



CUSTOMER SERVICE REPORT

JUNE 1, 2016

THE TEXAS FACILITIES COMMISSION

*Planning and administering facilities
in service to the State of Texas*

This report is submitted by the Texas Facilities Commission in accordance with Texas Government Code Section 2114.002(c) to file a customer service report with the Legislative Budget Board and the Governor's Office of Budget and Planning.

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I. INTRODUCTION

The Texas Facilities Commission was originally established in 1919 as the State Board of Control by the 36th Legislature's enactment of Senate Bill 147. The State Purchasing and General Services Commission replaced the State Board of Control in September 1979. The agency's name was changed again in 1991 to the General Services Commission. The General Services Commission was abolished in 2001 by the 77th Legislature through enactment of Senate Bill 311, thus creating the Texas Building and Procurement Commission. Pursuant to House Bill 3560 of the 80th Legislature, the Commission's statewide procurement duties were transferred to the Comptroller of Public Accounts and the Commission was renamed the Texas Facilities Commission (the "Commission") on September 1, 2007.

The Commission oversees the building maintenance and construction activities of state-owned office buildings and facilities, leasing procurement, office space lease management services for other state agencies, and the state and federal surplus property programs. The Commission's primary customers are other state agencies, including the Office of the Governor and the State Legislature. The Commission has identified at least 105 agencies that are supported, including agencies housed in leased and state-owned facilities statewide, as well as, out-of-state leases; and 63,415 state employees (customers) that are served, including staff for both the Texas School for the Blind and Visually Impaired and the Texas School for the Deaf (also includes state employees housed in leased and state-owned facilities statewide, as well as, out-of-state leases). The Commission's various services may include:

- Facilities Maintenance
- Custodial Services
- Grounds Maintenance
- Minor Construction
- Building Services and Maintenance
- Facilities Design and Construction
- Space Planning
- Construction
- Leasing Services
- Support Services
- State and Federal Surplus Property
- Recycling

The Commission strives to provide the highest quality of service to all of its customers. The Commission continues to revise and improve its ability to track and monitor customer feedback in an effort to address specific needs within the scope of the agency's mission. Revisions include but are not limited to: making the online customer service survey program-specific, implementing a 24 business hours response time policy, and training staff to become aware of the customer service survey and its results. The Commission is determined to become a model agency by not only meeting but exceeding the expectations of our customers.

II. INVENTORY OF EXTERNAL CUSTOMERS BY STRATEGY

The customer service functions outlined in this report are based on the strategies included in the Fiscal Year 2016–2017 General Appropriations Act (“GAA”) for the Commission. H.B. 1, 84th Leg., R.S., ch. 1281, art. I, 2015 Tex. Gen. Laws 4343, 4393-94 (Texas Facilities Commission). The following table outlines the external customers served by each strategy.

TABLE 1.1 GAA STRATEGIES AND EXTERNAL CUSTOMERS

Strategy	External Customers
Leasing: Provide quality leased space for state agencies at the best value.	Customers include both the lessors providing the lease space (public and private) and the state agencies and their employees housed in the lease space around the State.
Facilities Planning: Ensure the State optimizes use of leased/purchased/constructed office space.	Customers include both the lessors providing the lease space (public and private) and the state agencies and their employees housed in the lease space around the State.
Facilities Design and Construction: Ensure facilities are designed and built timely/cost-effectively/highest quality.	Customers include the state agencies, architects and engineers, contractors, and subcontractors involved in building design and construction projects as well as the state employees ultimately housed in or utilizing the new facilities.
Custodial: Provide cost-effective/efficient custodial services for state facilities.	Customers include the state agencies and their employees located in the Capitol Complex, Hobby Building, Park 35 Facilities, and the North Austin Complex, as well as outlying facilities located in Corpus Christi, El Paso, Fort Worth, Houston, Tyler, and Waco.*
Facilities Operation: Provide a comprehensive program to protect the State’s investment in facilities.	Customers include the state agencies and their employees located in the Capitol Complex, Hobby Building, Park 35 Facilities, and the North Austin Complex, as well as outlying facilities located in Corpus Christi, El Paso, Fort Worth, Houston, Tyler, and Waco.*
Lease Payments: Make lease payments on facilities financed by the Texas Public Finance Authority.	Texas Public Finance Authority
Surplus Property Management: Provide timely/appropriate/cost-effective disposal of surplus property.	Customers include state agencies, political subdivisions, assistance organizations and nonprofits, and the public.
Central Administration; Information Resources; and Other Support Services	Customers include the Commission’s staff, vendors, and all other customers served by the Commission’s various programs.

*The Commission has an outlying facility in San Antonio. However, this building is currently vacant for repairs and renovation.

III. INFORMATION GATHERING METHODOLOGY

The Commission's method for gathering customer service feedback is an ongoing process. In December of 2007, the Commission recreated its customer service survey to make it more program-specific and interactive. Currently, the Commission tracks the number of surveys submitted, satisfaction rates for the agency and its separate divisions, and comments. The agency uses two primary methods of soliciting feedback: the online customer service survey and the customer service hotline.

The Commission's website allows customers to provide feedback by responding to survey questions specific to the division that the customer has interacted with. The survey asks five to six division-specific questions and five general customer service questions that incorporate the statutorily required customer service quality elements. There is also a section at the end of the survey to provide comments; providing customer contact information is optional. Table 1.2 provides the customer service questions per strategy. Only the strategy-specific questions are listed in Table 1.2 below. All strategies contain the following general customer service questions:

- TFC staff is knowledgeable and helpful.
- TFC staff is courteous and professional.
- When I called, wrote, or emailed, I received a response in a reasonable and timely manner.
- Complaints were handled in a reasonable and timely manner.
- Overall, I am satisfied with my experience.

Customers are asked to respond with the following choices:

- Strongly Agree;
- Agree;
- Disagree;
- Strongly Disagree; or
- Not Applicable.

If a customer comments or makes an inquiry on the online system, an email is automatically generated to the customer service representative ("CSR"). The customer has the option through the use of a drop down list to specify the division that is the subject of the comment. The customer also has the option to specify whether a response to the comment from the agency is requested.

If the customer has indicated that a response is requested, the CSR reviews the comment and either (i) forwards the comment to the division specified by the customer for a response, (ii) forwards the comment to a more appropriate division for response, (iii) responds directly to the customer, or (iv) determines that no response is necessary.

If the customer has indicated that no response is requested, the CSR reviews the comment and determines whether to forward the comment to the appropriate division. The Commission's customer service system is set at a default response time of 24 business hours. Once the 24 business hours have passed without a response, the system automatically sends customer service

emails to the designated division staff until a response is submitted. The response is emailed to the CSR for review and approval. If approved, the response is emailed directly to the customer. The Commission's main phone line also serves as a customer service hotline that is answered by the agency receptionist during business hours, 8:00 am to 5:00 pm, Monday through Friday. The customer service hotline also holds a voice messaging mail box that allows the customer to leave a message after business hours or in the event that the CSR is temporarily unavailable. Every customer service inquiry received by telephone is entered into the website customer service system for tracking.

The Commission also gathers information through evaluation methods that involve the use of focus groups and site visits. The following highlight these specific customer service methods:

- Building managers host tenant council meetings to obtain direct feedback from agencies officed in state-owned buildings.
- The Commission's lease officers conduct monthly site visits to the state's leased space to ensure that the tenant agency's program needs are being met as well as to assure that the leased space is in compliance with the lease provisions.

And finally, in 2016, the Commission participated in The University of Texas at Austin's Institute for Organizational Excellence: Survey of Employee Engagement. The 2016 Executive Summary is attached as Appendix C.

