

REPORT ON 2023 CUSTOMER SERVICE

TEXAS STATE LIBRARY AND ARCHIVES COMMISSION



AUSTIN, TEXAS
MAY 20, 2024

REPORT ON CUSTOMER SERVICE

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Comments or complaints regarding programs and services of the Texas State Library and Archives Commission may be addressed to:

Director and Librarian
Box 12927
Austin, Texas 78711-2927
512-463-5460; dir.lib@tsl.texas.gov

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TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

REPORT ON FISCAL YEAR 2023 CUSTOMER SERVICE

EXECUTIVE SUMMARY

Almost 90 percent of responding customers receiving services provided by the Texas State Library and Archives Commission during Fiscal Year 2023 (FY 23) indicated they were satisfied or very satisfied with the services received. Based on responses to the eight mandatory customer satisfaction survey questions, 89.63 percent of questions with a response provided indicated either satisfied (4) or very satisfied (5) on a 5-point scale; another 6.73 percent indicated neutral (3); and only 3.64% indicated either dissatisfied (2) or very dissatisfied (1).

The customer satisfaction responses reflected in this Fiscal Year 2023 Customer Satisfaction Report were collected as part of the standard, ongoing evaluation of agency services in place on September 1, 2022. Due to programmatic changes implemented during the pandemic, such as increased training delivered via webinars and virtual meetings, our surveys continued to focus on evaluating customers' satisfaction with the services received. While some programs did survey on perceptions relating to the agency's facilities, staff, communications, Internet site, complaint-handling process, service timeliness and printed information, others either didn't ask the question or received a "not applicable" (N/A) or blank response. Summary information on the survey data follows this Executive Summary, and detail information on all responses, by program, is provided in Appendix A at the end of this report.

Two factors contributed to the \$0.09 increase in the cost per customer surveyed in FY 23; from \$0.33 per survey in FY 21 to \$0.42 in FY 23. First, several programs purchased software licenses to administer and collect customer responses more easily and accurately for the mandatory survey questions. Second, some programs were able to increase in-person training services which used printed surveys requiring additional staff time to calculate and analyze the manual responses. In this calculation, the agency includes staff costs associated with conducting and evaluating customer satisfaction survey results in addition to any printing and postage costs. As surveys are increasingly conducted electronically, staff must compile data collected across multiple media platforms to ensure compliance with state requirements, so increases in staff salaries will naturally result in higher costs.

The agency surveyed 14,792 of the more than 11.3 million entities and individual customers served during FY 23. As some surveys are only deployed after the end of a fiscal year, the response rate

drops as customers do not often recognize the benefit of providing feedback if there has been a significant amount of time between when the service was received and when the survey was received. The agency's response rate dropped slightly from 15.85 percent in FY 21 to 10.34 percent in FY 23.

The agency received 1,529 surveys with responses indicated on one or more of the eight mandatory questions. Of the total 6,954 questions receiving a response, 6,233 (89.63 percent) received satisfactory ratings (a 4 or 5) with only 721 (10.37 percent) responses indicating the responding customer was unsatisfied (a 1, 2, or 3). Based on comments received on the survey responses, many customers noted they either could not recall receiving services or could not recall the services they received. As a result, customers often left responses blank or responded Not Applicable (N/A) on one or more of the mandatory questions, accounting for 50.45 percent blank or N/A responses on the surveys returned. Others simply selected the center, or "Neutral" response (3). The "Neutral" responses were considered "not satisfied" for the purposes of this report, while the blank and N/A responses were not included in satisfaction calculations.

The agency received 221 suggestions for improvement and/or negative comments on services received. While some respondents provided suggestions on multiple questions or items, this averages 14.5 percent of the customers responding if each suggestion were made by a different customer. The percentage of respondents identifying ways to improve services was up in all divisions.

To gather data on program-specific services, we collected information on other service quality elements in some of our surveys. However, per instructions for this report, we asked the mandatory questions with fewer additional questions in hopes of garnering a higher number of customer responses. Below are summary agency-level responses to the eight mandatory survey questions.

