

Business Enterprises of Texas

CUSTOMER SATISFACTION SURVEY AND COST ANALYSIS REPORT 2016



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Introduction

The Business Enterprises of Texas (BET) program — formerly a Department of Assistive and Rehabilitative Services (DARS) program — was transferred to the Texas Workforce Commission (TWC) as of September 1, 2016. As the assuming agency, TWC is responsible for reporting requirements that occur after the transfer. We are pleased to submit this report in compliance with legislative requirements.

The BET report is submitted pursuant to Rider 22 as part of DARS performance reporting for the BET program for the 2016–2017 biennium. Rider 22 reads as follows:

The Department of Assistive and Rehabilitative Services shall report by October 1 of each year of the biennium the following information to the Legislative Budget Board and to the Governor:

- a. The results of the survey and the Cost Analysis Report distributed to state host agencies on satisfaction of operational conditions such as pricing requirements, hours of operations, menu items, and product lines; and
- b. The total cost incurred by each state host agency for the operation of Business Enterprises of Texas cafeterias, snack bars, and convenience stores. Reported costs should include the value of the space used, maintenance costs, utility costs, janitorial costs, and the method of finance for each cost. An outline of the methodology that was used to determine the final estimate should also be included in the report.

The Customer Satisfaction Survey and Cost Analysis Report shall be prepared in a format specified by the Legislative Budget Board and by the Governor.

The Survey of Customer Satisfaction was sent to all state agencies in which BET operates a food service and/or vending services facility. A total of 2,617 individuals from 30 agencies responded to the survey. The number of responses represents a drop in respondents (14 percent) and agencies (35 percent) from 2015, which was a record year in both categories.

However, sales were up 3.4 percent in the facilities

surveyed. The survey has been completed in the same way and at the same time of the year, in August, since its inception six years ago. The next survey will be conducted at a different time of the year, and new survey awareness tools will be used to encourage respondent participation.

The survey process and how the survey and report are designed have been improved over the years. Listed below are a number of these improvements.

- Before and during the survey, we placed improved-format color posters in BET facilities to announce the survey dates and provided a self-adhesive notepad that included the URL for the survey.
- We encouraged human resources managers who had a history of low distribution of survey materials to promote the survey.
- We used additional contacts to better promote the availability of the survey.
- We expanded the survey to allow respondents to identify their agency if they chose.
- The 2016 survey was advertised in the Texas Health and Human Services Commission's online newsletter, The Connection, to increase exposure during the last two weeks of the survey.





Actions Taken as a Result of the 2015 Customer Satisfaction Survey

BET distributed survey results to licensed managers who operate facilities. We discussed concerns, and managers were asked to adjust practices where possible.

Managers were made aware of compliments and best practices identified by customers.

Complaints and compliments were reviewed with the managers so that areas for improvement or commendation could be recognized.

Managers were required to produce plans to address complaints.

The results of the survey were used as an educational item at the annual BET Training Conference.

The program continued the successful healthful-options program titled **Better Eating Today**, which offers snack and menu items that have:

- less than 35 percent fat;
- less than 10 percent of calories from saturated fat;
- less than 35 percent of total product-weight from sugar; and
- less than 350 mg of sodium.

Program staff and managers continue to communicate with members of the Worksite Wellness Program within the Texas Department of State Health Services in order to raise awareness about healthful food options and their availability in both food service and vending facilities. In addition to providing point-of-sale signage displaying healthful options in food service and vending machines, BET has worked with guest suppliers and chefs to offer health-oriented food demonstrations to educate managers about locally available recipes and healthful products.



Summary of the 2016 Customer Satisfaction Survey Results

BET survey respondents informed us that they continue to have high levels of satisfaction with our product prices and product portions. They also responded favorably about our facility hours and the speed with which they were able to shop and return to work. Additionally, respondents rated BET higher this year than last year in the area of food and service quality. Although BET increased customer satisfaction with healthful menu

items, this area has room for improvement, as does the overall quality of food products and the resolution of customer concerns.

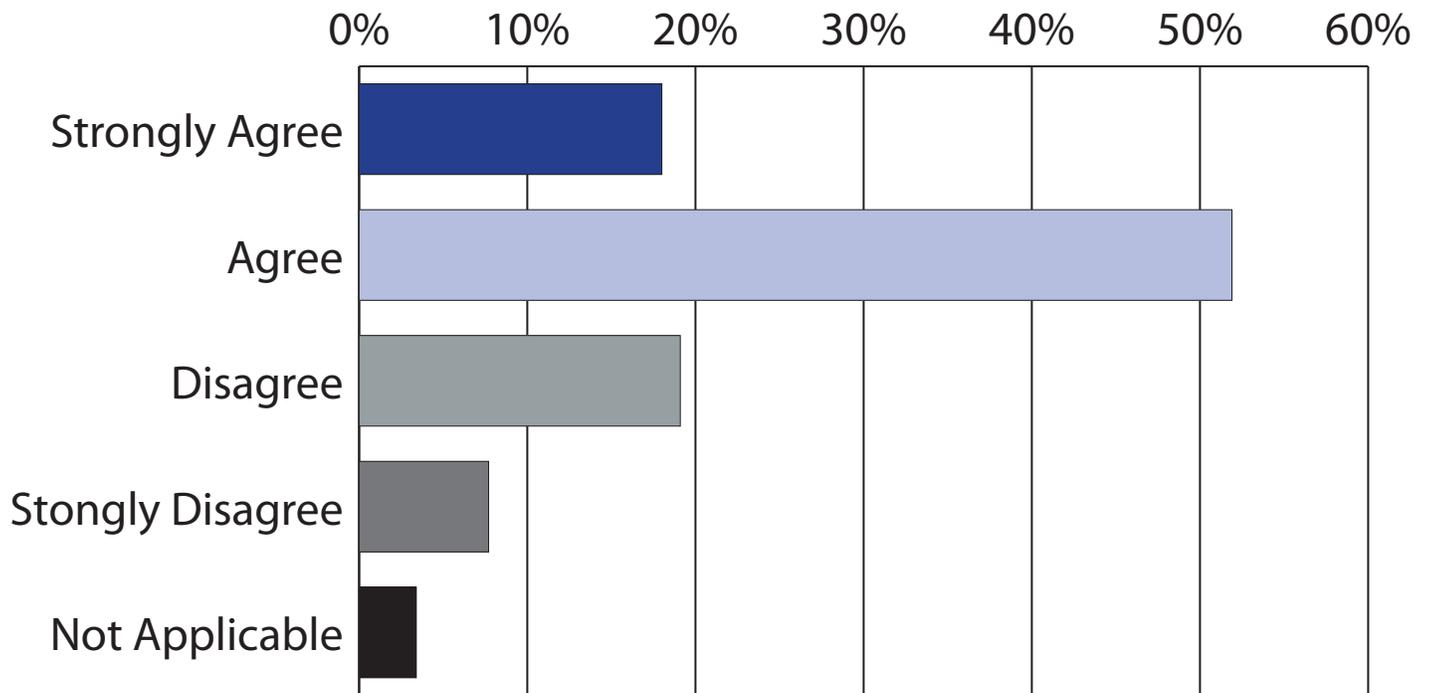
Survey responses showed that BET improved in the areas of customer satisfaction and product-value rating compared with last year. BET takes pride in its successes and offers training in areas that need improvement. It is worth noting that no category of the survey received more negative than positive responses.