TABLE 1.2 CUSTOMER SERVICE SURVEY QUESTIONS PER STRATEGY

Strategy	Corresponding Survey Questions
<p>Leasing</p> <p>Facilities Planning</p>	<ol style="list-style-type: none"> 1. I am satisfied with the timeliness of the lease commencement. 2. I am satisfied that the leased space meets the agency requirements. 3. The leasing staff answered any questions or concerns that I had during lease negotiations in a prompt and timely manner. 4. The leasing staff answered any questions or concerns that I had upon lease commencement in a prompt and timely manner. 5. After weekend events, the parking garage is clean and the trash removed. This applies only to large-scale events such as University of Texas football games.
Strategy	Corresponding Survey Questions
<p>Facilities Design and Construction</p>	<p>Facilities Design & Construction</p> <ol style="list-style-type: none"> 1. I am satisfied with the timeliness of the project. 2. I am satisfied with the quality of the design and materials. 3. I am satisfied with the design and functionality of the space. 4. During the construction phase, the Project Manager answered my questions or concerns in a prompt and timely manner. 5. After completion of the construction project, the process of transitioning into the new office space was organized and efficient.
<p>Facilities Design and Construction</p>	<p>Minor Construction</p> <ol style="list-style-type: none"> 1. I found the process of filing a construction or renovation request easy and efficient. 2. The request was handled by Minor Construction promptly. 3. I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the construction or renovation process. 4. The construction or renovation process was completed in a timely manner. 5. Upon completion, the results were to my satisfaction.

Strategy	Corresponding Survey Questions
<p>Custodial and Groundskeeping Operations</p>	<ol style="list-style-type: none"> 1. The public areas of the facility are clean and orderly. 2. The restrooms are cleaned and well-stocked. 3. My office area is cleaned and the trash removed nightly. 4. The parking garage is kept clean and the trash removed regularly. 5. The grounds surrounding my office building are well maintained and free of litter.
Strategy	Corresponding Survey Questions
<p>Facilities Operation</p>	<p>Building Maintenance</p> <ol style="list-style-type: none"> 1. I found the process of filing a maintenance request easy and efficient. 2. The maintenance request was handled promptly. 3. I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the maintenance process. 4. The maintenance process was completed in a timely manner. 5. Upon completion, the results were to my satisfaction.
<p>Facilities Operation</p>	<p>Building Management</p> <ol style="list-style-type: none"> 1. I found Building Management easily accessible and readily available. 2. Building Management is responsive to my requests. 3. Building Management handled my requests promptly. 4. Building Management provided follow-up to my requests. 5. I found Tenant Council meetings to be informative and productive.
Strategy	Corresponding Survey Questions
<p>Surplus Property Management</p>	<ol style="list-style-type: none"> 1. I found the Surplus Property facility to be clean and orderly. 2. I found the inventory at the Surplus Property facility to be both organized and accessible. 3. I found the inventory at the State Surplus Property facility reasonably priced and tagged appropriately. (Applicable to State Surplus only.) 4. I found the Surplus Property website easy to use. 5. I found the inventory on the Surplus Property website to be well organized.

Strategy	Corresponding Survey Questions
Central Administration and Information Resources	<ol style="list-style-type: none"> 1. I found the TFC website easy to use. 2. The TFC website provided me with the information that I needed. 3. I found it easy to review job openings and apply for employment with TFC. 4. My phone call was routed to the correct person or appropriate program area. 5. Brochures and other printed material provided thorough and accurate information.
Strategy	Corresponding Survey Questions
Other Support Services: Procurement	<ol style="list-style-type: none"> 1. I found the TFC Procurement website easy to use. 2. The TFC Procurement website provided me with the information that I needed. 3. The TFC Procurement employee was knowledgeable and helpful in answering my questions. 4. My phone call was routed to the correct person or appropriate program area. 5. Brochures and other printed material provided thorough and accurate information. 6. The TFC Procurement employee resolved problems or unforeseen issues to my satisfaction. 7. The TFC Procurement employee was courteous and professional.
Other Support Services: Recycling	<ol style="list-style-type: none"> 1. I have adequate access to materials and information on the Recycling Program. 2. My office currently participates in the Recycling Program. If you need information on how your office can participate in the Recycling Program, please complete the contact information below. 3. Brochures and other printed material provided thorough and accurate information. 4. Recycling receptacles are easily accessible and readily available. 5. The recycling receptacles in my office area are emptied regularly.

IV. CUSTOMER-DETERMINED SERVICE QUALITY

The following charts provide information on customer satisfaction of the customers that used the Commission's online Customer Service Survey during Fiscal Year 2015 and the first through third quarters of Fiscal Year 2016. The data is separated by strategy. The numbers in parentheses represent the number of respondents.

LEASING AND FACILITIES PLANNING Fiscal Year 2015

<i>Leasing Survey—Number of Responses: 0</i>	SA	A	D	SD	NA
1. I am satisfied with the timeliness of the lease commencement.	0	0	0	0	0
2. I am satisfied that the leased space meets the agency requirements.	0	0	0	0	0
3. The leasing staff answered any questions or concerns that I had during lease negotiations in a prompt and timely manner.	0	0	0	0	0
4. The leasing staff answered any questions or concerns that I had upon lease commencement in a prompt and timely manner.	0	0	0	0	0
5. After weekend events, the parking garage is clean and the trash removed. <i>This applies only to large-scale events such as University of Texas football games.</i>	0	0	0	0	0
6. TFC staff is knowledgeable and helpful.	0	0	0	0	0
7. TFC staff is courteous and professional.	0	0	0	0	0
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0	0	0	0	0
9. Complaints were handled in a reasonable and timely manner.	0	0	0	0	0
10. Overall, I am satisfied with my experience.	0	0	0	0	0

Fiscal Year 2016—1st-3rd Quarters

<i>Leasing Survey—Number of Responses: 0</i>	SA	A	D	SD	NA
1. I am satisfied with the timeliness of the lease commencement.	0	0	0	0	0
2. I am satisfied that the leased space meets the agency requirements.	0	0	0	0	0
3. The leasing staff answered any questions or concerns that I had during lease negotiations in a prompt and timely manner.	0	0	0	0	0
4. The leasing staff answered any questions or concerns that I had upon lease commencement in a prompt and timely manner.	0	0	0	0	0
5. After weekend events, the parking garage is clean and the trash removed. <i>This applies only to large-scale events such as University of Texas football games.</i>	0	0	0	0	0
6. TFC staff is knowledgeable and helpful.	0	0	0	0	0
7. TFC staff is courteous and professional.	0	0	0	0	0
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0	0	0	0	0
9. Complaints were handled in a reasonable and timely manner.	0	0	0	0	0
10. Overall, I am satisfied with my experience.	0	0	0	0	0

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

FACILITIES DESIGN AND CONSTRUCTION Fiscal Year 2015

<i>Facilities Design & Construction—Number of Responses: 6</i>		SA	A	D	SD	NA
1. I am satisfied with the timeliness of the project.	0% [0]	100% [1]	0% [0]	0% [0]	-- [5]	
2. I am satisfied with the quality of the design and materials.	0% [0]	100% [1]	0% [0]	0% [0]	-- [5]	
3. I am satisfied with the design and functionality of the space.	0% [0]	100% [1]	0% [0]	0% [0]	-- [5]	
4. During the construction phase, the Project Manager answered my questions or concerns in a prompt and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [5]	
5. After completion of the construction project, the process of transitioning into the new office space was organized and efficient.	0% [0]	100% [1]	0% [0]	0% [0]	-- [5]	
6. TFC staff is knowledgeable and helpful.	67% [2]	33% [1]	0% [0]	0% [0]	-- [3]	
7. TFC staff is courteous and professional.	67% [2]	33% [1]	0% [0]	0% [0]	-- [3]	
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	67% [2]	33% [1]	0% [0]	0% [0]	-- [3]	
9. Complaints were handled in a reasonable and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [5]	
10. Overall, I am satisfied with my experience.	67% [2]	33% [1]	0% [0]	0% [0]	-- [3]	

