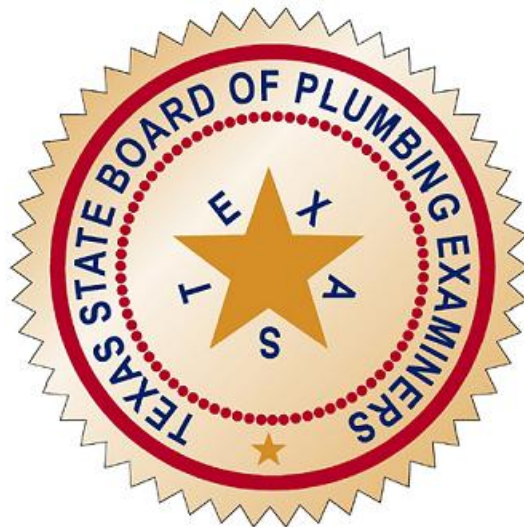


TEXAS STATE BOARD OF PLUMBING EXAMINERS

REPORT ON CUSTOMER SERVICE

SUBMITTED June 1, 2016



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2016

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, registrations and endorsements. The agency serves these customers by administering examinations, issuing and renewing licenses, registrations and endorsements.

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 had complaints filed against them. Additionally, external customers of this strategy would be those individuals, regulated or unregulated, who are visited during compliance checks. The agency serves these customers by receiving and investigating consumer complaints, monitoring plumbing job-sites to ensure compliance, issuing administrative penalties to alleged violators, suspending and revoking licenses, reviewing criminal histories of applicants, assisting local authorities with the enforcement of the Plumbing License Law, and by monitoring required education classes. In addition, the Enforcement Department presents public education seminars and provides information to licensees and registrants regarding career advances within the plumbing industry.

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 and Instructors 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 March and April, 2016 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 examination department staff. The survey was given to 70 examination applicants, including 8 Master Plumber applicants, 19 Journeyman Plumber applicants, 12 Tradesman Plumber-Limited Licensee applicants, 5 Plumbing Inspector applicants, 19 Medical Gas Endorsement applicants, 4 Water Supply Protection Specialist Endorsement applicant, and 3 Multipurpose Residential Fire Protection Sprinkler Specialist Endorsement applicants. Of the 70 surveys distributed, 36 responses were received.

During the month of April, 2016 the License and Renewal Department randomly surveyed licensees and registrants who renewed their license or registration. During five separate renewal processes in April, a random selection of each category of licensee and registrant who renewed, were sent surveys. The surveys were mailed to the licensees and registrants along with their renewed license or registration, and included a postage-paid self-addressed envelope for returning the survey. A portion of the surveys were also handed out to our walk up customers. The survey was provided to 100 renewal applicants, including 25 Master Plumbers, 25 Journeyman Plumbers, 25 Tradesman Plumber-Limited Licensees, and 25 Plumber's Apprentices. Of the 100 surveys distributed, 19 responses were received.

Strategy A.1.2. Inspections and Enforcement

During the month of April, 2016, the Enforcement Department randomly surveyed individuals who had filed complaints and who had complaints filed against them; and individuals who were monitored for compliance checks with the Plumbing License Law and Board Rules. A report of complaints closed within the previous ninety-day period was generated and complainants and respondents were randomly selected and mailed a survey that included a postage-paid self-addressed envelope for returning the survey. The survey was mailed to 30 individuals who had filed a complaint that had been resolved in the previous 180-day period and 30 individuals who had complaints filed against them that had been resolved in the previous 180-day period. Of the 60 surveys distributed, 16 responses were received.

Additionally, during one week in April, 2016, Field Representatives handed out surveys at random to individuals who were monitored during job site compliance checks. The survey was handed out to 100 individuals who were monitored during compliance checks. Of the 100 surveys distributed, 22 responses were received.

Strategy B.1.1. Indirect Administration

During the month of April, 2016, the Administration Department randomly surveyed individuals who had requested open records, attended open meetings and Continuing Professional Education Providers approved by the Board. A random selection of individuals, who requested open records via email during April, 2016 were e-mailed surveys. During the April, 2016 Board meeting, surveys were also distributed to individuals who were not already provided a survey as part of the above described group. The survey was distributed to 20 individuals who had requested open records and 20 individuals who had attended an open meeting including all Continuing Professional Education Providers approved at the meeting. Of the 40 surveys distributed, 13 responses were received.

