

TEXAS ETHICS COMMISSION

REPORT ON

CUSTOMER
SERVICE



June 1, 2022

REPORT ON CUSTOMER SERVICE

FISCAL YEAR 2022

BY

TEXAS ETHICS COMMISSION

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SUBMITTED JUNE 2022

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REPORT ON CUSTOMER SERVICE

Introduction

The Texas Ethics Commission directs significant resources towards providing customer service, and it is proud of the results.

Inventory of External Customers by Strategy

The Governor's Office and the Legislative Budget Board require all state agencies to provide an inventory of their external customers organized by the strategies listed in the General Appropriations Act as well as briefly describe the types of services provided. The Texas Ethics Commission consists of the following strategies:

Strategy A1.1 Disclosure Filing

External Customers	Services Provided
Registered lobbyists; Elected and appointed public officials; Political committees registered in Texas; State agencies and employees; Candidates for office in all political subdivisions; All state political subdivisions (county, city, school, water districts, etc.); General public	Notify filers of pending deadlines; Provide assistance to filers and other users of the agency's filing software and databases; Maintain the TEC's publicly-accessible searchable database of disclosure reports and statements; Process requests for information made under the Public Information Act;

Strategy A1.2 Legal Guidance and Opinions

External Customers	Services Provided
Registered lobbyists; Elected and appointed public officials; Political committees registered in Texas; State agencies and employees; Candidates for office in all political subdivisions; All state political subdivisions (county, city, school, water districts, etc.); General public	Provide on-demand legal assistance for filers and the general public; Conduct educational seminars and publish plain-language legal guides; Research, draft, and publish advisory opinions in response to formal requests for guidance.

Strategy A1.3 Enforcement

External Customers	Services Provided
<p>Registered lobbyists; Elected and appointed public officials; Political committees registered in Texas; State agencies and employees; Candidates for office in all political subdivisions; All state political subdivisions (county, city, school, water districts, etc.); General public</p>	<p>Resolve sworn complaints efficiently and impartially; Notify filers of pending deadlines, issue penalties for late-filed reports, and impartially adjudicate appeals; Recover unpaid penalties and fees for deposit in the Texas General Revenue Fund.</p>

Strategy B.1.1 Central Administration

External Customers	Services Provided
<p>General public; State agencies; Former employees; Vendor community</p>	<p>Respond to general inquiries and redirect calls to other TEC divisions; Verify prior state service and report budget structure and expenditures; Procure and process contracts for goods and services; Encourage HUB participation;</p>

Strategy B.1.2 Information Resources

External Customers	Services Provided
<p>Registered lobbyists; Elected and appointed public officials; Political committees registered in Texas; State agencies and employees; Candidates for office in all political subdivisions; All state political subdivisions (county, city, school, water districts, etc.); General Public</p>	<p>Provide technical assistance to electronic filers; Maintain the TEC’s publicly-accessible searchable database of disclosure reports and statements; Processing requests for special reports made under the Public Information Act; Assisting filers with account setup and password reset</p>

Customer Service Performance Measures and Methodology

The Commission's method for the collection of customer feedback was an online customer satisfaction survey located in a clearly identified prominent position on our agency's website homepage. On April 13, 2022, an email requesting participation in the survey that included the link to the survey location was sent to 8,916 of Commission filers and 25,339 Form 1295 filers.¹ Customers were given two weeks to respond to the survey. Of the 34,255 emails sent, a total of 1,281 responses of a completed customer service survey were received, which represents a 3.74% response rate.

The online survey identifies nine categories to which the person responding chooses to best describe himself or herself: (1) PFS filers; (2) lobby filers; (3) campaign finance filers; (4) certificate of interested parties (1295) filers; (5) received ethics training; (6) copy orders customers; (7) general public; (8) sworn complaints; and (9) other.

The survey was designed to gather information concerning the customer's experience with the agency in the eight customer service quality elements specified by statute: facilities, staff, communications, website, complaint, timeliness, printed information, and other. It also provides an opportunity to add comments. In FY 2021 the Commission had 4,626 persons required to file campaign finance reports,² 1,803 filing lobby activities reports, and 2,729 filing personal financial statements. The following questionnaire was provided online as well as emailed to 25,339 individuals and organizations that have done business with the Commission, and the charts summarizing the results follow.