Fiscal Year 2016—1st–3rd Quarters

<i>Facilities Design & Construction—Number of Responses: 9</i>		SA	A	D	SD	NA
1. I am satisfied with the timeliness of the project.	0% [0]	100% [1]	0% [0]	0% [0]	-- [8]	
2. I am satisfied with the quality of the design and materials.	0% [0]	100% [1]	0% [0]	0% [0]	-- [8]	
3. I am satisfied with the design and functionality of the space.	0% [0]	100% [1]	0% [0]	0% [0]	-- [8]	
4. During the construction phase, the Project Manager answered my questions or concerns in a prompt and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [8]	
5. After completion of the construction project, the process of transitioning into the new office space was organized and efficient.	0% [0]	100% [1]	0% [0]	0% [0]	-- [8]	
6. TFC staff is knowledgeable and helpful.	50% [1]	50% [1]	0% [0]	0% [0]	-- [7]	
7. TFC staff is courteous and professional.	50% [1]	50% [1]	0% [0]	0% [0]	-- [7]	
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	50% [1]	50% [1]	0% [0]	0% [0]	-- [7]	
9. Complaints were handled in a reasonable and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [8]	
10. Overall, I am satisfied with my experience.	50% [1]	50% [1]	0% [0]	0% [0]	-- [7]	

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

FACILITIES DESIGN AND CONSTRUCTION Fiscal Year 2015

<i>Minor Construction—Number of Responses: 3</i>		SA	A	D	SD	NA
1.	I found the process of filing a construction or renovation request easy and efficient.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
2.	The request was handled by Minor Construction promptly.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
3.	I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the construction or renovation process.	100% [1]	0% [0]	0% [0]	0% [0]	-- [2]
4.	The construction or renovation process was completed in a timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
5.	Upon completion, the results were to my satisfaction.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
6.	TFC staff is knowledgeable and helpful.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
7.	TFC staff is courteous and professional.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
8.	When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
9.	Complaints were handled in a reasonable and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
10.	Overall, I am satisfied with my experience.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]

Fiscal Year 2016—1st–3rd Quarters

<i>Minor Construction—Number of Responses: 6</i>		SA	A	D	SD	NA
1.	I found the process of filing a construction or renovation request easy and efficient.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
2.	The request was handled by Minor Construction promptly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
3.	I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the construction or renovation process.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
4.	The construction or renovation process was completed in a timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
5.	Upon completion, the results were to my satisfaction.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
6.	TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
7.	TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
8.	When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
9.	Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
10.	Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

CUSTODIAL Fiscal Year 2015

<i>Custodial Operations—Number of Responses: 3</i>	SA	A	D	SD	NA
1. The public areas of the facility are clean and orderly.	0% [0]	0% [0]	0% [0]	100% [1]	-- [2]
2. The restrooms are clean and well-stocked.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
3. My office area is cleaned and the trash removed nightly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
4. The parking garage is kept clean and the trash removed regularly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
5. The grounds surrounding my office building are well maintained and free of litter.	0% [0]	0% [0]	50% [1]	50% [1]	-- [1]
6. TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	100% [1]	0% [0]	-- [2]
7. TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	100% [1]	0% [0]	-- [2]
9. Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	100% [1]	0% [0]	-- [2]
10. Overall, I am satisfied with my experience.	0% [0]	0% [0]	100% [1]	0% [0]	-- [2]

Fiscal Year 2016—1st–3rd Quarters

<i>Custodial Operations—Number of Responses: 10</i>	SA	A	D	SD	NA
1. The public areas of the facility are clean and orderly.	0% [0]	33% [3]	33% [3]	33% [3]	-- [1]
2. The restrooms are clean and well-stocked.	0% [0]	33% [3]	33% [3]	33% [3]	-- [1]
3. My office area is cleaned and the trash removed nightly.	0% [0]	50% [3]	17% [1]	33% [2]	-- [4]
4. The parking garage is kept clean and the trash removed regularly.	0% [0]	33% [2]	50% [3]	17% [1]	-- [4]
5. The grounds surrounding my office building are well maintained and free of litter.	0% [0]	60% [3]	40% [2]	0% [0]	-- [5]
6. TFC staff is knowledgeable and helpful.	0% [0]	100% [6]	0% [0]	0% [0]	-- [4]
7. TFC staff is courteous and professional.	14% [1]	86% [6]	0% [0]	0% [0]	-- [3]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	33% [1]	67% [2]	0% [0]	0% [0]	-- [7]
9. Complaints were handled in a reasonable and timely manner.	0% [0]	33% [2]	33% [2]	33% [2]	-- [4]
10. Overall, I am satisfied with my experience.	0% [0]	17% [1]	33% [2]	50% [3]	-- [4]

Legend: SA - Strongly Agree; A – Agree; D – Disagree; SD - Strongly Disagree; NA - Not Applicable

FACILITIES OPERATION

Fiscal Year 2015

<i>Building Maintenance—Number of Responses: 14</i>	SA	A	D	SD	NA
1. I found the process of filing a maintenance request easy and efficient.	63% [5]	25% [2]	13% [1]	0% [0]	-- [6]
2. The maintenance request was handled promptly.	43% [3]	29% [2]	14% [1]	14% [1]	-- [7]
3. I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the maintenance process.	83% [5]	0% [0]	0% [0]	17% [1]	-- [8]
4. The maintenance process was completed in a timely manner.	71% [5]	14% [1]	0% [0]	14% [1]	-- [7]
5. Upon completion, the results were to my satisfaction.	50% [4]	13% [1]	25% [2]	13% [1]	-- [6]
6. TFC staff is knowledgeable and helpful.	50% [3]	33% [2]	17% [1]	0% [0]	-- [8]
7. TFC staff is courteous and professional.	50% [3]	33% [2]	17% [1]	0% [0]	-- [8]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	71% [5]	0% [0]	14% [1]	14% [1]	-- [7]
9. Complaints were handled in a reasonable and timely manner.	38% [3]	25% [2]	25% [2]	13% [1]	-- [6]
10. Overall, I am satisfied with my experience.	50% [4]	13% [1]	13% [1]	25% [2]	-- [6]

Fiscal Year 2016—1st–3rd Quarters

<i>Building Maintenance—Number of Responses: 12</i>	SA	A	D	SD	NA
1. I found the process of filing a maintenance request easy and efficient.	50% [2]	25% [1]	25% [1]	0% [0]	-- [8]
2. The maintenance request was handled promptly.	50% [2]	25% [1]	25% [1]	0% [0]	-- [8]
3. I am satisfied with methods used by TFC staff to cause minimal disruptions to my work during the maintenance process.	0% [0]	100% [1]	0% [0]	0% [0]	-- [11]
4. The maintenance process was completed in a timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [11]
5. Upon completion, the results were to my satisfaction.	0% [0]	100% [1]	0% [0]	0% [0]	-- [11]
6. TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [12]
7. TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [12]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [12]
9. Complaints were handled in a reasonable and timely manner.	0% [0]	100% [1]	0% [0]	0% [0]	-- [11]
10. Overall, I am satisfied with my experience.	0% [0]	100% [1]	0% [0]	0% [0]	-- [11]

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

FACILITIES OPERATION Fiscal Year 2015

<i>Building Management—Number of Responses: 12</i>	SA	A	D	SD	NA
1. I found Building Management easily accessible and readily available.	17% [1]	83% [5]	0% [0]	0% [0]	-- [6]
2. Building Management is responsive to my requests.	33% [2]	50% [3]	17% [1]	0% [0]	-- [6]
3. Building Management handled my requests promptly.	17% [1]	67% [4]	17% [1]	0% [0]	-- [6]
4. Building Management provided follow-up to my requests.	17% [1]	50% [3]	33% [2]	0% [0]	-- [6]
5. I found Tenant Council meetings to be informative and productive.	0% [0]	0% [0]	100% [1]	0% [0]	-- [11]
6. TFC staff is knowledgeable and helpful.	50% [2]	25% [1]	25% [1]	0% [0]	-- [8]
7. TFC staff is courteous and professional.	50% [2]	25% [1]	25% [1]	0% [0]	-- [8]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	33% [2]	33% [2]	17% [1]	17% [1]	-- [6]
9. Complaints were handled in a reasonable and timely manner.	33% [1]	0% [0]	33% [1]	33% [1]	-- [9]
10. Overall, I am satisfied with my experience.	20% [1]	60% [3]	20% [1]	0% [0]	-- [7]