2016 Customer Satisfaction Survey Results

The following tables and graphs reflect the 2,617 responses to the topics addressed in the survey.

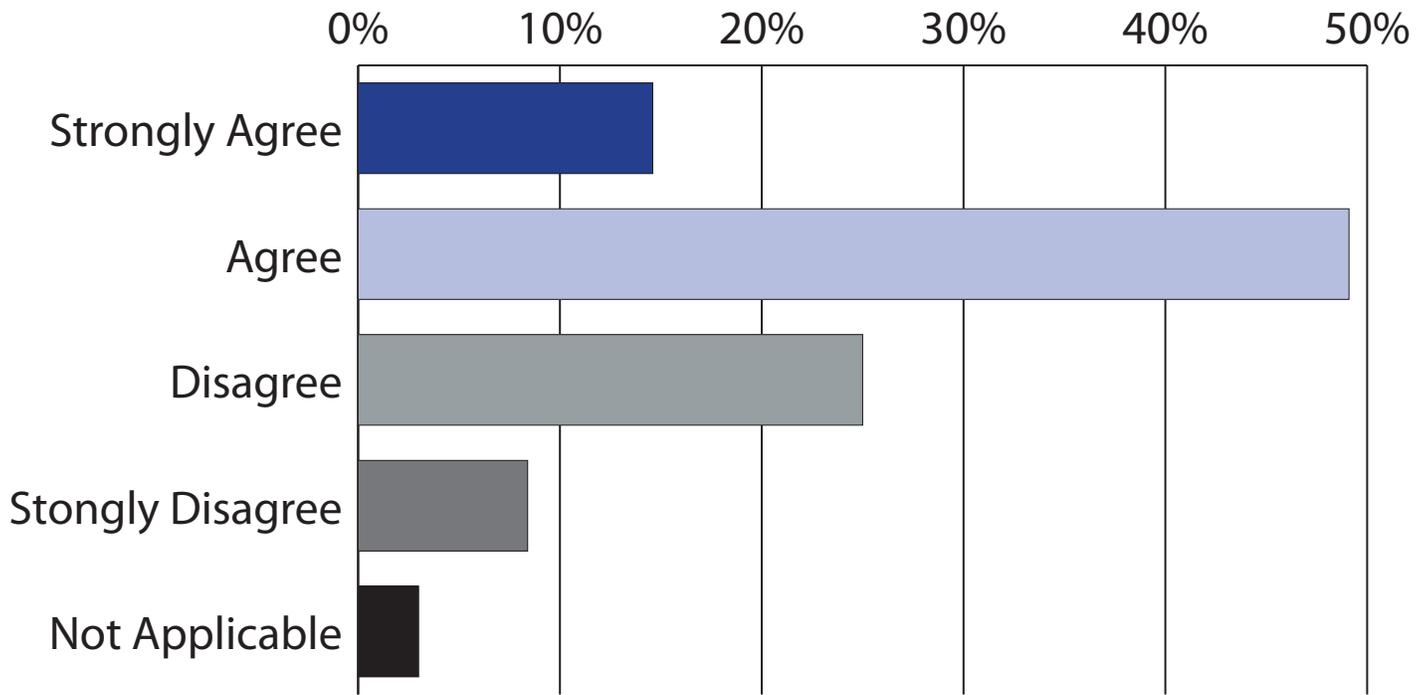
The prices offered in the food service and/or vending facility in this building are reasonable compared with other food service and/or vending operations in the area.

Answer Options	Response Percent	Response Count
Strongly Agree	18.0%	470
Agree	51.9%	1353
Disagree	19.1%	497
Strongly Disagree	7.7%	200
Not Applicable	3.4%	88
Answered question		2608
Skipped question		9



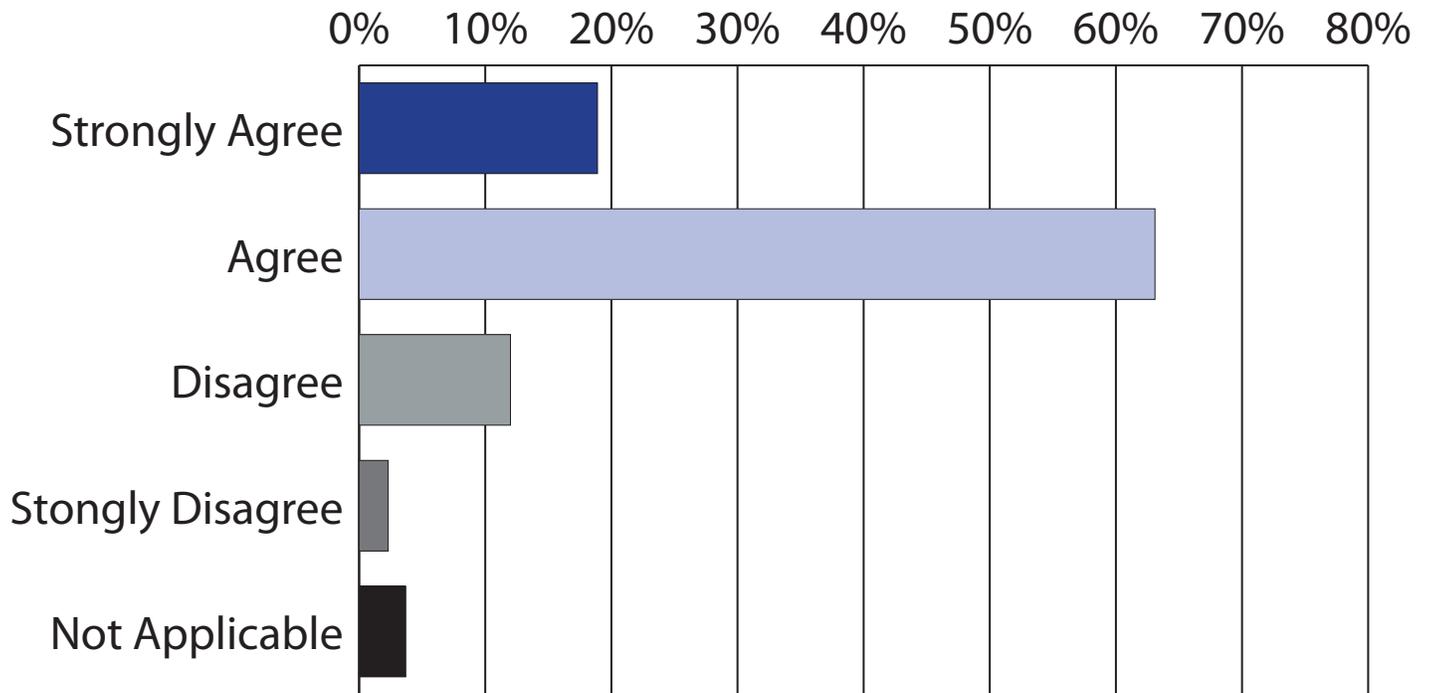
The products sold are a good value for the prices charged.