1. How satisfied are you with the agency's facilities, including your ability to access the agency, the office locations, signs, and cleanliness? **89.5% Satisfied; 10.5% Unsatisfied**
2. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability? **93.4% Satisfied; 6.6% Unsatisfied**
3. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications? **93.2% Satisfied; 6.8% Unsatisfied**
4. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain? **86.9% Satisfied; 13.1% Unsatisfied**
5. How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely? **85.9% Satisfied; 14.1% Unsatisfied**

6. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person? **92.6% Satisfied; 7.4% Unsatisfied**
7. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information? **89.6% Satisfied; 10.4% Unsatisfied**
8. Please rate your overall satisfaction with the agency. **85.3% Satisfied; 14.7% Unsatisfied**

As in previous years, scores remain satisfactory across the board. In addition, we received many constructive and relevant suggestions from customers relating to system improvements and processes that can easily be addressed.

As the agency improves and upgrades existing systems and implements additional user-friendly and transparent processes, some customers will lament the “old ways” and express resistance to change, as demonstrated by some of the comments listed in Appendix B of this full report as also posted on the agency’s website. The comments were omitted for this report as part of the agency’s Strategic Plan submission.

2023 INVENTORY OF EXTERNAL CUSTOMERS

Strategy	Entity and Customer Groups	Est. Pop. Size	Entity Numbers
A.2.1	Texans eligible for Talking Book services	421,372	694
A.1.1	Texas public libraries		560
A.1.1	TexShare public libraries *		Included above
A.1.1	Texans who may use public libraries	26,703,713	
A.1.1	Public library Resource Sharing customers	Included elsewhere	
A.1.1	Staff of public libraries	7080	
A.1.1	Public library boards & Friends officers	764	
A.1.1	TexShare academic libraries		162
A.1.1	Students and faculty at Texas academic libraries	Included elsewhere	
A.1.1	Staff of Texas academic libraries	2,448	
A.1.1	Libraries of clinical medicine		2
A.1.1	Students & faculty libraries of clinical medicine	6,398	
A.1.1	Staff of school libraries and other libraries	4,410	
A.1.1	K-12 public school districts		1,219
A.1.1	K-12 public school faculty and students	Included elsewhere	
B.1.1	Texas journalists	Included elsewhere	
B.1.1	Texas lawyers	Included elsewhere	
B.1.1	Texas writers	Included elsewhere	
B.1.1	Texas state agency libraries		Included elsewhere
B.1.1	Texas state agency employees	341,304	
B.1.1	Texas historical and genealogical societies		179
B.1.1	Genealogists	Included elsewhere	
B.1.1	Local historians	Included elsewhere	
B.1.1	Texas grade school students (4th– 8th grade)	Included elsewhere	
B.1.1	Texas high school students (all levels)	Included elsewhere	
B.1.1	Texas college students (all levels)	Included elsewhere	
C.1.1	State agencies		148
C.1.1	State agency records personnel	Included elsewhere	
C.1.1	Local governments		10,607
C.1.1	Local government records personnel	31,821	
	Total	27,519,310	13,580

NOTE: Some of the persons identified in distinct customer groups above may overlap public library customers and are designated as “Included elsewhere.”

The following entity and customer subsets are included in the numbers above.

Strategy	Entity and Customer Groups	Est. Pop. Size	Entity Numbers
A.1.1	TexShare public libraries *		498
A.1.1	Public library Resource Sharing customers	2,539,286	
A.1.1	Students and faculty at Texas academic libraries	1,567,903	
A.1.1	K-12 public school faculty and students	5,890,601	
B.1.1	Texas journalists	2,580	
B.1.1	Texas lawyers	111,412	
B.1.1	Texas writers	1,400	
B.1.1	Texas state agency libraries		9
B.1.1	Genealogists	8,132,367	
B.1.1	Local historians	2,700	
B.1.1	Texas grade school students (4th– 8th grade)	2,024,285	
B.1.1	Texas high school students (all levels)	1,667,861	
B.1.1	Texas college students (all levels)	1,335,676	
C.1.1	State agency records personnel	1,110	