Fiscal Year 2016—1st–3rd Quarters

<i>Building Management—Number of Responses: 4</i>	SA	A	D	SD	NA
1. I found Building Management easily accessible and readily available.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
2. Building Management is responsive to my requests.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
3. Building Management handled my requests promptly.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
4. Building Management provided follow-up to my requests.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
5. I found Tenant Council meetings to be informative and productive.	0% [0]	0% [0]	0% [0]	0% [0]	-- [4]
6. TFC staff is knowledgeable and helpful.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
7. TFC staff is courteous and professional.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
9. Complaints were handled in a reasonable and timely manner.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]
10. Overall, I am satisfied with my experience.	100% [1]	0% [0]	0% [0]	0% [0]	-- [3]

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

STATE SURPLUS PROPERTY MANAGEMENT

Fiscal Year 2015

<i>Surplus Survey—Number of Responses: 8</i>	SA	A	D	SD	NA
1. I found the Surplus Property facility to be clean and orderly.	50% [1]	50% [1]	0% [0]	0% [0]	-- [6]
2. I found the inventory at the Surplus Property facility to be both organized and accessible.	50% [1]	50% [1]	0% [0]	0% [0]	-- [6]
3. I found the inventory at the State Surplus Property facility reasonably priced and tagged appropriately. Applicable to State Surplus only.	100% [2]	0% [0]	0% [0]	0% [0]	-- [6]
4. I found the Surplus Property website easy to use.	100% [3]	0% [0]	0% [0]	0% [0]	-- [5]
5. I found the inventory on the Surplus Property website to be well organized.	67% [2]	33% [1]	0% [0]	0% [0]	-- [5]
6. When I interact with TFC staff, they are knowledgeable and helpful.	67% [2]	0% [0]	0% [0]	33% [1]	-- [5]
7. When I interact with TFC staff, they are courteous and professional.	67% [2]	33% [1]	0% [0]	0% [0]	-- [5]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	67% [2]	33% [1]	0% [0]	0% [0]	-- [5]
9. My requests for assistance were handled in a prompt and timely manner.	67% [2]	0% [0]	0% [0]	33% [1]	-- [5]
10. Overall, I am satisfied with my experience.	67% [2]	0% [0]	0% [0]	33% [1]	-- [5]

Fiscal Year 2016—1st–3rd Quarters

<i>Surplus Survey—Number of Responses: 6</i>	SA	A	D	SD	NA
1. I found the Surplus Property facility to be clean and orderly.	50% [1]	50% [1]	0% [0]	0% [0]	-- [4]
2. I found the inventory at the Surplus Property facility to be both organized and accessible.	100% [2]	0% [0]	0% [0]	0% [0]	-- [4]
3. I found the inventory at the State Surplus Property facility reasonably priced and tagged appropriately. Applicable to State Surplus only.	50% [1]	50% [1]	0% [0]	0% [0]	-- [4]
4. I found the Surplus Property website easy to use.	50% [1]	0% [0]	50% [1]	0% [0]	-- [4]
5. I found the inventory on the Surplus Property website to be well organized.	50% [1]	0% [0]	50% [1]	0% [0]	-- [4]
6. When I interact with TFC staff, they are knowledgeable and helpful.	100% [4]	0% [0]	0% [0]	0% [0]	-- [2]
7. When I interact with TFC staff, they are courteous and professional.	75% [3]	25% [1]	0% [0]	0% [0]	-- [2]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	75% [3]	25% [1]	0% [0]	0% [0]	-- [2]
9. My requests for assistance were handled in a prompt and timely manner.	100% [4]	0% [0]	0% [0]	0% [0]	-- [2]
10. Overall, I am satisfied with my experience.	75% [3]	25% [1]	0% [0]	0% [0]	-- [2]

Legend: SA - Strongly Agree; A – Agree; D – Disagree; SD - Strongly Disagree; NA - Not Applicable

CENTRAL ADMINISTRATION Fiscal Year 2015

<i>Agency Administration—Number of Responses: 3</i>	SA	A	D	SD	NA
1. I found the TFC website easy to use.	0% [0]	100% [2]	0% [0]	0% [0]	-- [1]
2. The TFC website provided me with the information that I needed.	0% [0]	50% [1]	50% [1]	0% [0]	-- [1]
3. I found it easy to review job openings and apply for employment with TFC.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
4. My phone call was routed to the correct person or appropriate program area.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
5. Brochures and other printed material provided thorough and accurate information.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
6. TFC staff is knowledgeable and helpful.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
7. TFC staff is courteous and professional.	0% [0]	100% [1]	0% [0]	0% [0]	-- [2]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	100% [1]	-- [2]
9. My requests for assistance were handled in a prompt and timely manner.	0% [0]	0% [0]	100% [1]	0% [0]	-- [2]
10. Overall, I am satisfied with my experience.	0% [0]	50% [1]	50% [1]	0% [0]	-- [1]

Fiscal Year 2016—1st–3rd Quarters

<i>Agency Administration—Number of Responses: 5</i>	SA	A	D	SD	NA
1. I found the TFC website easy to use.	67% [2]	0% [0]	33% [1]	0% [0]	-- [2]
2. The TFC website provided me with the information that I needed.	33% [1]	33% [1]	33% [1]	0% [0]	-- [2]
3. I found it easy to review job openings and apply for employment with TFC.	50% [1]	0% [0]	0% [0]	50% [1]	-- [3]
4. My phone call was routed to the correct person or appropriate program area.	100% [1]	0% [0]	0% [0]	0% [0]	-- [4]
5. Brochures and other printed material provided thorough and accurate information.	100% [1]	0% [0]	0% [0]	0% [0]	-- [4]
6. TFC staff is knowledgeable and helpful.	100% [2]	0% [0]	0% [0]	0% [0]	-- [3]
7. TFC staff is courteous and professional.	100% [2]	0% [0]	0% [0]	0% [0]	-- [3]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	100% [2]	0% [0]	0% [0]	0% [0]	-- [3]
9. My requests for assistance were handled in a prompt and timely manner.	100% [2]	0% [0]	0% [0]	0% [0]	-- [3]
10. Overall, I am satisfied with my experience.	67% [2]	0% [0]	0% [0]	33% [1]	-- [2]

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

CENTRAL ADMINISTRATION Fiscal Year 2015

<i>Recycling—Number of Responses: 2</i>	SA	A	D	SD	NA
1. I have adequate access to materials and information on the Recycling Program.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
2. My office currently participates in the Recycling Program. If you need information on how your office can participate in the Recycling Program, please complete the contact information below.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
3. Brochures and other printed material provided thorough and accurate information.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
4. Recycling receptacles are easily accessible and readily available.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
5. The recycling receptacles in my office area are emptied regularly.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
6. TFC staff is knowledgeable and helpful.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
7. TFC staff is courteous and professional.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [2]
9. Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [2]
10. Overall, I am satisfied with my experience.	0% [0]	100% [1]	0% [0]	0% [0]	-- [1]

Fiscal Year 2016—1st–3rd Quarters

<i>Recycling—Number of Responses: 3</i>	SA	A	D	SD	NA
1. I have adequate access to materials and information on the Recycling Program.	100% [2]	0% [0]	0% [0]	0% [0]	-- [1]
2. My office currently participates in the Recycling Program. If you need information on how your office can participate in the Recycling Program, please complete the contact information below.	100% [2]	0% [0]	0% [0]	0% [0]	-- [1]
3. Brochures and other printed material provided thorough and accurate information.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
4. Recycling receptacles are easily accessible and readily available.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
5. The recycling receptacles in my office area are emptied regularly.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
6. TFC staff is knowledgeable and helpful.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
7. TFC staff is courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
9. Complaints were handled in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]
10. Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [3]