Answer Options	Response Percent	Response Count
Strongly Agree	14.6%	379
Agree	49.1%	1278
Disagree	25.0%	651
Strongly Disagree	8.4%	218
Not Applicable	3.0%	78
Answered question		2604
Skipped question		13



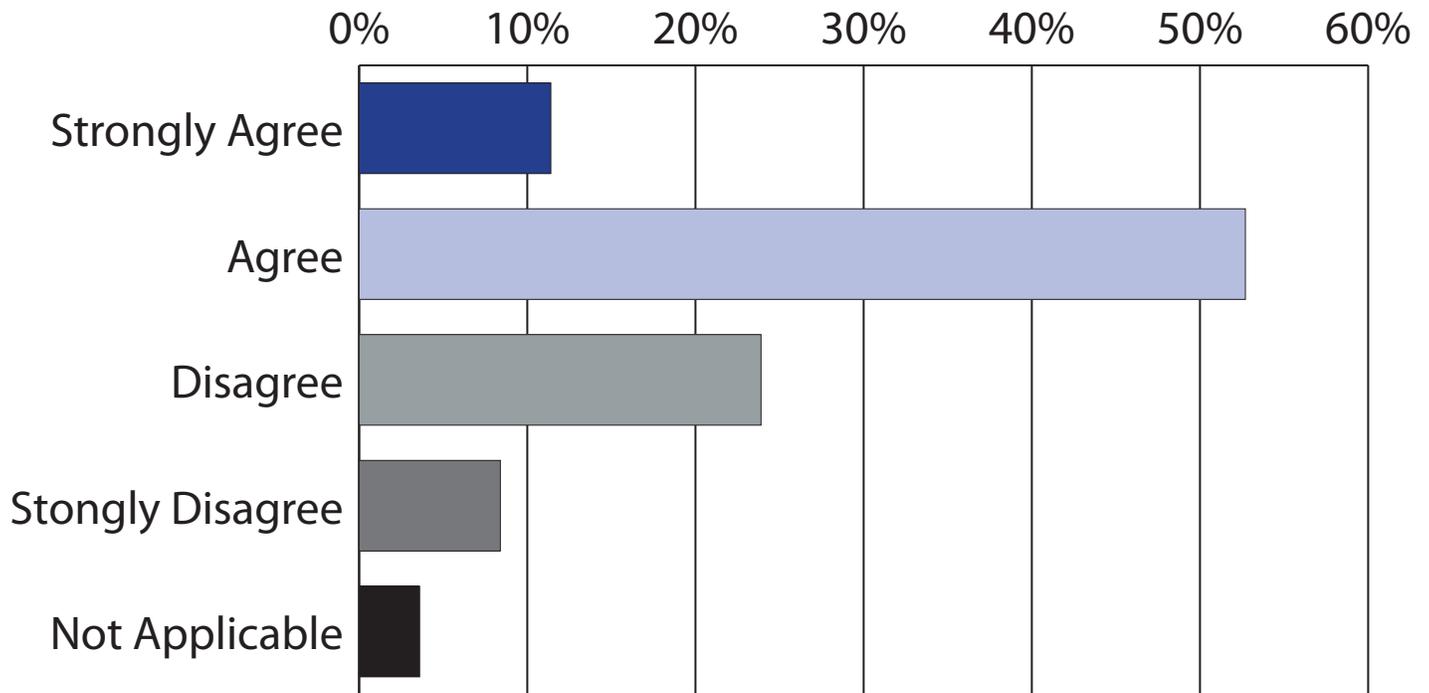
The hours of operation of this facility meet the needs of the building occupants.

Answer Options	Response Percent	Response Count
Strongly Agree	18.9%	492
Agree	63.1%	1643
Disagree	12.0%	313
Strongly Disagree	2.3%	59
Not Applicable	3.7%	96
Answered question		2603
Skipped question		14



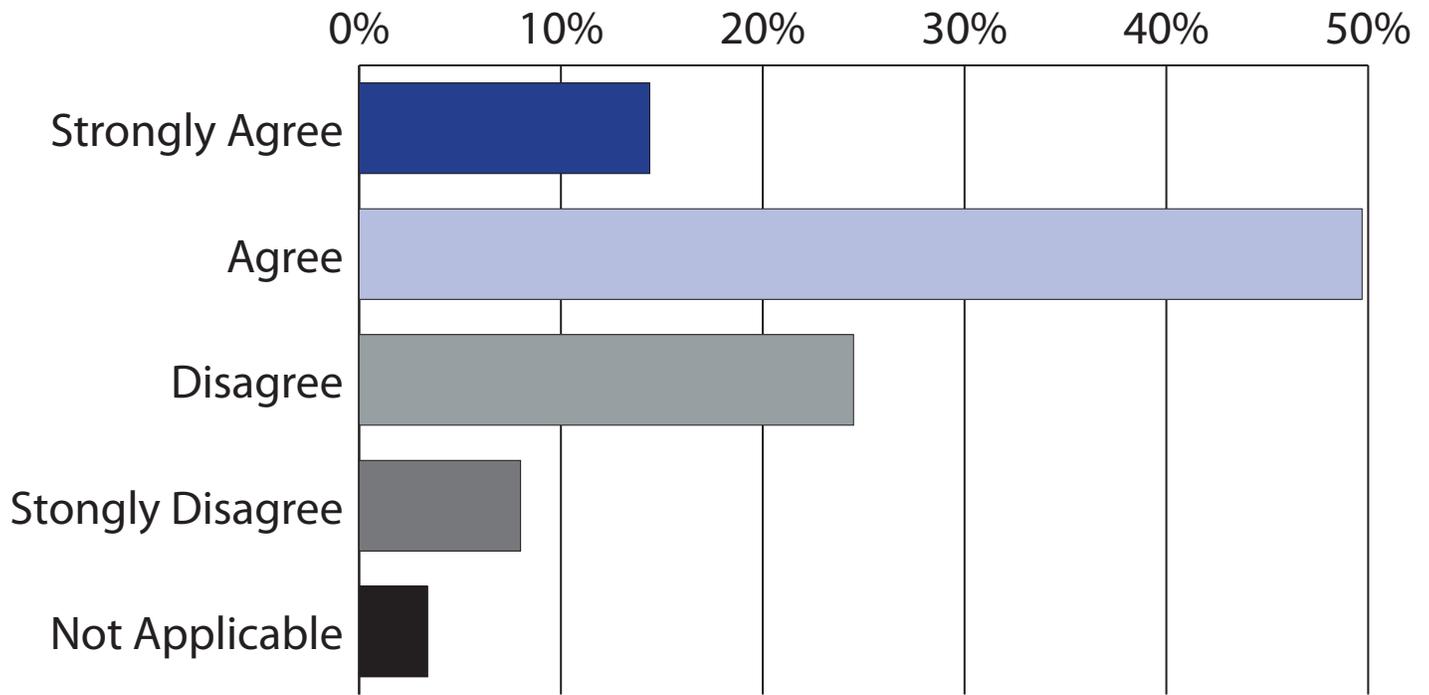
The menu items at this food service and/or vending facility meet the needs of the building occupants.

