPG's ongoing commitment to customer service excellence. Agency staff have streamlined agency functions and processes in recent years. TBPG has improved its online license renewal functionality with continuous improvements and refinements to its state of the art regulatory database. Refinements to the agency website have facilitated the accessibility of online information for the benefit of TBPG licensees and the general public. Additionally, TBPG has been distributing quarterly newsletters by e-mail to efficiently communicate TBPG's information and activities. This is an effort to keep the licensees and the general public informed regarding Board activities and other pertinent information.

TBPG is proud of its accomplishments in providing prompt, effective, and consistent customer service to individuals and entities it regulates, and is proud of the service it provides to the State of Texas and its citizens.

The results of this survey indicate TBPG is successfully meeting customer needs and provides indicators of areas we can target for continued improvement.



Identified Areas for Improvement

Although 80.3% of respondents were satisfied with our website, we have operated with a basic low cost design that needs to be upgraded. In February of 2022, we began updating and streamlining the content on our site but we recognize the need to identify or request additional funds for a full overhaul of the website design and capability to better serve our customers;

It is noted that actual response related to knowledge about TBPG’s complaint handling process is low. Approximately 71.3% answered “Not Applicable” regarding questions related to how they view TBPG’s handling of complaints. TBPG is not surprised by this response rate. In general, licensees have no experience in the complaint process unless the licensee has filed a complaint or a complaint has been filed against the licensee;

Low response rates were noted about TBPG’s office facility and TBPG’s examination sites (accessibility, convenience, and use of signs). Over half of the responses were “Not Applicable” to this question because many of our customers have never had a reason to visit TBPG’s physical office. TBPG is assigned office space by the Texas Facilities Commission and in July of 2022, TBPG’s office moved to the newly constructed George H.W. Bush Building in the capitol complex and is able to offer more visitor spaces and improved access;

With regard to the Association of State Boards of Geology (or ASBOG® which is the national licensing entity for state licensing boards) examination, these exams had been offered at a single Austin location and COVID related restrictions made site selection and exam management difficult. The good news is, beginning in March of 2023, ASBOG® has transitioned to a new computer based testing model that offers the exams at multiple testing sites across all regions of Texas. This change has



greatly improved accessibility to examinations and reduced the impact on exam candidates.

TBPG appreciates the feedback we receive from our customers and, in the spirit of continuous improvement, we will further analyze the 2024 Report on Customer Service as well as seek additional opportunities for feedback to constantly improve our services and operations. TBPG's Appointed Board has been a great partner in our efforts to analyze service performance and initiate improvements to ensure we provide the highest level of service to our customers.