2023 AGENCY SERVICE DESCRIPTIONS

Strategy	Services
A.1.1	<p>Services under this strategy are provided to librarians and other staff working in libraries of all types to improve services provided through local public libraries. These services include various discretionary and competitive grants, training, technical assistance, and distribution of the Texas Summer Reading program materials.</p> <p>The strategy provides services to both libraries and the people who use libraries through resource sharing services. These services included interlibrary lending for public libraries, and access to statewide databases for academic and public libraries and students of public K-12 schools. The TexShare program serves academic and public libraries; TexQuest provides databases to public K12 schools.</p>
A.2.1	<p>This strategy provides books in alternative formats to those registered at any time during the fiscal year. The Talking Book Program is only authorized to serve people who are certified to meet the eligibility criteria specified by the Library of Congress' National Library Service Program. To be eligible, a person must be incapable of reading or holding a standard printed book.</p>
B.1.1	<p>The agency provides reference and information services by managing the Reference/ Documents collection, the Genealogy collection, and the State Archives collection in Austin and in Liberty. In this strategy, the agency provides services to a variety of researchers, including state employees, students, lawyers, journalists, and family historians.</p>
C.1.1	<p>Under this strategy, the agency assists state and local governments in managing their records. Agency staff provide training and technical expertise to employees of these governmental units. In addition, the agency also provides storage and imaging services to both state and local governmental entities under this strategy.</p>

INFORMATION-GATHERING METHODS

Some customer satisfaction data reported here was collected during the agency's course of business and other data was collected after the conclusion of the Fiscal Year (FY) 2023.

The agency continued to administer participant evaluation forms for each significant workshop, and participants are asked questions relevant to the training materials and topics, including: "Overall I considered this workshop to be . . ." and/or "Overall I am satisfied with . . ."

The State and Local Records Management (SLRM) division surveyed its customers from state agencies and local governments at the end of the second year of each biennium (FY 23). The survey asked participants to score responses using the mandatory 5-point scale, with scores of 4 and above considered satisfactory for the purposes of this report. Customers surveyed biennially include those registered as a records management officer, elected county official, state agency records management contacts, SLRM blog subscribers, customers of the Records Center services, and users of the SLRM records management system (TexLinx). Participants of SLRM provided/co-hosted workshops, webinars or similar training events were

asked to submit an evaluation of the event upon conclusion. The event surveys used the 5-point scale and were recorded and evaluated upon completion of the event to ensure suggestions for improvement were reviewed for implementation as appropriate.

The Library Development and Networking (LDN) division used an evaluation form for training sessions conducted by agency staff and contracted trainers using the mandated 5-point scale. The LDN division also surveyed academic and public libraries, and librarians of those entities, to determine satisfaction with services received from the division including the Reading Club program materials, resource sharing, and interlibrary loan programs.

The Talking Book Program surveyed almost 35 percent of their registered patrons at the end of the second year of the biennium and used the mandatory 5-point scale. Scores of 4 and 5 were considered satisfactory for the purpose of this report. Few patrons, if any, visited the agency's facilities, and most are unable to read standard print, so many responses to those questions were either left blank or were indicated N/A.

The Archives and Information Services division surveyed persons who contact any of the three reference units of the division for reference or research services on a single random day each month during FY 23. The surveys were also conducted during the third day of each month for Austin and Liberty customers submitting on-site, telephone, or written requests for information or assistance. The surveys used the mandatory scale and questions, with an opportunity to provide additional comments including complaints or suggestions for improvement. The reference staff included the link to an online customer satisfaction survey at the end of all written replies. Paper copies of the survey instrument were prominently displayed at each service desk and were available for patrons to complete onsite. Additionally, staff encouraged patrons who commented on services to provide feedback using the survey instrument.