Answer Options	Response Percent	Response Count
Strongly Agree	11.4%	287
Agree	52.7%	1331
Disagree	23.9%	604
Strongly Disagree	8.4%	213
Not Applicable	3.6%	90
Answered question		2525
Skipped question		92



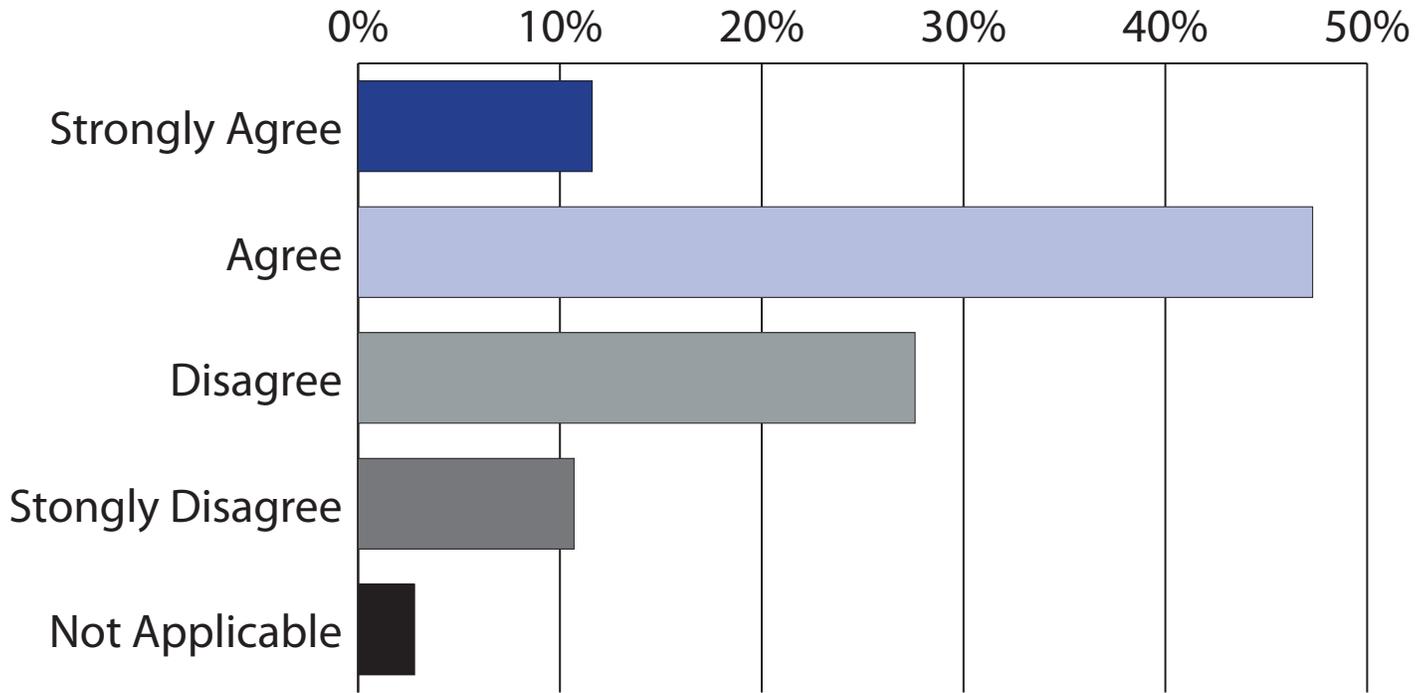
The menu items that this food service and/or vending facility provides are a good value for building occupants.

Answer Options	Response Percent	Response Count
Strongly Agree	14.4%	364
Agree	49.7%	1254
Disagree	24.5%	618
Strongly Disagree	8.0%	202
Not Applicable	3.4%	87
Answered question		2525
Skipped question		92



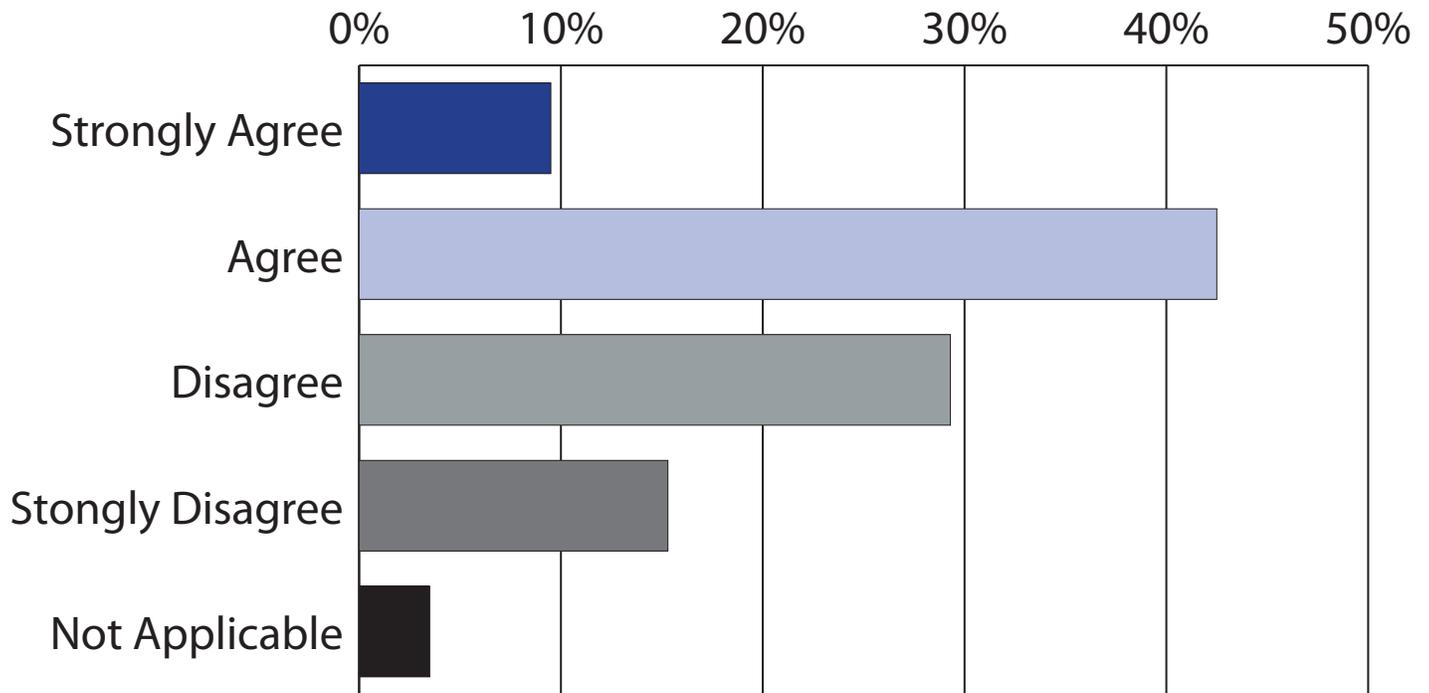
A diverse selection of products is consistently available.

Answer Options	Response Percent	Response Count
Strongly Agree	11.6%	292
Agree	47.3%	1189
Disagree	27.6%	693
Strongly Disagree	10.7%	268
Not Applicable	2.8%	70
Answered question		2512
Skipped question		105



