



Texas Board of Professional Engineers
Customer Service Report
May, 2018

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INTRODUCTION

The Texas Board of Professional Engineers (TBPE) was created in 1937 in the aftermath of the New London School explosion which killed over 300 students and teachers, the result of an improperly designed gas heating system. The agency was created to protect the public health, safety, and welfare by regulating the practice of engineering through licensing of qualified engineers and enforcement of practice requirements.

Agency Mission

Our mission is to protect the health, safety and welfare of the people of Texas by regulating and advancing the practice of engineering through licensure of qualified individuals, compliance with the laws and rules, and education about professional engineering.

Customer's Voice

The Texas Board of Professional Engineers (TBPE) has continued its Journey Toward Excellence, a series of initiatives designed to improve all areas of organization. One of these areas is customer service, and towards that end the customer service survey has been designed for listening to the voice of the customer.

Customer Service Quality Standards

TBPE staff recognizes that, in order to best meet our primary mission of protecting the health, safety, and welfare of the citizens of Texas, we must provide the highest level of customer service. With that balance in mind, staff has designated the following as guiding principles and common purpose regarding customer service. These standards apply to all customer interactions with staff, facilities (physical and virtual) and processes.

- **Accuracy** - TBPE will give the correct answer based on current Law and Board Rules. Information provided to customers will be clear and effectively convey the appropriate message. Staff will be knowledgeable and competent. Materials, forms and guidance will be concise and complete.
- **Listening** - TBPE will actively listen to its customers. Whether by personal contact or feedback received through surveys or other methods, TBPE will seek to understand what each individual customer wants and needs and will resolve issues.
- **Respect** - We will treat all customers professionally. All customers will receive courteous communication that is respectful of the customer's time and effort. Staff, facilities and processes will be respectful of customer information and keep it secure.
- **Responsiveness** - TBPE will have an answer for all questions asked. Answers will be as complete as possible within a reasonable amount of time. This includes providing information for predicted questions. It also includes automated responses, informational emails, etc.

- **Resolution** - TBPE will empower its employees at all levels to understand and resolve customer service issues, questions or failures immediately or as soon as possible. Always find the answer for the customer and/or find the correct person to resolve the issue.
- **Ease of Use** - TBPE will create and maintain facilities and processes aimed at making the customer's experience convenient, timely and efficient. Staff will keep the customer's perspective in mind in all functions.

Defining Customers Served

TBPE serves multiple groups which includes over 65,000 Professional Engineers (PE) licensed to practice in Texas, more than 20,000 Engineers-In-Training, and 10,000 registered engineering firms. The Board is purposeful in communicating with these groups, including connecting with over 23,000 people this year via outreach presentations, webinars, and conference presentations. We also send newsletters, eNewsletters, and license-specific emails for keeping licensees and other interested parties up-to-date.

The TBPE website is the primary means of communicating the mission and objectives of the agency to the general public. It includes clear links to information the public might need, such as how to file a complaint, rosters of current engineers and engineering firms, and contact information for questions. The customer service survey used by TBPE addresses customer interactions on an individual basis (telephone, email, etc.), as well as products (web content, application materials, etc.) and its facilities (both physical and online). The survey is continuously available on the website and is offered in the footer of every standard email. It is also administered annually to a random selection of the customer groups identified above.

Survey

The FY 2018 customer service survey was sent on April 3, 2018 via email to 13,000 licensed Professional Engineers and 3,000 registered Engineers In Training. In addition to the directed survey, the same questions are available to any potential customers on the agency website and through a link on all outgoing correspondence. The results below contain all responses received between April 3 and April 23, 2018.

Results

The responses for each question are summarized below.

I am a(n):	
Applicant	24
Professional Engineer	1727
Engineer in Training	174
Non-Licensee (Member of the Public)	2
Other	42

Overall Satisfaction

I am satisfied with the level of service received from this agency. 97% positive	
Strongly Agree	953
Agree	956
Disagree	44
Strongly Disagree	16

Out of State Comparison

Are you licensed in other jurisdictions/states?	
No	1167
Yes	786

If you answered yes, how does the licensing renewal process in Texas compare? 95% positive	
Much Better	97
Better	197
About the Same	428
Worse	33
Much Worse	2

Facility

In the last year I have been to the TBPE facility and found it was clean, accessible and had reasonable operating hours. 98% positive	
Strongly Agree	25
Agree	36
Disagree	0
Strongly Disagree	1

Website

The website is well organized and easy to use. 96% positive	
Strongly Agree	453
Agree	1131
Disagree	53
Strongly Disagree	10

_Website forms and files were easy to download and use. 97% positive	
Strongly Agree	476
Agree	968
Disagree	43
Strongly Disagree	6

ECHO – Online renewal system

If you have used the ECHO online system in the last year, were you able to easily log in and update your information? 99% positive	
Strongly Agree	739
Agree	738
Disagree	12
Strongly Disagree	3

Were you able to renew your license online to your satisfaction? 99% positive	
Strongly Agree	837
Agree	586
Disagree	6
Strongly Disagree	1

Social Media

Do you follow TBPE on social media using sources such as Facebook, Twitter, RSS Feeds or LinkedIn?	
Yes	130
No	1741

The TBPE social media outlets provide useful information. 96% positive	
Strongly Agree	36
Agree	82
Disagree	5
Strongly Disagree	0

Enforcement Process

I have filed a complaint with the agency about an enforcement issue in the last year.	
Yes	13
No	1835

The website provided adequate information regarding the enforcement process. 64% positive	
Strongly Agree	2
Agree	5
Disagree	1
Strongly Disagree	3

Correspondence regarding my complaint or case was clear and easy to understand. 67% positive	
Strongly Agree	3
Agree	5
Disagree	1
Strongly Disagree	3

My complaint or case was handled in a timely manner. 36% positive	
Strongly Agree	3
Agree	1
Disagree	5
Strongly Disagree	2

Communication with the agency regarding my complaint or case was handled in a professional manner. 82% positive	
Strongly Agree	2
Agree	7
Disagree	1
Strongly Disagree	1

General Communication

I contacted the Board with a question or concern in the last year.	
Yes	257
No	1602

I communicated with the board staff through the following method:	
Phone	148
Email	168
Mail	18
In Person	9

The staff members I've interacted with were courteous and professional. 98% positive	
Strongly Agree	148
Agree	92
Disagree	6
Strongly Disagree	0

My question or concern was answered promptly. 88% positive	
Strongly Agree	141
Agree	81
Disagree	19
Strongly Disagree	10

My question or concern was answered to my satisfaction. 91% positive	
Strongly Agree	131
Agree	92
Disagree	11
Strongly Disagree	12

Findings

The FY 2018 customer service survey showed a steady customer satisfaction compared to the previous year with an overall rating of 97% positive. With the thorough integration of the TBPE Customer Service Quality Standards into the agency culture and procedures and the continuous improvement efforts of the Journey Toward Excellence mentioned above, the focus on improved customer service is a primary effort at the TBPE. Specifically, staff and leadership at the TBPE have developed strategic goals to address and improve all aspects of customer interaction.

Performance Measures

TBPE keeps 33 Performance Measures (schedule B in the Agency Strategic Plan) for all aspects of operations including overall customer satisfaction, license application processing times, enforcement case processing time and a number of measures to identify the scope of the customers we serve.

Percent Overall Customer Satisfaction