CUSTOMER SATISFACTION SUMMARY RESULTS

Table 1: Percent of Responsive Customers Satisfied

Division (Strategy)	Number Not Satisfied	Number Satisfied	Total Responsive	Percent Satisfied	N/A; No Answer Provided
ARIS (B.1.1)	97	490	587	83.5%	235
LDN (A.1.1)	214	2,308	2,522	91.5%	1,698
SLRM (C.1.1)	181	693	874	79.3%	226
TBP (A.2.1)	229	2,742	2,971	92.3%	1,349
Totals	721	6,233	6,954	89.6%	3,508

Table 2: Percent Responsive Customers Identifying Improvements for Service Delivery

Division (Strategy)	# Responding	# Identifying	% Identifying
ARIS (B.1.1)	111	36	32.4%
LDN (A.1.2)	603	28	4.6%
SLRM (C.1.1)	275	75	27.3%
TBP (A.2.1)	540	82	15.5%
Totals	1,529	221	14.5%

Table 3: Number of Customers Surveyed

Division (Strategy)	# Surveyed
ARIS (B.1.1)	114
LDN (A.1.1)	1,081
SLRM (C.1.1)	4,881
TBP (A.2.1)	8,716
Totals	14,792

Table 4: Cost per Customer Surveyed

Estimated Cost	Unit Cost
\$515	\$4.52
\$496	\$0.46
\$3,750	\$0.77
\$1,395	\$0.16
\$6,156	\$0.42

Table 5: Groups and Customers Inventoried, and Customers and Entities Served

Division (Strategy)	Customer Groups Inventoried	*Number of Customers Inventoried	Number of Customers Served	Number of Customer Entities Served
ARIS (B.1.1)	11	341,304	4,615,720	0
LDN (A.1.1)	13	26,724,813	6,653,556	1,379
SLRM (C.1.1)	4	31,821	13,337	8,438
TBP (A.2.1)	1	421,372	24,946	326
Totals	29	27,519,310	11,307,559	10,143

***Note:** Agency programs may serve a single person multiple times within various customer groups and entities across divisions as the agency is unable to identify unique individuals who may have received services through many of the electronic services provided. Numbers reported here include unique customer groups inventoried that are not already counted in the number of unique customers identified in the LDN Strategy.

CUSTOMER-RELATED PERFORMANCE MEASURES

OUTCOME MEASURES

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received

Short Definition	This is the percentage of agency customers surveyed who indicated overall satisfaction with services received from, by or through the Texas State Library and Archives Commission, as indicated by a valid response to survey question 8.
Purpose / Importance	This is a required measure.
Source / Collection of Data	<p>All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will solicit biennial survey responses for the purpose of this report. Divisional surveys will be designed to gather satisfaction levels on all eight of the mandatory questions identified in the Strategic Plan instructions. Only valid responses to mandatory question 8 will be considered for this measure.</p> <p>All surveys will ask the customer to indicate level of satisfaction in the form of a statement: Please rate your overall satisfaction with the agency services received. Respondents will be asked to identify the division providing the primary services evaluated for reporting results by division.</p> <p>Additional questions will be asked on the survey, but only valid responses related to overall satisfaction with the programs and services will be used to calculate the results for this measure.</p> <p>The agency will distribute a survey instrument to all identifiable agency customers at the end of each odd numbered fiscal year. Each division that provides a direct service to a customer group will conduct a customer satisfaction survey at least once each biennium. Certain projects may also conduct surveys to evaluate project-specific satisfaction, but those results will be used for internal assessment and not included in this report to ensure consistency between biennia.</p>
Method of Calculation	<p>At the conclusion of the biennial survey period, the staff member responsible for the divisional survey will submit a copy of the survey instrument and compiled responses in a standard report to the agency's customer service representative/chief operations and fiscal officer. Surveys will be on a 1 – 5 scale, with scores from 1 – 3 indicating non-satisfaction, and scores of 4 – 5 indicating satisfaction. Responses indicating N/A will not be considered satisfied nor unsatisfied, but will be counted as a responsive survey if respondent indicates responses on other survey items.</p> <p>This metric only applies to external customers served.</p>
Data Limitations	Respondents that mark more than one satisfaction level on question 8 will be considered non-responsive for this question and scores will not be included for this measure.
Calculation Type	Cumulative
New Measure	Yes
Desired Performance	Higher than target

Percentage of Surveyed Customer Respondents Providing Suggestions to Improve Programs and/or Service Delivery