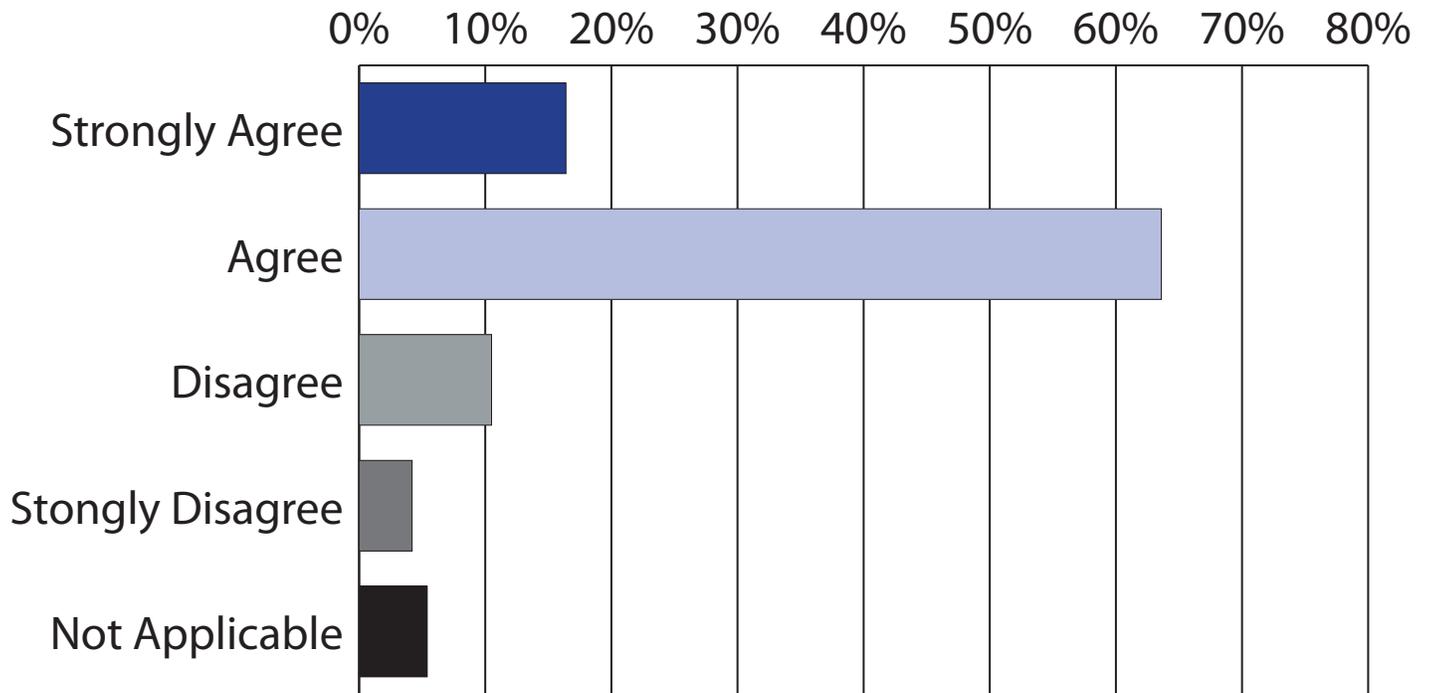
The products that this food service and/or vending facility offers include healthful options.

Answer Options	Response Percent	Response Count
Strongly Agree	9.5%	239
Agree	42.5%	1068
Disagree	29.3%	736
Strongly Disagree	15.3%	384
Not Applicable	3.5%	88
Answered question		2515
Skipped question		102

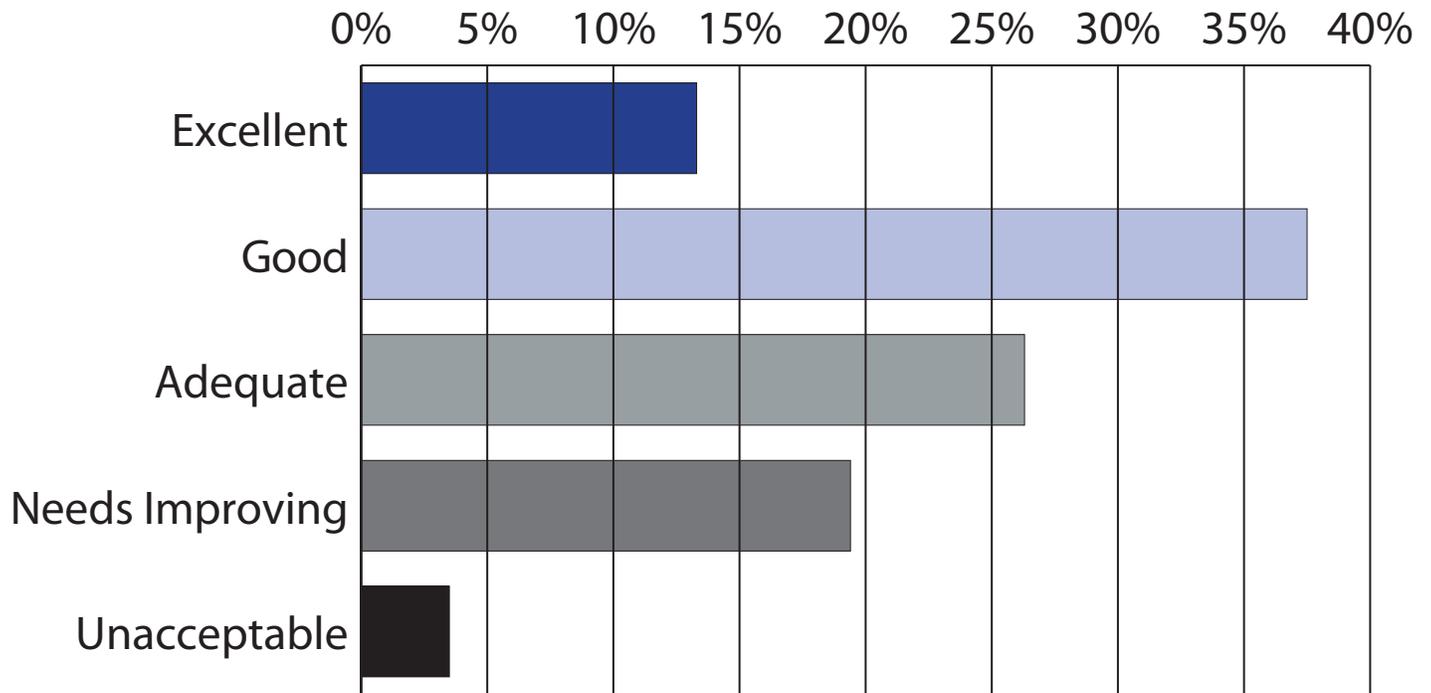


Menu portions are appropriate.