Legend: SA - Strongly Agree; A - Agree; D - Disagree; SD - Strongly Disagree; NA - Not Applicable

CENTRAL ADMINISTRATION Fiscal Year 2015

<i>Procurement—Number of Responses: 6</i>	SA	A	D	SD	NA
1. I found the TFC Procurement website easy to use.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
2. The TFC Procurement website provided me with the information that I needed.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
3. The TFC Procurement employee was knowledgeable and helpful in answering my questions.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]
4. My phone call was routed to the correct person or appropriate program area.	0% [0]	0% [0]	0% [0]	0% [0]	-- [6]
5. Brochures and other printed material provided thorough and accurate information.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]
6. The TFC Procurement employee resolved problems or unforeseen issues to my satisfaction.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]
7. The TFC Procurement employee was courteous and professional.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]
9. My requests for assistance were handled in a prompt and timely manner.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]
10. Overall, I am satisfied with my experience.	100% [1]	0% [0]	0% [0]	0% [0]	-- [5]

Fiscal Year 2016—1st–3rd Quarters

<i>Procurement—Number of Responses: 1</i>	SA	A	D	SD	NA
1. I found the TFC Procurement website easy to use.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
2. The TFC Procurement website provided me with the information that I needed.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
3. The TFC Procurement employee was knowledgeable and helpful in answering my questions.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
4. My phone call was routed to the correct person or appropriate program area.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
5. Brochures and other printed material provided thorough and accurate information.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
6. The TFC Procurement employee resolved problems or unforeseen issues to my satisfaction.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
7. The TFC Procurement employee was courteous and professional.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
8. When I called, wrote, or emailed, I received a response in a reasonable and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
9. My requests for assistance were handled in a prompt and timely manner.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]
10. Overall, I am satisfied with my experience.	0% [0]	0% [0]	0% [0]	0% [0]	-- [1]

Legend: SA - Strongly Agree; A – Agree; D – Disagree; SD - Strongly Disagree; NA - Not Applicable

V. ANALYSIS OF THE CUSTOMER SERVICE PROCESS

The agency analyzes the survey data collected in its online customer service system. The data is used to determine strengths and areas for improvement for the agency, as well as adherence to strategic goals. The online system services both external and internal customers.

In Fiscal Year 2015, 74 individuals utilized the online system including individuals leaving comments. During the first three quarters of Fiscal Year 2016, 70 individuals utilized the system. Customers responding to the online survey reported an overall satisfaction rate of 41% with services in Fiscal Year 2015 and 44% satisfaction with services in the first three quarters of Fiscal Year 2016. Most of the Commission's customer response has been through the survey section of the Customer Service System.

Data Limitations

One limitation to the current customer service survey is that all data is considered self-selected data. Customers must choose to visit the website and partake in a survey. Self-selected data tends to result in extreme results; for a customer to voluntarily take the time to fill out a survey, they are most likely to be extremely satisfied or extremely dissatisfied with the quality of service they have received.

In order to improve its response rates, the Commission could improve its data by distributing the survey either by hard copy or electronically to each customer once a service provided by the Commission is completed. For instance, after a minor construction project is completed, the program area could follow-up by emailing a link of the survey to the customers for feedback. Not only would this increase response, but would also decrease the amount of self-selected data.

The Commission could also choose to hire a vendor to conduct a customer service survey, such as the University of Texas Institute for Organizational Excellence. Although the Commission determined such an option would not be utilized for the current reporting cycle, the Commission is researching the option for the next reporting cycle. The survey contained in Appendix C, is a survey of employee engagement, not vendor and outside customer engagement.

Customer Service Process

The Customer Service Program at the Commission is located in the Executive Division. The program has one central administrator in conjunction with points of contact in each program area. Although one employee has been designated as the agency's representative, all service-oriented programs are involved. The intent of the program is to measure customer service satisfaction by encouraging customers to rate services. The agency's service standards are set by the responses received from customers through surveys, comments, and group meetings.

The Commission compiles the number of surveys submitted, satisfaction rates for the agency and its separate divisions, and comments. The data is used to determine strengths and areas for improvement for the agency, as well as adherence to strategic goals.

The Commission recognizes the constant need to evaluate the customer service program and analysis methods. Monitoring the online survey system for needed improvements and efficiencies is a priority.

VI. PERFORMANCE MEASURES

OUTCOME MEASURES	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	42%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	4%
OUTPUT MEASURES	
Total Customers Surveyed	144
Total Customers Served	63,415
EFFICIENCY MEASURES	
Cost per Customer Surveyed	0
EXPLANATORY MEASURES	
Total Customers Identified	63,415
Total Customer Groups Inventoried	10

VII. CUSTOMER SERVICE CONTACT INFORMATION

Customer Service Representative:

Lisa Calem-Lindström

Physical Address:

1711 San Jacinto Blvd., Austin, Texas 78701

Mailing Address:

P.O. Box 13047, Austin, Texas 78711

Hours of Operation:

Monday – Friday 8:00am to 5:00pm

Phone Number:

512-463-3446

Fax Number:

512-236-6171

Email Address:

lisa.calem-lindstrom@tfc.state.tx.us

APPENDIX A. CUSTOMER COMMENTS REQUIRING A RESPONSE¹

Fiscal Year 2016

Record Id: 1663

Comment/Question:

Comment for TFC Section - Agency Administration

ORGANIZATION: ADMIN - TLC Engineering

RESPOND BACK: **yes** *Date Submitted to Agency: 04/19/16 Date Responded: 04/19/16*

Agency Response: NRN (contacted outside of the customer service system to see if this individual had a question)

Record Id: 1662

Comment/Question: *Good morning. I am emailing to ask what TFC's provisions are for having "office pets" or the accommodation for emotional support and therapy animals. Thank you.*

Comment for TFC Section - Building Management

ORGANIZATION: WPH -

RESPOND BACK: **yes** *Date Submitted to Agency: 03/23/16 Date Responded: 03/23/16*

Agency Response: The TFC Tenant Manual prohibits animals in TFC managed facilities, unless the animal is a trained service animal and is there to perform such service. It is the tenant agency's responsibility to determine if an accommodation is appropriate or reasonable. Should the tenant agency approve such accommodation, the Agency Representative must notify the TFC assigned property manager if a service animal will be in a facility on a regular basis.

Respectfully, Terri B. Rodgers Director - Property Management Services Planning and Real Estate Management Division Texas Facilities Commission 512-463-2360 Office 512-844-9393 Cell 512-236-3170 Fax terri.rodgers@tfc.state.tx.us

Record Id: 1660

Comment/Question: *The smoking section around the Clements Building has completely gotten out of hand. Smokers are now regularly smoking in areas that are not designated as smoking areas, including an area that is not 15 feet from exits (directly to the west of the emergency exit from the stairwell). When exiting the building from that stairwell, you can now smell smoke once you reach the second floor. The choice of areas for smokers makes it so that it is literally impossible to walk from the garage into the building without inhaling second-hand smoke. This is a health hazard for the 80% of the tenants in the building who do not smoke. It is also a litter nuisance. While I understand that TFC cannot police the areas, more thoughtful placement of the designated smoking areas and more signage in the non-smoking areas would be appreciated. Employees deserve to be able to enter and exit the building without having to breathe second-hand smoke.*

Comment for TFC Section - Custodial Operations

ORGANIZATION: WPC - State Office of Administrative Hearings

RESPOND BACK: **yes** *Date Submitted to Agency: 01/14/16 Date Responded: 01/20/16*

¹ Customer service comments are reproduced here exactly as they were submitted, including typos and misspellings. Identifying customer information, however, has been removed from the comments reproduced in Appendix A.