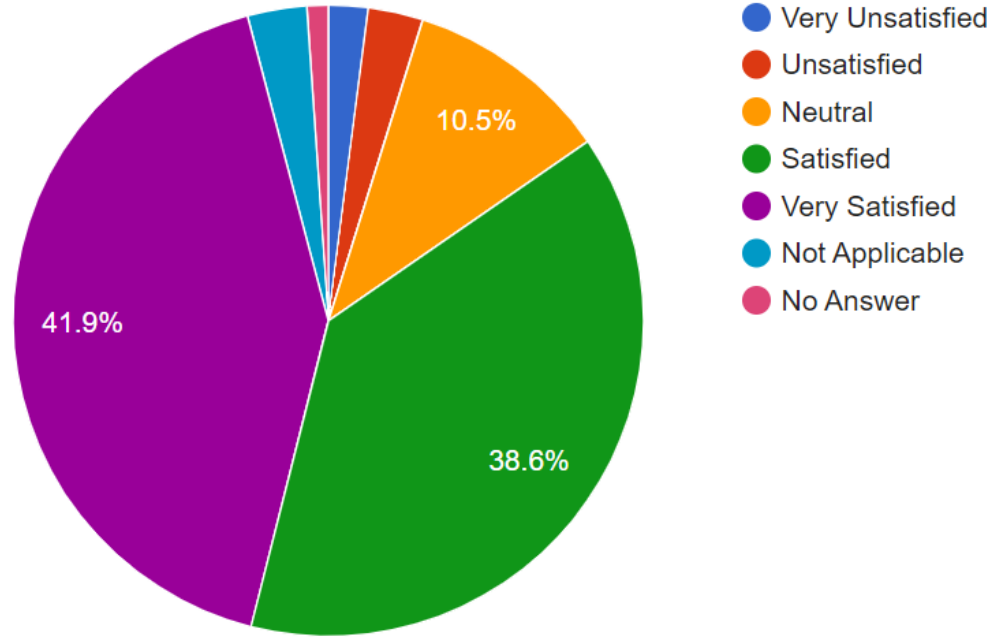
Analysis of Results

The following charts indicate by customer category the total number of responses and the average score, based on the following 1-to-5 scale: (1) Very Unsatisfied; (2) Unsatisfied; (3) Neutral; (4) Satisfied; (5) Very Satisfied; (6) N/A – Not Applicable; and (7) No Answer.

¹ Some filers file multiple types of reports (campaign finance, PFS, and/or lobby) with the Commission. These filers received only a single email request to complete the Customer Satisfaction Survey.

² This figure represents the following filers for FY 2021: 789 non-judicial candidates/officeholders; 918 judicial candidates/officeholders; 2,042 general-purpose committees; 157 specific-purpose committees (including judicial); 62 county executive committees; 73 State/county chair candidates/officeholders; 549 political party reports of corporate/labor union contributions; and 36 legislative caucuses.

Survey Overall



Totals (1281)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	336	245	410	505	77	271	314	537
Satisfied	145	187	306	518	79	219	320	494
Neutral	48	50	86	158	57	48	97	135
Unsatisfied	14	9	32	50	14	16	28	36
Very Unsatisfied	7	9	21	14	18	22	20	26
Not Applicable*	731	781	426	36	1036	705	502	39
No Answer*	0	0	0	0	0	0	0	14
Avg. Score	4.43	4.30	4.23	4.16	3.75	4.22	4.13	4.21

* not included in average score

Totals By Percent

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall	Average
Very Satisfied	61.1%	49.0%	48.0%	40.6%	31.4%	47.0%	40.3%	43.7%	45.1%
Satisfied	26.4%	37.4%	35.8%	41.6%	32.2%	38.0%	41.1%	40.2%	36.6%
Neutral	8.7%	10.0%	10.1%	12.7%	23.3%	8.3%	12.5%	11.0%	12.1%
Unsatisfie d	2.5%	1.8%	3.7%	4.0%	5.7%	2.8%	3.6%	2.9%	3.4%
Very Unsatisfie d	1.3%	1.8%	2.5%	1.1%	7.3%	3.8%	2.6%	2.1%	2.8%
Not Applicable *	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No Answer*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Overall Satisfactio n	87.5%	86.4%	83.7%	82.2%	63.7%	85.1%	81.4%	84.0%	81.7%

* not included in average score

Campaign Finance Filings (246)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	122	49	109	90	20	91	65	119
Satisfied	45	37	75	93	25	65	70	80
Neutral	15	8	13	37	15	9	23	22
Unsatisfied	5	5	11	18	4	4	10	14
Very Unsatisfied	0	3	6	5	9	10	7	9
Not Applicable*	59	144	32	3	173	67	71	1
No Answer*	0	0	0	0	0	0	0	1
Avg. Score	4.52	4.22	4.26	4.01	3.59	4.25	4.01	4.17