Short Definition	The percentage of customers surveyed who provided one or more suggestions relating to program improvement and/or improvements to services delivered by the State Library, as indicated by comments provided on surveys outside of closed-ended questions or by indicating preferred improvements from a list of specific pre-identified improvement options.
Purpose / Importance	This is a required measure.
Source / Collection of Data	All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will solicit biennial survey responses for the purpose of this report. Divisional surveys will be designed to allow respondents to provide specific suggestions or comments relating to programmatic services or to select one or more improvement from a pre-determined list. Respondents will not be required to provide a response to other questions for the suggestion to be considered responsive to this measure. Surveys will include a statement: "I suggest the following improvements relating to the programs and/or services provided by the State Library ..." (wording may be altered to reflect the service being evaluated or provide a pre-populated list or an open-ended response opportunity). Other questions may be asked on the survey, but only this question will be used to calculate the score for this measure. This survey will be conducted with the same methodology specified for the previous Outcome measure.
Method of Calculation	At the conclusion of each biennial survey period, the staff member responsible for the divisional survey will submit a copy of the survey instrument with any pre-identified improvement opportunities listed, and compiled responses in a standard report to the agency's customer service representative/chief operations and fiscal officer. The report will indicate total the number of persons/entities surveyed, the total number of responsive surveys received, and percentage of total responsive surveys that included a one or more suggestion for program/service improvement or selected one or more pre-identified improvement opportunities from a pre-populated list. Each survey with a valid improvement suggestion will only be counted once for the purpose of this measure. General comments about a program or service (i.e., great program; our patrons love this service, etc.) will not be counted as an improvement suggestion.
Data Limitations	Where respondents' suggestions are not legible on paper surveys, or relevant to the agency's programs and services; these will be considered non-responsive for this measure. Paper surveys could be lost or misplaced prior to tabulation.
Calculation Type	Non-cumulative
New Measure	No
Desired Performance	Not applicable

OUTPUT MEASURES: Number of Customers Surveyed

Short Definition	The number of entities/individuals surveyed by the Texas State Library and Archives Commission's divisions to determine the level of satisfaction as a customer of the agency's programs and/or services.
Purpose / Importance	This is a required measure.
Source / Collection of Data	All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will solicit biennial survey responses

	<p>from all or a portion of the customers served during the biennium for the purpose of this report.</p> <p>This measure represents the number of biennial surveys distributed to identified agency individual and entity customers.</p>
Method of Calculation	<p>Staff in program divisions will submit reports that tabulate the number of customers provided a survey during the reporting period. These reports will be added together to compile the totals for the agency.</p> <p>At the conclusion of each biennial survey period, the staff member responsible for the divisional survey will submit a copy of the survey instrument and the number of survey instruments distributed, either in paper or via electronic format, in a standard report to the agency's customer service representative/chief operations and fiscal officer. The report will indicate total the number of persons/entities to whom a survey instrument was distributed.</p>
Data Limitations	<p>Mail or email delivery issues may result in a customer not receiving a distributed survey. In areas where customer contact information is not available or provided, divisions will note the number and not include that number in the number distributed.</p>
Calculation Type	Cumulative
New Measure	No
Desired Performance	Higher than target

Number of Customers Served

Short Definition	<p>The number of individuals and/or entities who received direct and/or indirect services as customers of the programs and services provided by the Texas State Library and Archives Commission.</p>
Purpose / Importance	<p>This is a required measure.</p>
Source / Collection of Data	<p>All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will collect contact information, as allowable and available, from all or a portion of the customers served during the second fiscal year of the biennium for the purpose of this report.</p> <p>Staff in program divisions will maintain a list of the individual and entity customers served in each particular program or service area, to the extent possible. Where programs are unable to identify an individual user (i.e., Texas Digital Archive users, e-Resource users, etc.), those programs may use industry standard methodologies for determining the number of customers served for the purpose of this report.</p>
Method of Calculation	<p>Staff in the program divisions will maintain lists or databases that identify the customers served during the survey period. Numbers of customers from each divisional report will be added together to compile the agency totals.</p> <p>At the conclusion of each biennial survey period, the staff member responsible for the divisional survey will submit a report of the number of customers served from their internal list/database, plus an estimated number of customers served using industry standard methodologies where individual customers are unobtainable, in a standard report to the agency's customer service representative/chief operations and fiscal officer. The report will indicate total the number of persons/entities to whom the program delivered services. An individual or entity customer may be counted more than once if the customer received multiple services and/or services from more than one program or division.</p>
Data Limitations	<p>Staff providing in-person services or assistance may find it difficult to accurately count and/or otherwise document each customer, particularly at large events for which</p>