Agency Response: Thank you for bringing this to our attention. I will have the property manager, Veronica Moreno, monitor this situation. We will alert building security to monitor the smoking areas and remind individuals of the smoking policies. Please feel free to contact Veronica Moreno (512-463-9703) or myself. Respectfully, Terri Rodgers Director - Property Management Services Planning and Real Estate Management Division Texas Facilities Commission 512-463-2360 Office 512-844-9393 Cell 512-236-3170 Fax terri.rodgers@tfc.state.tx.us

Record Id: 1659

Comment/Question: ***Custodial services were provided to the TGLO Surveying Division and were adequately performed on the scheduled date.***

Comment for TFC Section - Custodial Operations

ORGANIZATION: NA - Texas General Land Office

RESPOND BACK: **yes** *Date Submitted to Agency: 12/08/15 Date Responded: 12/11/15*

Agency Response: Thank you for your comments. They are appreciated.

Record Id: 1656

Comment/Question:

Comment for TFC Section - Agency Administration

ORGANIZATION: ADMIN -

RESPOND BACK: **yes** *Date Submitted to Agency: 10/16/15 Date Responded: 10/20/15*

Agency Response: Thank you for your interest in the TFC. I have received your contact information but do not see a comment. Please resubmit.

Record Id: 1654

Comment/Question: ***VA-GRANTS-112508-002 State Veterans Home Construction Grant Program Construction of State Home Facilities 11/01/2010 12/31/2019. This is my dad's address. Interested in this grant. How can your company assist me?***

Comment for TFC Section - Minor Construction

ORGANIZATION: NA - NA

RESPOND BACK: **yes** *Date Submitted to Agency: 09/19/15 Date Responded: 09/25/15*

Agency Response: This program is administered by another agency, the Texas General Land Office. I am referring you to the "contact us" link on their website.

<http://www.glo.texas.gov/cf/contact-us-form/index.html> Sincerely, John Raff

Record Id: 1652

Comment/Question: ***I Thank God!!! for Mrs. Ann Kurkendall and her "Team of Professionals" in assisting our issues at SFA Building, to make sure everything is done and taken care of an exceeds in making them "Top Priority". Thank you very much for all you do!!! Keep up the Good Work.***

Comment for TFC Section - Building Management

ORGANIZATION: NA - GLO/Administrative Assistance Receptionist

RESPOND BACK: **yes** *Date Submitted to Agency: 09/04/15 Date Responded: 09/08/15*
Agency Response: Thank you for taking the time to recognize Ann Kuykendall. I will pass along your kind words. The Texas Facilities Commission values customer service and Ann is a true reflection of that dedication. We sincerely appreciate your feedback. Respectfully, Terri B. Rodgers Director - Property Management Services Planning and Real Estate Management Division Texas Facilities Commission 512-463-2360 Office 512-844-9393 Cell 512-236-3170 Fax terri.rodgers@tfc.state.tx.us

Record Id: 1651

Comment/Question: ***I Thank God for Mrs. Ann Kurkendall and her "Team of Professionals" in assisting our issues at SFA Building, to make sure everything is done and taken care of an exceeds "Top Priority". Thank you very much for all you do!!! Keep up the Good Work.***

Comment for TFC Section - Building Management

ORGANIZATION: NA - Administrative

RESPOND BACK: **yes** *Date Submitted to Agency: 09/04/15 Date Responded: 09/08/15*
Agency Response: Duplicate Comment

Fiscal Year 2015

Record Id: 1648

Comment/Question: ***My comments are in regard to our recent requirement to renew our eligibility for the Surplus Property Program. We were required to submit an AGREEMENT FOR ELIGIBILITY Form Rev 11/13/14, which was not a problem, but the documentation REQUIRED by staff was. We use multiple assumed names for our museum operations. Section V of the agreement states that in this case "sufficient evidence" to corroborate the names needs to be supplied and list of SUGGESTIONS, not requirements is given. Staff repeatedly ignored or refused our submissions, even though the evidence submitted was from IRS or County sources. Direction to supply what they wanted, but not required, were insufficient to easily comply with their demands. In addition we were REQUIRED to submit documentation NOT required by the AGREEMENT FOR ELIGIBILITY i.e., an history of our organization form inception to today. The form is new, but we do not believe the staff has the authority to change the requirements of the form regardless of their knowledge or understanding of the documentation provided, without supplying written documentation for the modifications. If the form is insufficient, then change it again, but putting long-time program participants through undocumented hoop jumping to satisfy some personal opinion puts an undue burden on participants and in our case forced us to miss opportunities to add rare, unique aircraft to our collection. The job of staff should be to facilitate participants not obstruct them due to a lack of knowledge or understanding of a business or legal documentation.***

Comment for TFC Section - Surplus Survey

ORGANIZATION: NA - OV-10 Bronco Assocaiton, Inc. DBA Fort Worth Aviation Museum

RESPOND BACK: **yes** *Date Submitted to Agency: 07/10/15 Date Responded: 07/24/15*
Agency Response: We apologize for the inconvenience you experienced with the submission of documents when re-applying for your museum category renewal. Unfortunately, the General

Services Administration ("GSA") has increased its requirements for the Federal Surplus Property, Museum accounts, and we are required to adhere to stricter documentation rules. These requirements keep our program strong and in good standing. We strive to provide the required documentation per GSA rules so as to avoid having the GSA declare any of our clients' applications ineligible due to a lack of documentation. It is my understanding that your application was for the OV-10 Bronco's application and a request of the posted museum hours showed a different name for the museum application (Veteran's Memorial Park). Our staff was not aware of the similarities nor of the differences between the "registered agent" or the "OV-10 Bronco Association" or the "Veterans Memorial Air Park" or any other correlations between the different entities and dbas used. To further confuse your application, the Articles of Incorporation and the IRS letter did not match the application information we had on file and again added documentation and explanations were required. Your submission of documents received proved difficult to verify and therefore the need to request further documents were again required. The request for a written summary explanation of the dbas and names associated with the file application was necessary in order to avoid any future misunderstandings and to meet audit requirements: file applications are subject to random audit. These explanations are included in the application file. It is my understanding that your application was approved on July 10, 2015. Again, we apologize for the inconvenience of your time and effort this required on your part. Our intent was not to be difficult, but rather to meet all GSA requirements for your sake as well as the Federal Surplus Program's sake. If you have any further questions, you may contact me anytime. Maya Ingram Director of External Affairs and Communications Texas Facilities Commission 1711 San Jacinto Blvd. Austin, Texas, 78701 512-463-9743
maya.ingram@tfc.state.tx.us

Record Id: 1647

Comment/Question: ***Hello! I'm trying to find information about free parking availability in state lots on weekends/holidays. I've heard that Lot 7 across from the Bob Bullock Museum (at Congress & MLK) is free to the public on weekends, but I wanted to confirm the actual hours/days it is open to the public and I can't seem to find that info on your website. Also, since many businesses are closed Friday in observance of the 4th of July holiday, I was wondering about the status of the lot then? Thanks very much (in advance) for any info you can provide!***

Comment for TFC Section - Agency Administration

ORGANIZATION: ADMIN -

RESPOND BACK: **yes** *Date Submitted to Agency: 07/02/15 Date Responded: 07/06/15*

Agency Response: There are some agencies that are open on Friday. I cannot guarantee that you will be safe parking in Lot 7 on Friday. It is free on weekends but DPS watches the lots and it is their discretion to keep the lots safe. I apologize for not being able to answer your questions more precise. We are having a change in personnel and we do not have more answers at this time.

