

TEXAS STATE BOARD OF PLUMBING EXAMINERS

REPORT ON CUSTOMER SERVICE

SUBMITTED MAY 26, 2010

Inventory of external customers served by the agency and description of services rendered

The agency's external customers include the licensees and registrants that it regulates, as well as the general public. Although customers of primary services were selected from each strategy, it is important to note that the majority of the agency's customers utilize services from more than one, and sometimes all strategies. The agency considered that most of the individuals completing the survey were responding to their experiences with the agency for services provided in more than one strategy.

Strategy A.1.1. Examine and License Plumbers

The external customers under this strategy are primarily applicants for examination and registration; and the licensees and registrants who renew their licenses and registrations. The agency serves these customers by administering examinations, issuing licenses and registrations, and renewing licenses and registrations.

Strategy A.1.2. Inspections and Enforcement

The external customers under this strategy are primarily individuals who file complaints with the agency and those who complaints are filed against. Additionally, external customers of this strategy would be those individuals, regulated or unregulated, who are visited during on-the-job compliance checks. The agency serves these customers by receiving and investigating consumer complaints, monitoring plumbing job-site compliance, issuing administrative penalties to alleged violators, suspending and revoking licenses, reviewing criminal histories of applicants and assisting local authorities with the enforcement of the Plumbing License Law.

Strategy B.1.1. Indirect Administration

The external customers under this strategy are primarily individuals who request open records or attend open meetings of the Board; and Continuing Professional Education Providers that are approved by the Board. The Agency serves these customers by providing open government and performing the administrative functions of the agency.

Description of information-gathering methods utilized in obtaining input from customers

Strategy A.1.1. Examine and License Plumbers

During the month of April, 2010, the Examination Department randomly surveyed examination applicants testing for all types of examinations given by the agency. Dates for the distribution of surveys were randomly selected and all applicants testing on those days were surveyed. The surveys were given to the applicants upon completion of their examination, to be completed and returned to the Examination staff. The survey was given to 92 examination applicants, including 10 Master Plumber applicants, 20 Journeyman Plumber applicants, 24 Tradesman Plumber-Limited Licensee applicants, 8 Plumbing Inspector applicants, 22 Medical Gas Endorsement applicants, and 8 Multipurpose Residential Fire Protection Sprinkler Specialist Endorsement applicants. Of the 92 surveys distributed, 82 responses were received.

During the month of April, 2010, the License and Renewal Department randomly surveyed licensees and registrants who renewed their license or registration. During five separate renewal processes in April, 10% of each category of licensees and registrants who renewed were sent surveys. The surveys were mailed to the licensees and registrants along with their renewed license or registration, and included a stamped self-addressed envelope for returning the survey. The survey was sent to 100 renewal applicants, including 24 Master Plumbers, 33 Journeyman Plumbers, 5 Tradesman Plumber-Limited Licensees, and 38 Plumber's Apprentices. Of the 100 surveys distributed, 14 responses were received.

Strategy A.1.2. Inspections and Enforcement

During the month of April, 2010, the Enforcement Department randomly surveyed individuals who had filed complaints and who had complaints filed against them; and individuals who were monitored during job site compliance checks. A report of complaints closed within the previous sixty-day period was generated and 10% of the complainants and respondents were randomly selected and mailed a survey that included a stamped self-addressed envelope for returning the survey. Additionally, during one week in April, 2010, Field Representatives handed out surveys at random to individuals who were monitored during job site compliance checks. The survey was mailed to 21 individuals who had filed a complaint that had been resolved in the previous 60-day period and 21 individuals who had complaints filed against them that had been resolved in the previous 60-day period. Of the 42 surveys distributed, 17 responses were received. The survey was handed out to 40 individuals who were monitored during job site compliance checks. Of the 40 surveys distributed, 26 responses were received.

Strategy B.1.1. Indirect Administration

During the month of April, 2010, the Administration Department randomly surveyed individuals who had requested open records, attended open meetings or were approved Continuing Professional Education Providers of the Board. All individuals who

requested open records during March, 2010 were e-mailed surveys to complete. All of the Board's Continuing Education Providers were e-mailed surveys. The survey was handed out to all individuals attending the April, 2010 Board meeting, who had not already been sent a survey. The survey was distributed to 16 individuals who had requested open records, 9 individuals who had attended an open meeting and 12 Continuing Professional Education Providers. Of the 37 surveys distributed, 18 responses were received.