	registration is not required and for customers of information provided electronically. Many services are based on reports by third parties who receive grants or contracts from the agency. As the agency increasingly provides services electronically, and the ability to track the unique customers served, some divisions may rely on estimates determined using industry standard methodologies.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Higher than target

EFFICIENCY MEASURES: Cost per Customer Surveyed

Short Definition	The average cost of surveying individual and/or entity customers of the Texas State Library and Archives Commission to determine their level of satisfaction with the services provided.
Purpose / Importance	This is a required measure.
Source / Collection of Data	The "number of customers surveyed" will be determined in the Output Measure. Costs will be determined by using internal cost estimates related to printing, postage and staff time to both distribute the survey and analyze results.
Method of Calculation	The total cost of surveying customers will be determined by estimating the cost of staff time, postage, consumable supplies, and other operating costs directly associated with conducting the biennial customer surveys. Costs associated with overhead or equipment will not be included. The total costs will be divided by the total number of customers surveyed.
Data Limitations	Estimates of costs may be used.
Calculation Type	Non-cumulative
New Measure	No
Desired Performance	Lower than target

EXPLANATORY MEASURES: Number of Customers Identified

Short Definition	The total number of entities and individuals in the customer service groups inventoried by the Texas State Library and Archives Commission; some individual and entity customers may fall into multiple customer groups.
Purpose / Importance	This is a required measure.
Source / Collection of Data	Agency staff will inventory all groups of customers that have a reasonable potential of being an individual or entity customer to whom the agency targets its programs and/or services. Using available and current sources, staff will calculate the estimated number of individual and entity customers in each group.
Method of Calculation	All individual and entity members will be added together to compute the total number of customers toward whom the agency targets its services. Individual and entity members that may be in one or more group will only be counted once under this measure.
Data Limitations	Individuals and entities who fall into two or more customer groups will be counted no more than once for the purposes of identifying and inventorying potential agency customers. Estimates may be used to determine the number of customers in some groups.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Not Applicable

Number of Customer Groups Inventoried

Short Definition	This is the total number of potential customer groups of the Texas State Library and Archives Commission.
Purpose / Importance	This is a required measure.
Source / Collection of Data	Staff will identify all groups of customers that have a reasonable potential of being a customer group to whom the agency targets its services.
Method of Calculation	All groups will be added together to identify the total number of customer groups toward whom the agency targets its services.
Data Limitations	Customer service groups may not be clearly or cleanly identifiable, and population growth variables across the state make it difficult to have accurate numbers for each group. Individual and group entities may also be members of multiple groups.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Not Applicable