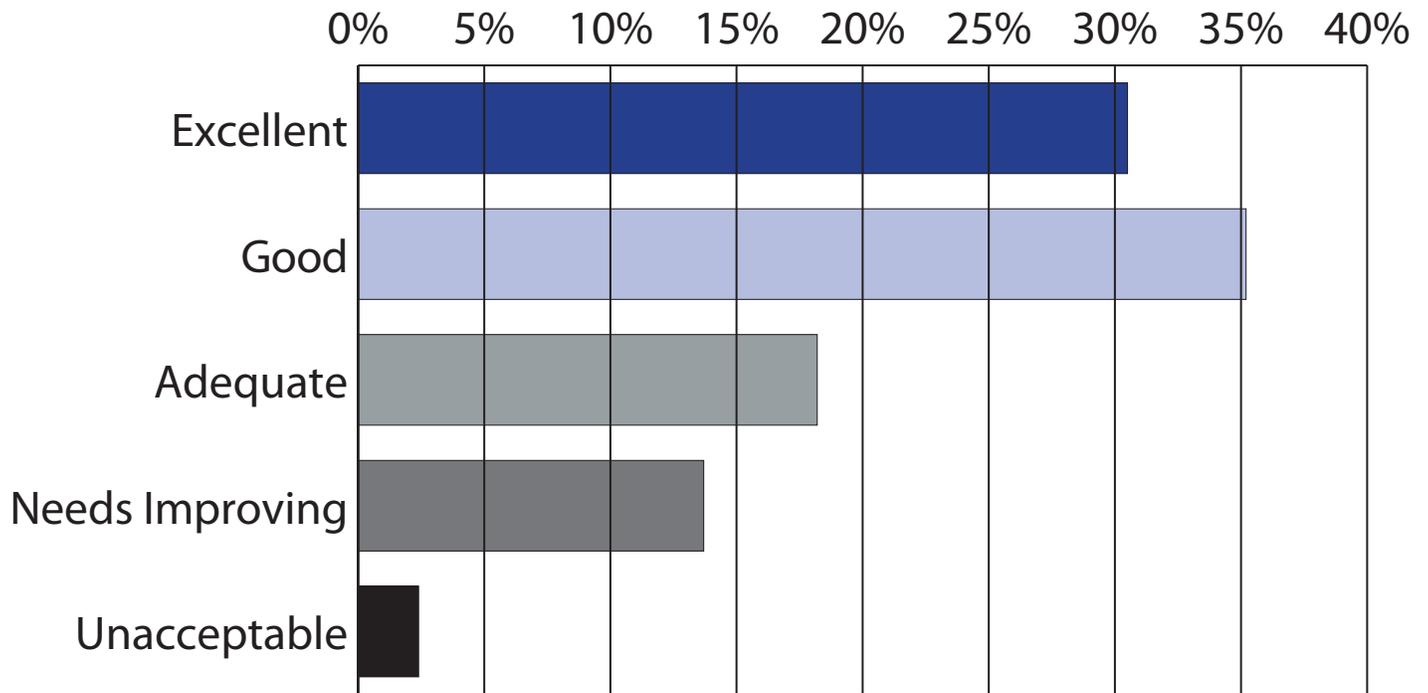
Answer Options	Response Percent	Response Count
Strongly Agree	16.4%	413
Agree	63.6%	1603
Disagree	10.5%	265
Strongly Disagree	4.2%	105
Not Applicable	5.4%	135
Answered question		2521
Skipped question		96



The quality of the product is:		
Answer Options	Response Percent	Response Count
Excellent	13.3%	331
Good	37.5%	934
Adequate	26.3%	656
Needs Improving	19.4%	484
Unacceptable	3.5%	86
Answered question		2491
Skipped question		126

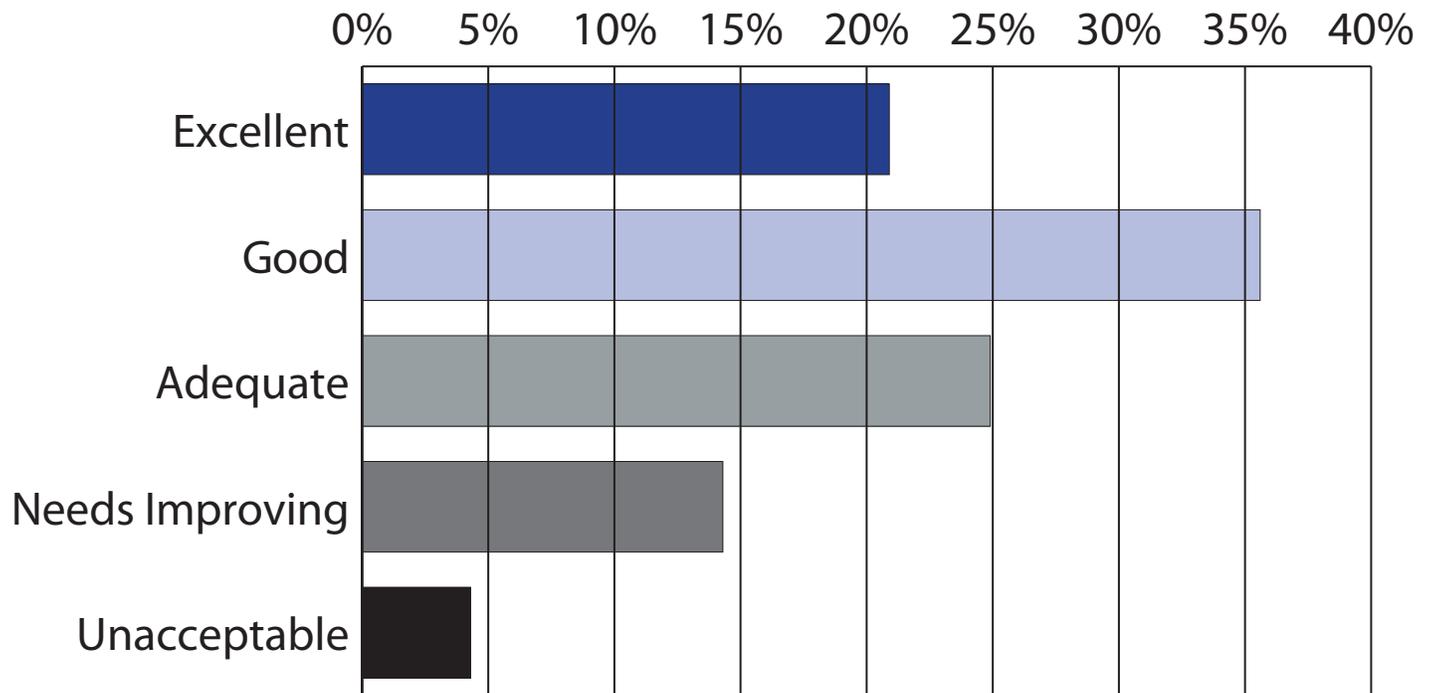


The quality of the service is:		
Answer Options	Response Percent	Response Count
Excellent	30.5%	757
Good	35.2%	876
Adequate	18.2%	453
Needs Improving	13.7%	341
Unacceptable	2.4%	59
Answered question		2486
Skipped question		131



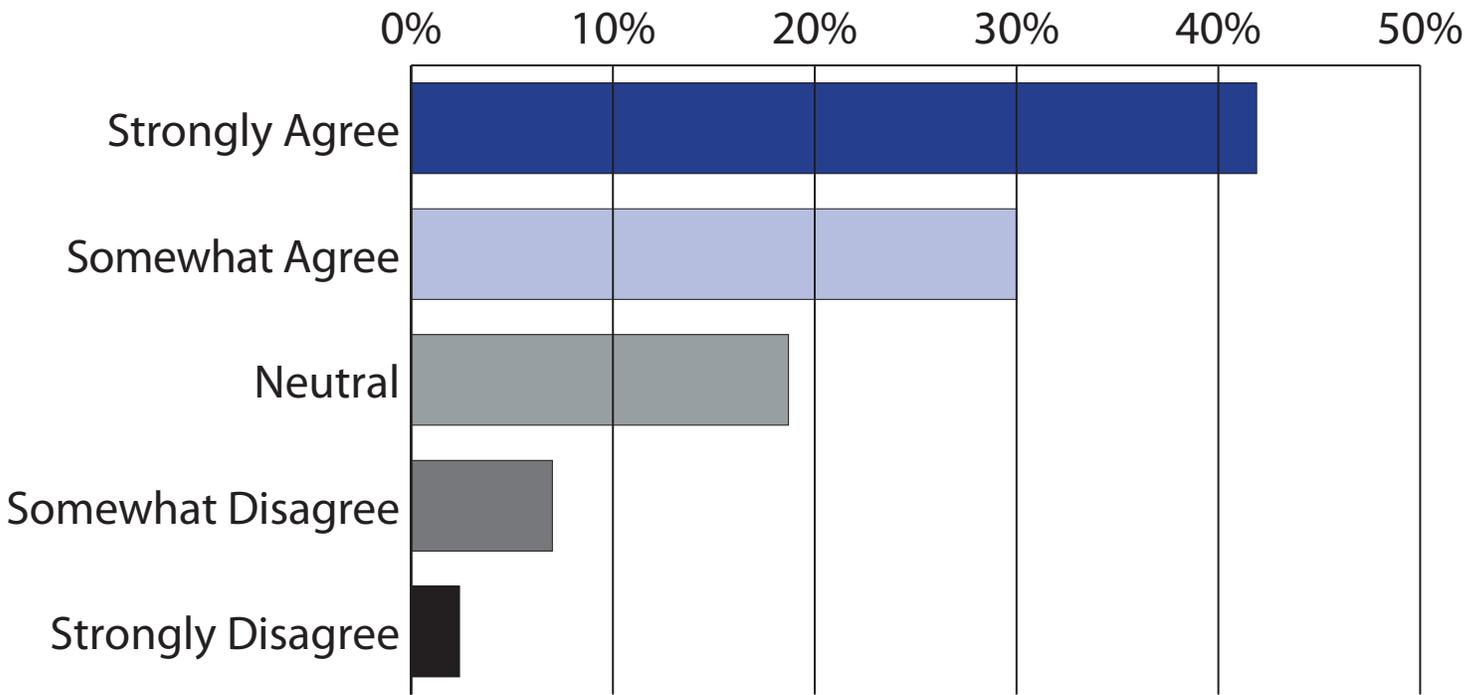
Think about the most recent time you had a concern about the food service and/or vending facility, and then evaluate the process for resolving the concern. The process was:

