



**TEXAS REAL ESTATE COMMISSION
AND
TEXAS APPRAISER LICENSING &
CERTIFICATION BOARD**

AGENCY REPORT ON CUSTOMER SERVICE

JUNE 2016

INFORMATION-GATHERING METHODS

The Texas Real Estate Commission (TREC) and the Texas Appraiser Licensing and Certification Board (TALCB) provide a customer service survey on the agency's website for customers of the agency to offer feedback regarding their satisfaction with agency performance. A link to this survey is also sent in any reply to persons who contact the agency by email. Individuals are asked to rate the agency's performance in a number of areas by providing a ranking of Excellent, Good, Fair, Poor, or No Response. The form is designed to collect customer satisfaction feedback on seven customer service quality elements:

- Facilities
- Staff
- Communications
- Internet website
- Complaint-handling process
- Service timeliness
- Printed information

AGENCY INVENTORY OF EXTERNAL CUSTOMERS

- Real Estate Sales Agents
- Real Estate Broker/Business Entities
- Real Estate Appraiser
- Real Estate Inspector
- Education Provider and Instructors
- Residential Service Companies (Home Warranty Companies)
- Timeshare Developers and Projects
- Easement or Right-of-Way Agent
- Buyer or Seller of Real Estate
- Real Estate Services Industry
- Mortgage Lending Industry
- Other

TYPES OF SERVICES PROVIDED TO CUSTOMERS

- Responding to inquiries by phone, email, and in person
- Issuing new and renewal licenses
- Accrediting real estate education providers
- Approving real estate instructor and course content
- Handling written complaints
- Prosecuting administrative hearings
- Monitoring residential service companies and timeshare registrations
- Providing comprehensive public access to information via email and internet access
- Processing original and renewal licenses via internet access
- Constituent relations for legislators and staff
- Providing consumer protection, education and access to information about the commission and our license holders via our website, news releases and newsletters
- Legislative and rulemaking interpretation. Communication of changing rules and laws to license holders and public.

CUSTOMER-DETERMINED SERVICE QUALITY SURVEY RESULTS: 09/01/2014 – 08/31/2015

Responses by Relationship to the Agency	# of Responses	% of Total
R.E. Sales Agent	308	50.7%
R.E. Broker	136	22.4%
R.E. Appraiser	24	4.0%
R.E. Inspector	24	4.0%
Education Provider or Instructor	7	1.2%
Residential Service company	0	0.0%
Timeshare Developer	0	0.0%
Easement Or Right-of-Way Agent	6	1.0%
Buyer or Seller of Real Estate	7	1.2%
Real Estate Services Industry	3	0.5%
Mortgage Lending Industry	1	0.2%
Other	32	5.3%

Number of Contacts with the Agency	# of Responses	% of Total
One Time	297	48.9%
Two to Five Times	227	37.4%
More Than Five Times	83	13.7%

Source of Responses	# of Responses	% of Total
Renewal Packet Form (p)	0	0.0%
Web-based Survey (w)	607	100.0%

Purpose of Contact	# of Responses	% of Total
License Application Status	152	25.0%
License Renewal Information	252	41.5%
File or Respond to Complaint Against License Holder	2	0.3%
Obtain Forms/Publications	12	2.0%
Name/Address Change	38	6.3%
Public Information About Real Estate Laws	7	1.2%
Problem Dealing With Agency	14	2.3%
Open Records Request	11	1.8%
Inquiry About Obtaining a License	33	5.4%
Interpretation of Law or Rules	19	3.1%
Other	181	29.8%

CUSTOMER-DETERMINED SERVICE QUALITY SURVEY RESULTS: 09/01/2014 – 08/31/2015 (CONTINUED)

Communication	Excellent	Good	Fair	Poor
Quality of Written Materials	38.7%	23.4%	14.2%	23.8%
Telephone Assistance	21.5%	13.9%	11.6%	53.0%
Email Assistance	42.9%	15.6%	13.2%	28.2%

Customer Service Process	Excellent	Good	Fair	Poor
Ease of Filing a Complaint	28.9%	14.1%	16.9%	40.1%
Ease of Bringing Concerns	31.8%	11.1%	9.2%	47.9%