Survey Results

Number of surveys distributed:

Examination	70
Renewals	100
Enforcement	160
Administration	<u>40</u>
Total	370

Number of responses received:

Examination	36
Renewals	19
Enforcement	38
Administration	<u>13</u>
Total	106

Overall response rate: 28.5%

Customer Category

Responses received from licensees or registrants of the Board: 74
Responses received from non-licensees or registrants of the Board: 20

Responses from individuals who had experiences with Examination: 36
Responses from individuals who had experiences with Renewal/Registration: 19
Responses from individuals who had experiences with Enforcement: 26
Responses from individuals who had experiences with Administration: 13

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 below 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	81	25	3	1	2
Communication:					
Proper routing of call, e-mail or letter	65	21	5	1	19
Clear explanations regarding services or procedures	74	23	3	2	8
Received necessary information to obtain services	76	22	6	1	5
Complaint Process:					
Knowledge of procedure for filing complaint	59	30	6	1	15
Believe that complaint would be handled in a reasonable manner	59	29	7	2	14
Timeliness of Service:					
Telephone call, letter or email answered in reasonable time	64	25	6	1	15
Time waited to receive services was reasonable	65	27	9	3	7
Time waited for concern to be addressed was reasonable	65	28	7	2	9
Website:					
Access to Internet	73	25	1	0	11
Ease of use/organized	63	22	11	1	14
Current and accurate information	63	28	5	0	15
Ability to find contact information	61	29	4	1	16

General/Overall Satisfaction	Strongly Agree	Agree	Disagree	Strongly Disagree	Not applicable
Staff:					
Staff answered questions	79	23	5	1	5
Staff was courteous, knowledgeable and willing to assist	85	21	3	0	2
Staff identified themselves	80	28	1	0	1
Facility:					
Board office is conveniently located	60	27	4	2	18
Facility is clean and orderly	70	18	0	0	22
Facility is open during reasonable hours	66	25	0	0	19
Printed Information:					
Received printed information explaining services available	56	26	3	6	20
Printed information was clear and understandable	56	29	2	5	19
Printed materials provided thorough and accurate information	56	29	2	5	19

Analysis of findings identified by the customer satisfaction assessment

The results of the survey show that 99.6 % of those who responded strongly agree or agree they are satisfied with the services received and their experience with the agency. This is an increase in overall satisfaction. The responses and comments received indicate that 10.6 % of those responding do not have access to the internet at work or home. This response indicates that the number of customers without internet use has increased along with the volume of the licensee and registrant population. Additional results of the survey indicate that 8.5 % of those who responded 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 continue to maintain a desire to provide a prompt level of service. An increase in the construction industry due to the economy has resulted in an increased volume of license and registrant applications to process. Of those that responded to the survey, 6.3% indicated they do not know the procedure for filing a complaint. The agency continues to place an emphasis on efforts to educate the public and licensees/registrants regarding the complaint process and the agency's enforcement authority. Improved methods for filing complaints are being developed. The agency also notes that Staff received a high rating based on their knowledge and willingness to assist the customers. The Executive Director and department managers have reviewed the results of the surveys received and continually monitor for improvement in all service areas.

Performance measures related to customer service standards and customer satisfaction (FY 2016)

Outcome Measures:

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received 99.6%

Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery 3%

Output Measures:

Number of Customers Surveyed		370
Number of Customers Served	70,667*	

Efficiency Measures:

Cost Per Customer Surveyed	\$3.02
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Explanatory Measures:

Number of Customers Identified	88,941**	
Number of Customer Groups Inventoried		4

* The estimated unduplicated number of individuals who are current and/or renewable licensees and registrants, examination applicants, complainants, complaint respondents, requestors of open records, Continuing Education Providers and attendees of open meetings.

**The estimated duplicated number of individuals who are current and/or renewable licensees and registrants, approved examination applicants, unapproved examination registrant applicants, complainants, complaint respondents, education providers and instructors, requestors of open records, and attendees of open meetings.