Answer Options	Response Percent	Response Count
Excellent	20.9%	485
Good	35.6%	825
Adequate	24.9%	576
Needs Improving	14.3%	332
Unacceptable	4.3%	99
Answered question		2317
Skipped question		300



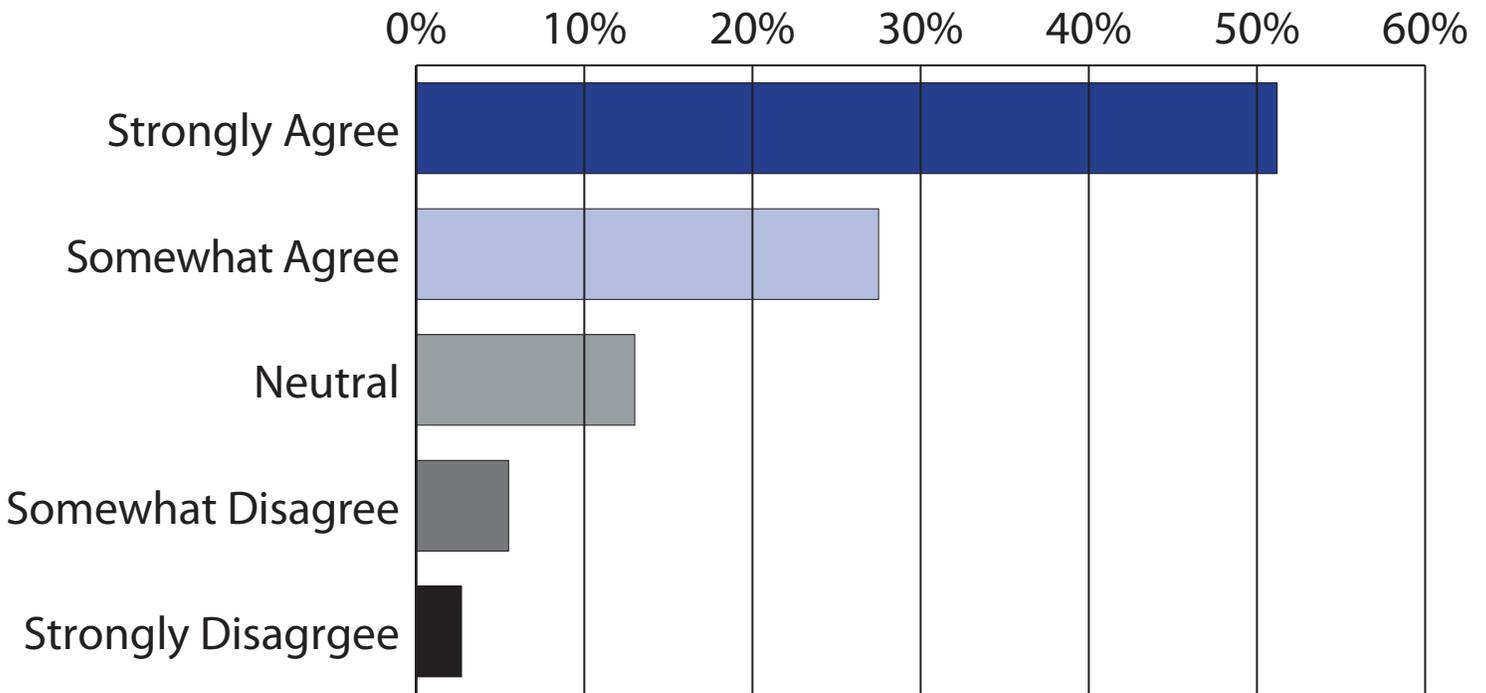
The food service is efficient and allows employees to eat and return to work on time.

Answer Options	Response Percent	Response Count
Strongly Agree	41.9%	1041
Somewhat Agree	30.0%	746
Neutral	18.7%	466
Somewhat Disagree	7.0%	174
Strongly Disagree	2.4%	60
Answered question		2487
Skipped question		130



The food service provides a clean, safe environment in which to eat.

Answer Options	Response Percent	Response Count
Strongly Agree	51.2%	1271
Somewhat Agree	27.5%	684
Neutral	13.0%	324
Somewhat Disagree	5.5%	137
Strongly Disagree	2.7%	67
Answered question		2483
Skipped question		134



Comment Categories

Survey respondents were asked for additional suggestions on how BET can improve services. A total of 1,203 individuals provided their concerns, requests, and compliments.

Summary of Survey Respondent Comments by Category

Category and Number of Comments	Response Items	Item–Most Comments	Percentage of Overall Comments	Percentage Negative	Percentage Positive	Percentage Request
Sanitation, 53	Gloves, Hairnets, General Cleanliness, Presence of Flies	General Cleanliness	4.3	37	1	15
Health Oriented, 223	Request For “Healthy” Options, More Baked Foods, Larger Selection of Vegetables	Request For “Healthy” Options	18.6	26	2	195
Vending, 77	Variety, Low Stock, Inoperable Machines, More Machines and Locations	Variety, Low Stock	6.4	49	41	26
Price, 129	Too High, Adequate, Good Value	Too High	10.7	92	1	36
Service, 147	Lack of, Rudeness or Indifference, Manager and Staff Are Great, Excellent	Rudeness or Indifference	12.2	111	4	32
General Comments, 476	Training, Credit Card Charges, Consistent Pricing, Recycling	Credit Card Charges, Consistent Pricing	40.3	122	8	346
Compliments, 79	Service, Manager, Staff, Cleanliness, Communication Skills	Manager, Staff	6.7		79	
Hours of Operation, 39	Open Later, Not Open on Time, Closed Early	Closed Early	3.4	6	1	32

