

**TEXAS STATE BOARD OF PLUMBING EXAMINERS**

**REPORT ON CUSTOMER SERVICE**

**SUBMITTED June 1, 2018**



# TEXAS STATE BOARD OF PLUMBING EXAMINERS

## REPORT ON CUSTOMER SERVICE

SUBMITTED June 1, 2018

### **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 February and March, 2018, 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 and were to be completed and returned to the Examination Department staff. The survey was given to 250 examination applicants, including Master Plumber applicants, Journeyman Plumber applicants, Tradesman Plumber-Limited Licensee applicants, Plumbing Inspector applicants, Medical Gas Endorsement applicants, Water Supply Protection Specialist Endorsement applicants, and Multipurpose Residential Fire Protection Sprinkler Specialist Endorsement applicants. Of the **250** surveys distributed, **174** responses were received.

During the month of February, 2018, the License and Renewal Department randomly surveyed licensees and registrants who renewed their license or registration. During five separate renewal processes in February, renewal applicants from 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 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 **150** renewal applicants, including Master Plumbers, Journeyman Plumbers, Tradesman Plumber-Limited Licensees, and Plumber's Apprentices. Of the **150** surveys distributed, **38** responses were received.

### **Strategy A.1.2. Inspections and Enforcement**

During the month of April, 2018, 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 **40** individuals who had filed a complaint that had been resolved in the previous 120-day period and **40** individuals who had complaints filed against them that had been resolved in the previous 120-day period. Of the **80** surveys distributed, **15** responses were received.

Additionally, during one week in April, 2018, Field Investigators handed out surveys at random to individuals who were monitored during compliance checks. The survey included a postage-paid self-addressed envelope for returning the survey. Surveys were handed out to **60** individuals who were monitored during compliance checks. Of the **60** surveys distributed, **2** responses were received.

### Strategy B.1.1. Indirect Administration

During the month of April, 2018, the Administration Department randomly surveyed individuals who had requested open records, attended open meetings and those Continuing Professional Education Providers approved by the Board. A random selection of individuals, who requested open records via email during April, 2018 were e-mailed surveys to complete. In addition, Board approved Continuing Education Providers were e-mailed surveys. During the April, 2018 Board meeting, surveys were distributed to individuals who had not already been sent a survey as part of the above described group. The survey was distributed to **5** individuals who had requested open records and **15** individuals who had attended an open meeting. Of the **20** surveys distributed, **6** responses were received.

#### **Survey Results**

##### Number of surveys distributed:

Examination	250
Renewals	150
Enforcement	140
Administration	<u>20</u>
Total	560

##### Number of responses received:

Examination	174
Renewals	38
Enforcement	17
Administration	<u>6</u>
Total	235

**Overall response rate:** 42%

#### **Customer Category**

Responses received from licensees or registrants of the Board: 228  
Responses received from non-licensees: 13

Responses from individuals who had experiences with Examination: 174  
Responses from individuals who had experiences with Renewal/Registration: 38  
Responses from individuals who had experiences with Enforcement: 17  
Responses from individuals who had experiences with Administration: 6

*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 correspond 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.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not applicable</b>
<b>General/Overall Satisfaction</b>	163	48	3	3	12
<b>Communication:</b>					
Proper routing of call, e-mail or letter	148	52	3	1	25
Clear explanations regarding services or procedures	156	50	5	0	18
Received necessary information to obtain services	150	58	2	0	19
<b>Complaint Process:</b>					
Knowledge of procedure for filing complaint	125	75	8	1	20
Believe that complaint would be handled in a reasonable manner	136	60	7	0	26
<b>Timeliness of Service:</b>					
Telephone call, letter or email answered in reasonable time	130	62	8	3	26
Time waited to receive services was reasonable	118	62	22	4	23
Time waited for concern to be addressed was reasonable	134	53	6	1	35
<b>Website:</b>					
Access to Internet	158	55	2	3	11
Ease of use/organized	125	68	6	5	21
Current and accurate information	132	63	5	4	25
Ability to find contact information	145	53	3	3	25

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not applicable</b>
<b>Staff:</b>					
Staff answered questions	170	47	3	0	9
Staff was courteous, knowledgeable and willing to assist	175	32	1	1	20
Staff identified themselves	170	37	1	0	20
<b>Facility:</b>					
Board office is conveniently located	142	39	12	3	33
Facility is clean and orderly	159	36	1	0	33
Facility is open during reasonable hours	152	52	2	0	23
<b>Printed Information:</b>					
Received printed information explaining services available	150	45	12	0	22
Printed information was clear and understandable	147	40	11	0	31
Printed materials provided thorough and accurate information	149	42	9	0	29

### **Analysis of findings identified by the customer satisfaction assessment**

The results of the survey show that **92.3%** of those who responded strongly agree or agree that they are satisfied with services they received and their experience with the agency. The comments received indicate that **2.1%** of those responding do not have access to the internet. This is a significant decrease from the last survey, conducted in March and April of 2016 where **12.6%** of respondents did not have access to the internet. This response indicates that the use of the internet by the Board's customers has increased as anticipated. Additional results of the survey indicate that **11%** of those who responded 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 continue to maintain a prompt level of service. Of those that responded to the survey, **6.8%** indicated they do not know the procedure for filing a complaint and do not believe a complaint would be handled in a reasonable manner if they needed to file. The agency continues to place an emphasis on efforts to educate licensees/registrants and the public regarding the complaint process and the agency's enforcement authority. The Executive Director and department managers have reviewed the results of the surveys received and will monitor for improvement in any areas identified requiring improvement, as well as areas of the agency rated exceptionally well.

## Performance measures related to customer service standards and customer satisfaction (FY 2018)

### Outcome Measures:

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received is: 90%

Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery is: 2%.

### Output Measures:

Number of Individuals Surveyed	560
Number of Individuals Served	74,488*

### Efficiency Measures:

Cost Per Customer Surveyed	\$3.21
----------------------------	--------

### Explanatory Measures:

Number of Customers Identified	95,075**
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, and attendees of open meetings who requested.

\*\*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, education instructors, education material providers, requestors of open records, and attendees of open meetings.