Timeliness of Response	Excellent	Good	Fair	Poor
Waiting Time in Person	32.8%	19.1%	13.7%	34.4%
Waiting Time by Letter	24.5%	8.5%	14.9%	52.1%
Waiting Time by E-mail	41.5%	16.4%	15.4%	26.8%
Waiting Time by Phone	12.5%	15.5%	9.4%	62.6%

Resolution of Customer Request	Excellent	Good	Fair	Poor
Adequacy/Appropriateness	41.5%	12.8%	9.1%	36.6%
Explanation of Resolution	37.2%	10.9%	11.9%	40.0%

Staff	Excellent	Good	Fair	Poor
Knowledge	50.9%	18.2%	12.9%	17.9%
Courtesy	53.0%	19.4%	10.2%	17.4%
Follow-Through	45.3%	11.5%	8.8%	34.5%

Facility	Excellent	Good	Fair	Poor
Signage	27.7%	40.4%	14.9%	17.0%
Accessibility	36.2%	29.8%	17.0%	17.0%
Cleanliness	34.1%	40.9%	11.4%	13.6%

Web Site	Excellent	Good	Fair	Poor
Ease of Finding Information	24.3%	26.8%	24.6%	24.3%
Quality of Information	26.3%	30.3%	19.8%	23.6%

CUSTOMER SATISFACTION ASSESSMENT ANALYSIS

For FY2015, responses were generally favorable in regards to the knowledge and courtesy of staff, and email assistance.

Responses to questions related to wait time by phone elicited neutral to poor responses. During the most recent biennium, the agency allocated additional resources to increase consumer satisfaction for those customers communicating with the agency electronically or by telephone. The wait time on telephone is an average of less than 10 minutes. Additionally, the agency redesigned the TALCB website during the last biennium. The improved website is designed to enhance TALCB's internet presence and improve the online experience for both license holders and the public, by increasing the availability of online services and consumer information and reducing the need to contact agency directly. The agency is in the process of doing the same for the TREC website.

The Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board are committed to continual improvement in all areas based on input from license holders and members of the public.

PERFORMANCE MEASURES RELATED TO CUSTOMER SERVICE STANDARDS AND SATISFACTION

COMMUNICATIONS				
	FY2015		FY2016*	
Outcome Measures				
• % of surveyed customer respondents expressing overall satisfaction with services received (excellent/good/fair)	65%		70%	
• % of surveyed customer respondents identifying ways to improve service delivery (poor)	35%		30%	
Output Measures				
• Total Customers Surveyed	607		650	
• Total Customers Served (<i>Walk-ins</i>)	3,152		1,427	
• Total number of phone calls received	230,722		136,747	
• Total number of electronic contacts received (<i>Emails</i>)	76,718		41,102	
• Total number of unique visits to the agency website	1,936,672		1,111,7047	
• Total number of services available via the agency website	64		64	
Efficiency Measures				
Cost per customer surveyed	\$0.00		\$0.00	
Explanatory Measures				
• Number of Customers Identified	310,592		185,276	
• Number of customer groups inventoried	12		12	
LICENSING				
	FY2015		FY2016*	
	TREC	TALCB	TREC	TALCB
Efficiency Measures				
% of individual license renewals issued within 7 days	96.74%	91.63%	97.53%	89.18%
Explanatory Measures				
Total # of individuals licensed	164,687	6,173	169,322	7,267

PERFORMANCE MEASURES RELATED TO CUSTOMER SERVICE STANDARDS AND SATISFACTION (CONT.)

ENFORCEMENT				
	FY2015		FY2016*	
	TREC	TALCB	TREC	TALCB
Outcome Measures				
% of documented complaints resolved within 6 months	62.82%	30.67%	65.18%	20.56%
Output Measures				
Total # of complaints resolved	1117	150	494	107
Efficiency Measures				
Average time for complaint resolution (in days)	160.8	325.9	157.6	300.2
Explanatory Measures				
Total # of jurisdictional complaints	1182	182	525	82

* Numbers for FY2016 are as of the end of the 2nd quarter of FY2016