Agencies Responding

Please tell us which state agency you work for.		
Answer Options	Response Percent	Response Count
Texas Parks and Wild Life	0.0%	1
Board of Dental Examiners	0.1%	3
Board of Nursing	0.0%	1
Child Protective Services	0.3%	7
Chiropractic Examiners	0.0%	1
Commission on Environmental Quality	16.9%	397
Commission on Fire Protection	0.2%	4
Comptroller of Public Accounts	0.5%	12
Department of Aging and Disability Services	9.6%	226
Department of Agriculture	0.0%	0
Department of Assistive and Rehabilitative Services	1.5%	36
Department of Family and Protective Services	2.5%	59
Department of Insurance	0.0%	0
Department of Public Safety	23.3%	547
Department of Rehabilitative Services	0.0%	1
Department of State Health Services	8.1%	191
Disability Determination Services	0.4%	9
Division for Blind Services	0.0%	0
Emergency Communications	0.0%	0
Employees Retirement System	0.1%	2
Board of Examiners of Psychologists	0.0%	0
General Land Office	0.0%	0
Health and Human Services Commission	11.3%	266
Historical Commission	0.1%	3
Housing and Community Affairs	0.0%	0
Legislative Council	0.1%	3
Legislative Budget Board	0.0%	0
Library and Archives	0.0%	0
Office of the Attorney General	1.2%	27
Office of the Attorney General, Child Support	4.4%	104
Physical/Occupational Therapy Board	0.0%	0
Public Utility Commission	0.0%	1
Rail Road Commission	0.2%	4
Secretary of State	0.1%	3
State Board of Public Accountancy	0.0%	0
State Office of Administrative Hearings	0.0%	0
Sunset Advisory Commission	0.0%	0
Texas Education Agency	2.6%	62
Texas Facilities Commission	0.0%	0
Texas Lottery Commission	0.0%	0
Texas Workforce Commission	0.1%	2
TxDOT, Riverside, Austin	13.8%	324
TxDOT, Camp Hubbard, Austin	1.8%	42
Veterans Commission	0.1%	3

Veterans Land Board	0.0%	0
Workers Compensation	0.1%	3
Other Agency Not Listed		108
Answered question		2344
Skipped question		273

How did you find out about this survey?		
Answer Options	Response Percent	Response Count
E-mail from your agency	87.8%	2010
Poster in food service facility	12.2%	278
Other (please specify)		184
Answered question		2288
Skipped question		329

Cost Analysis Report

An inquiry was submitted to all 17 state host agencies in which BET operates a cafeteria, snack bar, and/or convenience store. All of the host agencies responded. There was inconsistency in methods used by respondents. The host agencies surveyed and a summary of the costs reported or known are listed in the following table.

FY'15 DBS Food Service Location and Type	Address	Annual Value of Space Used 2015*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Brown-Heatly Bldg. Café	4900 N. Lamar Blvd., Austin, TX	4,061 sq. ft. \$63,189.16	\$13,198.25	\$12,061.17	\$3,573.68	State General Revenue and Federal Funding
Clements Bldg. Café	300 W 15th St., Austin, TX	3,239 sq. ft. \$50,398.84	\$3,302.76	\$5,277.94	\$1,878.04	State General Revenue and Federal Funding
Department of Public Safety	5805 N. Lamar Blvd., Austin, TX	5,202 sq. ft. \$80,943.12	Lease includes maintenance	Lease includes utilities	N/A	State General Revenue and Federal Funding
Department of State Health Services Café	1100 West 49th St., Austin, TX	2,691 sq. ft. \$41,871.96	\$2,018.25	\$6,700.59	\$134.55	State General Revenue and Federal Funding
Elias Ramirez State Office Bldg. Café	5425 Polk St., Houston, TX	3,992 sq. ft. \$62,115.52	\$6,706.56	\$5,508.96	\$2,435.12	State General Revenue
Hobby Bldg. Café	333 Guadalupe St., Austin, TX	2,266 sq. ft. \$35,258.96	\$4,396.04	\$5,483.72	\$1,268.96	State General Revenue and Federal Funding
James Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX	1,092 sq. ft. \$16,991.52	\$1,594.32	\$2,435.16	\$895.44	State General Revenue and Federal Funding
John Winters Bldg. Café and Convenience Store	701 W. 51st St., Austin, TX	6,645 sq. ft. \$103,396.20	\$9,369.45	\$10,632.00	\$5,781.15	State General Revenue and Federal Funding
Texas Commission of Environmental Quality Park 35 Café	12100 N. IH 35, Austin, TX	3,522 sq. ft. \$54,802.32	\$8,065.38	\$6,762.24	\$2,571.06	State General Revenue and Federal Funding
Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX	3,878 sq. ft. \$60,341.68	\$3,607.47	\$3,413.52	\$2,211.03	State General Revenue and Federal Funding
William B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX	3,934 sq. ft. \$61,213.04	\$2,714.46	\$4,878.16	\$2,439.08	State General Revenue and Federal Funding
San Antonio State Hospital Café	6711 S. New Braunfels Ave., TX	3,210 sq. ft. \$49,947.60	\$8,123.00	\$6011.76	\$6,372.11	State General Revenue
Texas Department of Transportation Café	4615 NW Loop 410, San Antonio, TX	1,225 sq. ft. \$19,061.00	\$44,790.00	\$69,108.00	\$15,159.00	Highway 5 Funding

FY'15 DBS Food Service Location and Type	Address	Annual Value of Space Used 2015*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Texas Department of Transportation Café	200 Riverside Dr., Austin, TX	4,354 sq. ft. \$67,748.24	\$16,871.00	\$14,843.00	\$5,940.00	Highway Transportation Fund 6
Texas Department of Transportation Camp Hubbard	3500 Jackson Ave., Austin, TX 78731	5,709 sq. ft. \$88,832.04	\$14,113.00	\$10,175.00	\$5,940.00	No response on this question
Disability Determination Services	6101 E. Oltorf St., Austin TX	3,850 sq. ft. \$59,906.00	Included in lease cost	\$12,071.24	\$4,133.00	SSA, 100% federal funds
Attorney General Child Support Division	5500 E. Oltorf St., Austin, TX	2,800 sq. ft. \$43,568.00	Services inclusive in property lease	\$5,327.00	N/A	Title IV-D funding
Totals	N/A	\$950,585.20	\$138,869.94	\$180,689.46	\$60,732.22	N/A

*Annual value of space used can include utility, maintenance, and janitorial costs. In order to establish consistency in reporting, the estimated value of space was based on average square footage lease costs of \$15.56 per square foot for space leased by state agencies, as reported by the Texas Facilities Commission Master Facilities Plan Report 2014.

Cost Analysis Survey—2015

State Property Locations Surveyed	
Sent To:	Responded
San Antonio Supported Living Center and Hospital	yes
Texas Dept. of Transportation—San Antonio	yes
Texas Dept. of Transportation—Austin	yes
Texas Dept. of Transportation—Camp Hubbard	yes
Disability Determination Services—Austin	yes
Department of Public Safety—Austin	yes
Office of the Attorney General-Child Support—Austin	yes
Elias Ramirez State Office Building—Houston	yes
Department of State Health Services—Austin	yes
Winters Building Café and Convenience Store—Austin	yes
Commission on Environmental Quality—Austin	yes
Travis Building—Austin	yes
Hobby Building—Austin	yes
Clements Building—Austin	yes
Brown-Heatly Building—Austin	yes
Rudder Building—Austin	yes
Stephen F.Austin Building—Austin	yes



TEXAS WORKFORCE COMMISSION

101 East 15th Street
Austin, Texas 78778-0001
512-463-2222

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