Survey Results

Number of surveys distributed:

Examination	92
Renewals	100
Enforcement	82
Administration	<u>37</u>
Total	311

Number of responses received:

Examination	82
Renewals	14
Enforcement	43
Administration	<u>18</u>
Total	157

Overall response rate: 50.5%

Customer Category

Responses received from licensees or registrants of the Board:	143
Responses received from non-licensees or registrants of the Board:	14
Responses from individuals who had experiences with Examination:	82
Responses from individuals who had experiences with Renewal/Registration:	43
Responses from individuals who had experiences with Enforcement:	14
Responses from individuals who had experiences with Administration	18

Note: Many of the individuals responding to the survey had experiences with more than one category of service.

Levels of customer-determined service quality

The agency's survey consisted of statements that respond to the seven customer service quality elements required by statute. Data from the surveys of each customer category was compiled. An answer of "not applicable" was counted when the respondent overlooked or did not answer a specific question.

The chart on the next page shows a brief description of the responses that the agency's customers were asked to rate, and the general overall results of each response.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable
General/Overall Satisfaction	92	59	3	0	4
Communication:					
Proper routing of call, e-mail or letter	83	57	2	0	19
Clear explanations regarding services or procedures	87	50	4	0	16
Received necessary information to obtain services	90	54	2	0	13
Complaint Process:					
Knowledge of procedure for filing complaint	71	60	9	2	15
Believe that complaint would be handled in a reasonable manner	68	66	6	1	14
Timeliness of Service:					
Telephone call, letter or email answered in reasonable time	77	54	2	0	24
Time waited to receive services was reasonable	83	54	6	0	14
Time waited for concern to be addressed was reasonable	73	55	6	1	22
Website:					
Access to Internet	84	49	3	1	20
Ease of use/organized	75	44	6	0	32
Current and accurate information	78	45	1	0	34
Ability to find contact information	78	45	1	0	33
Staff:					
Staff answered questions	92	54	1	0	10
Staff was courteous, knowledgeable and willing to assist	99	48	6	0	6
Staff identified themselves	100	47	2	0	8

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable
Facility:					
Board office is conveniently located	69	45	14	4	26
Facility is clean and orderly	84	45	0	0	29
Facility is open during reasonable hours	83	48	2	0	25
Printed Information:					
Received printed information explaining services available	61	52	8	3	35
Printed information was clear and understandable	64	56	5	0	32
Printed materials provided thorough and accurate information	67	55	4	0	31

Analysis of findings identified by the customer satisfaction assessment

The results of the survey show that 95.6% of those who responded strongly agree or agree that they are satisfied with the services they received and their experience with the agency. This is slightly down from 97.8% during the last survey conducted in 2008. The comments received indicate that 15.3% of those responding do not have access to the internet at work or home. This is an increase from the last survey, conducted in April, 2008 where only 8.8% of respondents did not have access to the internet. This response indicates that the use of the internet by the Board's customers is not steadily increasing as anticipated. 3.8% of those surveyed indicate they are not satisfied with the amount of time required to receive services from the agency. Even though this represents a small percentage, the agency will strive to improve the timeliness of services provided. 5.8% of those responding to the survey indicated that they do not know the procedure for filing a complaint and do not believe a complaint would be handled in a reasonable manner. The agency will continue to try to educate licensees and the public regarding the complaint process. The Executive Director and department managers have reviewed the results of the surveys and have identified areas requiring improvement, as well as areas of the agency rated exceptionally well.

Performance measures related to customer service standards and customer satisfaction (FY 2010)

Outcome Measures:

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received 95.6%

Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery 8.3%

Output Measures:

Number of Customers Surveyed	311
Number of Customers Served	44,200*

Efficiency Measures:

Cost Per Customer Surveyed	\$2.35
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Explanatory Measures:

Number of Customers Identified	49,300**
Number of Customer Groups Inventoried	4

* The estimated unduplicated number of individuals who are licensees, registrants, examination applicants, complainants, respondents, requestors of open records, and attend open meetings.

**The estimated duplicated number of individuals who are licensees, registrants, examination applicants, complainants, respondents, requestors of open records, and attend open meetings.