Record Id: 1646

Comment/Question: ***Looking for a small boat to be use with a rescue unit. Are any available in any of your locations?***

Comment for TFC Section - Surplus Survey

ORGANIZATION: NA - Rusk County Emergency Services District #1

RESPOND BACK: **yes** *Date Submitted to Agency: 05/28/15 Date Responded: 05/28/15*
Agency Response: Good morning, Rusk County ESD#1 does not have an active account with the Federal Surplus Property Program. I will follow up with a direct email containing our application as well as information about several boats that are currently available. Thank you, Kristy Fierro Assistant Director State and Federal Surplus Property 512-463-3458

Record Id: 1645

Comment/Question: ***Our entire staff, Audit Processing - Suite 240, are so pleased with your associate Esther Rodriguez. We had so many problems getting someone to help with trash pick up and the custodial cleaning of our office, until Ms. Rodriguez came to our aid. She was professional, courteous, efficient, and attentive to our request. She comes in early every morning to check that our office is set for the day. We do not have the problems mentioned anymore and our work routine is no longer interrupted by the need to email or call for help, thanks to your associate Esther.***

Comment for TFC Section - Building Maintenance

ORGANIZATION: SFA - Audit Processing, Audit Division

RESPOND BACK: **yes** *Date Submitted to Agency: 05/13/15 Date Responded: 05/15/15*
Agency Response: Thank you for taking the time to acknowledge Esther Rodriguez. Esther is a valued member of our team. I will be sure to pass along your appreciation and kind words. Thank you, Terri B. Rodgers Director - Property Management Services Planning and Real Estate Management Division Texas Facilities Commission 512-463-2360 Office 512-844-9393 Cell 512-236-3170 Fax terri.rodgers@tfc.state.tx.us

Record Id: 1643

Comment/Question:

Comment for TFC Section - Surplus Survey

ORGANIZATION: SAT - Atascosa County EMC

RESPOND BACK: **yes** *Date Submitted to Agency: 03/23/15 Date Responded: 03/24/15*
Agency Response: Good morning, Thank you for your interest in the State and Federal Surplus Property Program. This is a follow-up to the voicemail I left earlier this morning. I do not see that a specific question was submitted with your contact information. Please email me at kristy.fierro@tfc.state.tx.us if I can provide you with any specific information regarding either program. Thank you, Kristy Fierro Assistant Director State and Federal Surplus Texas Facilities Commission 512-463-3458

Record Id: 1642

Comment/Question: ***hello, I am trying to know the accuracy the following statement, and if true would like to see the supporting document and policy: "The Texas Facilities Commission considers using electronic cigarettes, which produce a vapor, as smoking..." The statement is often used and quoted in response to questions regarding personal vaporizer use on HHS property. I would also like to know if the above statement proves true, if personal vaporizers which use non-nicotine liquids are also considered smoking. Thank you, If you require more information, or if you consider this inquiry a Request for Public Information, please let me know.***

Comment for TFC Section - Building Management

ORGANIZATION: NA - dshs

RESPOND BACK: **yes** *Date Submitted to Agency: 03/20/15 Date Responded: 03/23/15*
Agency Response: Thank you for contacting the Texas Facilities Commission. TFC's Tenant Manual states "In compliance with municipal ordinances, and in consideration of the health of state employees and visitors to state-owned facilities, smoking is prohibited in all TFC-managed facilities, including parking garages and elevator cabs." TFC considers electronic cigarettes a form of smoking and is therefore subject to all no smoking policies. Smoking is only allowed in designated areas and strictly prohibited within fifteen feet of any entrance. TFC's policy is in line with the City of Austin's ban on electronic cigarettes in public places it enacted in April of 2014. Respectfully, Koy Livingston, Program Manager, Property Management

Record Id: 1641

Comment/Question: ***We have had perpetual problems with the temperature in the CSB Bldg 3rd floor-Austin Audit Section since Dec 17th and there is no resolution. Proper requests in writing have been made and the temperature still has not been regulated. It is a highly uncomfortable situation as my employees are very cold. I also have one employee that has a medical condition which the temperature of the area exacerbates her condition so it could be an issue if this doesn't get resolved. Please assist. Thank you.***

Comment for TFC Section - Building Maintenance

ORGANIZATION: NA - Austin Audit Office Manager

RESPOND BACK: **yes** *Date Submitted to Agency: 01/07/15 Date Responded: 01/09/15*
Agency Response: Thank you for contacting us regarding your issue with the temperature in the CSB - 3rd floor - Austin Audit Section. I have reviewed our work order system and found only 1 work order, which was requested on January 6, 2015 at 11:34 AM. Our building technician and several HVAC technicians have visited the 3rd floor and made adjustments. As of this morning, our HVAC technician found temperatures to be in an acceptable range and verified that the occupants were satisfied. All were satisfied, with the exception of one individual. The CSB property manager, Veronica Garcia, will contact you and Ruben Ramirez to discuss this matter further. Please feel free to contact me directly if you have additional concerns or questions. Terri Rodgers Director, Property Management Services Texas Facilities Commission 512-463-2360

Record Id: 1640

Comment/Question: ***Barren, impoverished landscape around State office buildings along San Jacinto, between 10th and MLK give visitors and workers the impression of neglect and indifference to not only the environment, but to people who use the space in any way. Several planting areas around the Insurance building, Insurance Annex, Rusk, and numerous parking garages, have remained devoid of vegetation for more than a decade. Frequent visits from landscape contractors seem to exacerbate the atmosphere of desolation, as they blast dust, leaves, and litter helter-skelter into the air, the street, and the storm sewers. It seems obvious to me that privatization of landscape maintenance in the Capitol complex has yielded undesirable results. Please find ways to make our public buildings' landscapes greener, more attractive, and more ecologically sustainable. Thank you.***

Comment for TFC Section - Custodial Operations

ORGANIZATION: INS -

RESPOND BACK: **yes** *Date Submitted to Agency: 12/13/14 Date Responded: 12/17/14*

Agency Response: Thank you for your input regarding landscape conditions in the Capitol Complex. Due to prior budget cuts directed by state leadership, landscaping and grounds maintenance has been deemed a lower priority over life safety and building infrastructure repairs and replacements. Continued drought conditions have also had an impact on existing vegetation. As you may recall, the past several summers have been extremely dry and water restrictions have been in place. I am able to report TFC has been able to upgrade several landscape areas in the Capitol Complex. Last fiscal year, we replaced hardscape and plant materials at the William B. Travis and Stephen F. Austin state office buildings along North Congress Avenue. We utilize xeriscape principals, which calls for water-wise, native and adaptive plants that can withstand our hot, dry summers. Following these guidelines, allows TFC to conserve water and reduce maintenance costs. We are planning additional upgrades as budget allows. We will be focused on both the Insurance Building and the Rusk Building here in the Capitol Complex this fiscal year. Again, I want to reiterate, these upgrades are contingent upon available funding. Should you have any additional questions, please do not hesitate to contact me. Respectfully, Terri B. Rodgers Director - Property Management Services Planning and Real Estate Management Division Texas Facilities Commission 512-463-2360 Office 512-844-9393 Cell 512-236-3170 Fax terri.rodgers@tfc.state.tx.us

Record Id: 1638

Comment/Question: ***If I were to want to purchase a vehicle from the Austin surplus location, would it need to be cash or could I use financing from my bank? Thank you.***

Comment for TFC Section - Surplus Survey

ORGANIZATION: NA -

RESPOND BACK: **yes** *Date Submitted to Agency: 11/08/14 Date Responded: 11/10/14*

Agency Response: We only accept cash or cashier's checks. If you finance it through your bank, they will give you a cashiers check to bring to us and they will place a lien on the title.

Record Id: 1637

Comment/Question: ***I must say that I was a bit apprehensive about visiting the San Antonio facility the first time, but Kena made my visit not only successful but enjoyable. Her helpfulness and good attitude are to be commended. I will return to the facility again and again for the surplus property and because of Ms. Quinn professionalism. Sincerely, Paula Lay***

Comment for TFC Section - Surplus Survey

ORGANIZATION: SAT -

RESPOND BACK: **yes** *Date Submitted to Agency: 11/04/14 Date Responded: 11/04/14*

Agency Response: Thank you for your kind comment. I am not familiar with SAT, what organization are you with?