* not included in average score

Certificate Of Interested Parties (388)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	30	72	77	173	12	32	88	157
Satisfied	17	44	56	159	12	30	88	155
Neutral	9	12	22	41	14	13	27	45
Unsatisfied	0	0	1	6	1	1	1	5
Very Unsatisfied	3	0	6	5	1	3	4	6
Not Applicable*	329	260	226	4	348	309	180	17
No Answer*	0	0	0	0	0	0	0	3
Avg. Score	4.20	4.47	4.22	4.27	3.83	4.10	4.23	4.23

* not included in average score

Copy Orders (1)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	0	0	1	1	0	0	1	1
Satisfied	0	0	0	0	0	0	0	0
Neutral	0	0	0	0	0	0	0	0
Unsatisfied	0	0	0	0	0	0	0	0
Very Unsatisfied	0	0	0	0	0	0	0	0
Not Applicable*	1	1	0	0	1	1	0	0
No Answer*	0	0	0	0	0	0	0	0
Avg. Score			5.00	5.00			5.00	5.00

* not included in average score

General Public/Vendor (203)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	42	44	60	75	13	38	45	77
Satisfied	24	31	48	91	15	38	47	84
Neutral	6	7	12	24	5	7	10	19
Unsatisfied	0	1	5	5	3	3	2	5
Very Unsatisfied	2	2	4	1	2	2	2	3
Not Applicable*	129	118	74	7	165	115	97	13
No Answer*	0	0	0	0	0	0	0	2
Avg. Score	4.41	4.34	4.20	4.19	3.89	4.22	4.24	4.21

* not included in average score

Lobby Filings (72)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	39	15	35	27	12	28	16	34
Satisfied	9	11	17	33	5	13	19	26
Neutral	2	5	10	5	2	3	8	7
Unsatisfied	1	0	0	7	0	1	3	4
Very Unsatisfied	0	0	1	0	1	3	1	0
Not Applicable*	21	41	9	0	52	24	25	0
No Answer*	0	0	0	0	0	0	0	1
Avg. Score	4.69	4.32	4.35	4.11	4.35	4.29	3.98	4.27

* not included in average score

Other (167)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	48	34	57	53	11	37	42	61
Satisfied	24	33	48	73	13	37	47	71
Neutral	8	10	17	26	13	11	13	20
Unsatisfied	4	2	6	3	4	3	6	4
Very Unsatisfied	0	1	2	1	3	2	1	3
Not Applicable*	83	87	37	11	123	77	58	6
No Answer*	0	0	0	0	0	0	0	2
Avg. Score	4.38	4.21	4.17	4.12	3.57	4.16	4.13	4.15

* not included in average score

PFS Filings (182)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	49	29	66	78	8	40	54	80
Satisfied	22	24	53	60	7	30	44	72
Neutral	7	6	9	23	4	4	14	17
Unsatisfied	2	1	8	9	1	3	6	4
Very Unsatisfied	1	1	1	2	0	0	4	3
Not Applicable*	101	121	45	10	162	105	60	2
No Answer*	0	0	0	0	0	0	0	4
Avg. Score	4.43	4.30	4.28	4.18	4.10	4.39	4.13	4.26

* not included in average score

Received Ethics Training (13)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	5	1	4	7	0	2	2	7
Satisfied	1	5	4	4	1	4	3	4
Neutral	1	1	2	2	2	1	2	2
Unsatisfied	0	0	0	0	0	0	0	0
Very Unsatisfied	0	0	0	0	0	0	0	0
Not Applicable*	6	6	3	0	10	6	6	0
No Answer*	0	0	0	0	0	0	0	0
Avg. Score	4.57	4.00	4.20	4.38	3.33	4.14	4.00	4.38

* not included in average score

Sworn Complaint (9)

	Staff	Facility	Communicate	Website	Complaint	Timeliness	Printed	Survey Overall
Very Satisfied	1	1	1	1	1	3	1	1
Satisfied	3	2	5	5	1	2	2	2
Neutral	0	1	1	0	2	0	0	3
Unsatisfied	2	0	1	2	1	1	0	0
Very Unsatisfied	1	2	1	0	2	2	1	2
Not Applicable*	2	3	0	1	2	1	5	0
No Answer*	0	0	0	0	0	0	0	1
Avg. Score	3.14	3.00	3.44	3.63	2.71	3.38	3.50	3.00

* not included in average score

Performance Measures Standards and Customer Satisfaction

Outcome Measures:

- 80.5% of surveyed customer respondents expressed overall satisfaction with services received.
- 4.6% of surveyed customer respondents identified ways to improve service delivery.

Output Measures:

- 1,281 total customers surveyed (total customers responding).
- 22,642 total customers served.

Efficiency Measures:

- \$0.00 cost per customer surveyed beyond the costs of staff time because 100% of surveys were sent via email.

Explanatory Measures:

- 22,642 total customers identified.
- 9 customer groups inventoried.