2023 Customer Survey Responses											
Scale	Very Dis-	Dis-	Neutral	Satisfied	Very Satisfied	#	N/A or No	# Satisfied	% Satisfied	# Unsatisfied	%
Description	satisfied	satisfied				Response	Response				Unsatisfied
Scale	1	2	3	4	5						
1. How satisfied are you with the agency's facilities, including your ability to access the agency, the office locations, signs, and cleanliness?											
A.1.1 LDN	1	1	21	50	126	199	404	176	88.4%	23	11.6%
A.1.2 TBP	2	5	18	44	194	263	277	238	90.5%	25	9.5%
B.1.1 ARIS	8	0	0	3	58	69	35	61	88.4%	8	11.6%
C.1.1 SLRM	Division did not ask this mandatory question.					0		0			
Total	11	6	39	97	378	531	716	475	89.5%	56	10.5%
2. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?											
A.1.1 LDN	1	3	19	54	254	331	272	308	93.1%	23	6.9%
A.1.2 TBP	4	2	14	51	310	381	159	361	94.8%	20	5.2%
B.1.1 ARIS	8	2	3	6	66	85	26	72	84.7%	13	15.3%
C.1.1 SLRM	0	0	10	50	144	204	71	194	95.1%	10	4.9%
Total	13	7	46	161	774	1,001	528	935	93.4%	66	6.6%
3. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?											
A.1.1 LDN	3	4	27	81	292	407	196	373	91.6%	34	8.4%
A.1.2 TBP	6	4	8	89	376	483	57	465	96.3%	18	3.7%
B.1.1 ARIS	7	1	6	8	64	86	19	72	83.7%	14	16.3%
C.1.1 SLRM	Division did not ask this mandatory question.					0		0			
Total	16	9	41	178	732	976	272	910	93.2%	66	6.8%
4. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?											
A.1.1 LDN	4	9	43	147	299	502	101	446	88.8%	56	11.2%
A.1.2 TBP	6	16	33	115	237	407	133	352	86.5%	55	13.5%
B.1.1 ARIS	7	6	6	15	49	83	19	64	77.1%	19	22.9%
C.1.1 SLRM	Division did not ask this mandatory question.					0		0			
Total	17	31	82	277	585	992	253	862	86.9%	130	13.1%

Appendix A

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	# Response	N/A or No Response	# Satisfied	% Satisfied	# Unsatisfied	% Unsatisfied
Scale	1	2	3	4	5						
5. How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?											
A.1.1 LDN	1	2	15	53	118	189	414	171	90.5%	18	9.5%
A.1.2 TBP	4	3	22	38	119	186	354	157	84.4%	29	15.6%
B.1.1 ARIS	5	3	3	2	22	35	68	24	68.6%	11	31.4%
C.1.1 SLRM	Division did not ask this mandatory question.					0		0			
Total	10	8	40	93	259	410	836	352	85.9%	58	14.1%
6. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?											
A.1.1 LDN	3	3	15	98	276	395	207	374	94.7%	21	5.3%
A.1.2 TBP	1	6	19	62	283	371	169	345	93.0%	26	7.0%
B.1.1 ARIS	6	3	4	8	62	83	16	70	84.3%	13	15.7%
C.1.1 SLRM	1	4	12	65	116	198	77	181	91.4%	17	8.6%
Total	11	16	50	233	737	1,047	469	970	92.6%	77	7.4%
7. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?											
A.1.1 LDN	Division did not ask this mandatory question.					0		0			
A.1.2 TBP	4	7	25	76	238	350	190	314	89.7%	36	10.3%
B.1.1 ARIS	3	3	3	4	39	52	50	43	82.7%	9	17.3%
C.1.1 SLRM	0	3	14	75	105	197	78	180	91.4%	17	8.6%
Total	7	13	42	155	382	599	318	537	89.6%	62	10.4%
8. Please rate your overall satisfaction with the agency.											
A.1.1 LDN	5	3	31	119	341	499	104	460	92.2%	39	7.8%
A.1.2 TBP	5	3	12	77	433	530	10	510	96.2%	20	3.8%
B.1.1 ARIS	4	2	4	13	71	94	2	84	89.4%	10	10.6%
C.1.1 SLRM	29	27	81	40	98	275	0	138	50.2%	137	49.8%
Total	43	35	128	249	943	1,398	116	1,192	85.3%	206	14.7%
Divisional Summaries											
A.1.1 LDN	18	25	171	602	1,706	2,522	1,698	2,308	91.5%	214	8.5%
A.1.2 TBP	32	46	151	552	2,190	2,971	1,349	2,742	92.3%	229	7.7%
B.1.1 ARIS	48	20	29	59	431	587	235	490	83.5%	97	16.5%
C.1.1 SLRM	30	34	117	230	463	874	226	693	79.3%	181	20.7%
Total	128	125	468	1,443	4,790	6,954	3,508	6,233	89.6%	721	10.4%
	1.84%	1.80%	6.73%	20.75%	68.88%		50.45%	89.63%		10.37%	