Record Id: 1636

Comment/Question: ***I have found it difficult in the past years when planning holiday gatherings. There is such limited space as it is, all offices are coordinatng their own holiday meetings, I find it very inconvenent that each of the atriums in the Winter's bulidings are reserved for an hour during lunch for fitness programs. Is there any way that in the future, we could limit these just during the month of December? I feel this would open up much more***

opportunity for the areas planning holiday meals with staff.

Comment for TFC Section - Building Management

ORGANIZATION: JHW - DADS, Consumer Rights & Services

RESPOND BACK: **yes** *Date Submitted to Agency: 11/03/14 Date Responded: 11/04/14*

Agency Response: Thank you for using our online customer service survey. We appreciate your feedback and value your input. TFC's role in space reservations is to provide a system to allow state employees to reserve space for various functions. TFC has agreed to make these areas available for use by the Wellness Program, but we do not control the employee's use of the areas. The Wellness Program has been a priority for HHS and we have no authority to limit them. Any decision would need to come from HHS management. Respectfully, Koy Livingston
Program Manager, Property Management

Record Id: 1634

Comment/Question: ***Hello, can you tell me who I would speak to regarding the possible leasing of a property that we have in Houston, Texas, I have worked with the State on numerous lease deals but I am not sure who is the correct contact person***

Comment for TFC Section - Leasing Survey

ORGANIZATION: NA - KPG

RESPOND BACK: **yes** *Date Submitted to Agency: 10/14/14 Date Responded: 10/16/14*

Agency Response: Thank you for your inquiry with the Texas Facilities Commission. It is my understanding that you have already been in contact with TFC's leasing staff. As your specific question pertains to the Houston region, TFC Regional Lease Officer Jon Conant will follow up to answer any specific questions you may have. Mr. Conant may be reached at (512) 463-3160 or by email at jon.conant@tfc.state.tx.us. Sincerely, Lisa Calem-Lindstrom, Customer Service Representative

Record Id: 1633

Comment/Question: ***We have a dead microwave oven. Is there a way to recycle it within the state system, or do you know a place we can recycle it?***

Comment for TFC Section - Recycling

ORGANIZATION: NA - Comptroller of Public Accounts

RESPOND BACK: **yes** *Date Submitted to Agency: 09/25/14 Date Responded: 09/25/14*

Agency Response: Yes, we can recycle it for you. We will contact you by phone to schedule a pickup. For any future recycling requests, please email us at Recycle@tfc.state.tx.us. Thank you for recycling!

Record Id: 1632

Comment/Question: ***Hello, I would like to send a complaint about an interaction I had with one of your employees, Rene Trevino. She is a Program Specialist in Planning and Real Estate Management within the Texas Facilities Commission. I was trying to find out more information regarding the rental of a parking facility near the Capitol, and she was very curt, and rude to me in an email interaction. I'm more than happy to send the email interaction. Our group was more than willing to spend whatever it would take to secure a garage, but because of Rene's poor behavior, we decided to use another parking facility, and spend our***

money elsewhere. I think it would be very beneficial to train all of your employees in customer service to avoid missing out on profitable business. Thank you,

Comment for TFC Section - Building Management

ORGANIZATION: NA - Apple Inc.

RESPOND BACK: **yes** *Date Submitted to Agency: 09/05/14 Date Responded: 09/10/14*

Agency Response: TFC's Manager of the Commercial Parking and Special Events Program, Erik Wilson, has been trying to contact you to personally offer our sincere apologies for the poor service you received. The TFC staff member mentioned in the complaint has been reprimanded and structural changes are being made to the program area to ensure this type of problem does not reoccur. Respectfully, Peter E.G. Maass Deputy Executive Director Planning & Real Estate Management Division

APPENDIX B. CUSTOMER COMMENTS NOT REQUIRING A RESPONSE²

FY 2016

Record Id: 1658

Comment/Question: *About the Texas Capitol Complex Master Plan. Very nice. One thing it does not address. With all the added employees to the downtown area, access to I-35 and Mopac is going to be worse than its already horrible condition. Please consider that too. I think its a great plan otherwise.*

Comment for TFC Section - Facilities Design & Construction

Date: 11/16/15

ORGANIZATION: NA -

Record Id: 1657

Comment/Question: *Abianna Smith was very knowledgeable and prompt when helping me establish my access to the surplus property. Tony (the SA warehouse) gave me a tour of the facility and had my gear shrink wrapped on a pallet when I arrived. Unbelievable service. He said "we're here to serve you".*

Comment for TFC Section - Surplus Survey

Date: 10/27/15

ORGANIZATION: SAT - Cub Scout Pack 163 - New Braunfels, TX

Record Id: 1655

Comment/Question: *I tried to link to the job requirements and only the top two listed today would open up so I could review. All the rest indicated no longer accessible. If the jobs are closed why are they still in the active job listings? I never had this problem until your site was redone. This is very frustrating when trying to research job availability.*

Comment for TFC Section - Agency Administration

Date: 09/21/15

ORGANIZATION: ADMIN -

Record Id: 1653

Comment/Question: *John Raff and Richard Ehlert went above and beyond answering my questions and providing information quite rapidly.*

Comment for TFC Section - Facilities Design & Construction

Date: 09/11/15

ORGANIZATION: NA - Credit Union Department - State of Texas

² Customer service comments are reproduced here exactly as they were submitted, including typos and misspellings. Identifying customer information, however, has been removed from the comments reproduced in Appendix B.

Record Id: 1650

Comment/Question: *My office has been vacuumed TWICE by someone other than me this year (and once was because I specifically asked). The other time I was so surprised it felt like Christmas, I went around asking others if their office had been vacuumed too. This is REDICULOUS! The floors should be kept clean, they should be vacuumed regularly during non-work hours. The elevator floors were brand new. They are now nasty. It would take someone actually scrubbing them especially in the corners to get them clean. A mop will not be sufficient. If they were cleaned regularly this buildup would not occur. The parking garages and outdoor areas need to be cleaned too (especially after big events) although the first priority should be our work spaces and elevators.*

Comment for TFC Section - Custodial Operations

Date: 09/01/15

ORGANIZATION: WBT - Public Utility Commission

Record Id: 1649

Comment/Question: *Bathrooms are a constant challenge. Paper towels are out often, and cleanliness is marginal. I'm not sure if the floors of the bathroom are ever cleaned. My office floor doesn't appear to be vacuumed in years. I could be wrong.*

Comment for TFC Section - Custodial Operations

Date: 09/01/15

ORGANIZATION: NA - Public Utility Commission of Texas

FY 2015

Record Id: 1644

Comment/Question: *The only notable issue was that the Bldg Mgr did not regularly respond to give timely updates on the progress of this particular, high priority project. We had to email quite frequently to inquire on whether or not the matter was being tended to and what type of time frame were we to expect.*

Comment for TFC Section - Building Management

Date: 04/08/15

ORGANIZATION: PDB - TXDPS

Record Id: 1639

Comment/Question: *I reached out to Richard D. Ehler, CTPM who provided me with outstanding information on the proper procedure to reaching out to the Facilities commission regarding meetings & events. Richard went beyond what anyone else has provided me from the other state agencies I have contacted. Richard D. Ehler, CTPM Director of Procurement Texas Facilities Commission 1711 San Jacinto Austin, Texas 78701 Phone: 512-463-0209*

Fax: 512-236-6164

Comment for TFC Section - Procurement

Date: 12/09/14

ORGANIZATION: CSB - Sheraton Fort Worth

Record Id: 1635

Comment/Question: Sometimes I feel like there aren't enough resources for TFC, when it comes to "boots on the ground". Carl Altman-Kaough has been a wonderful building manager for us. He is communicative, thorough and cares about the tenants. The various maintenance staff do good work.

Comment for TFC Section - Building Maintenance

Date: 10/17/14

ORGANIZATION: SRC - TSLAC - State Records Center