Customer Satisfaction Survey and Cost Analysis Report 2019

Business Enterprises of Texas

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Introduction

The Texas Workforce Commission (TWC) is pleased to submit this report in compliance with legislative requirements. The Business Enterprises of Texas (BET) Customer Satisfaction Survey and Cost Analysis Report is submitted pursuant to TWC Rider 39 as part of TWC performance reporting for the BET program for the 2018–2019 biennium. Rider 39 reads as follows:

> "The Texas Workforce Commission shall report by October 1 of each year of the biennium the following information to the Legislative Budget Board and to the Governor:
>
> a. The results of the survey and the Cost Analysis Report distributed to state host agencies on satisfaction of operational conditions such as pricing requirements, hours of operations, menu items, and product lines; and
>
> b. The total cost incurred by each state host agency for the operation of Business Enterprises of Texas cafeterias, snack bars, and convenience stores. Reported costs should include the value of the space used, maintenance costs, utility costs, janitorial costs, and the method of finance for each cost. An outline of the methodology that was used to determine the final estimate should also be included in the report.
>
> The Customer Satisfaction Survey and Cost Analysis Report shall be prepared in a format specified by the Legislative Budget Board and by the Governor."

The Survey of Customer Satisfaction was distributed to all state agencies in which BET operates a food service cafeteria, snack bar, or convenience store. A total of 3,074 individuals from 46 agencies surveyed responded. The number of responses represents an 18.2 percent increase in respondents from last year and a 14.7 percent increase in agencies represented in the results.

Since its inception nine years ago and until two years ago, the survey was conducted during the month of August. Two years ago, the survey was conducted during the month of June to allow more time for compiling and analyzing data prior to the submission deadline. The result, even after extending the survey through July, was a significant drop in respondents. The survey was extended through the month of July. Last year the survey was conducted in July and, once again, an extended response period was needed to produce useful response numbers. This year the survey was conducted in May and the results were far better. This adjustment, along with more frequent communication with host agencies before and during the survey, eliminated the need for an extended response period.

The survey process and the survey and report design have been improved over the years. Improvements include:

- color posters placed in BET facilities before and during the survey to announce the survey dates as well as self-adhesive notes that included the URL for the survey;
- additional and repeated contacts with facilities staff to better promote the availability of the survey in buildings that hosted BET facilities;
- the introduction of new survey questions as well as the retention of several of the existing questions to enable trend analysis;
- Including survey results from the previous year in the report for questions that remain the same from year to year; and
- the survey being done in May.

Actions Taken because of the 2018 Customer Satisfaction Survey

BET distributed survey results to licensed managers who operate facilities and asked them to make improvements where possible.

Managers were made aware of compliments and best practices identified by customers.

Complaints and compliments were reviewed with the managers so that areas for improvement or commendation could be recognized. The results of the survey were used as an educational topic during a general session at the 2018 annual BET Training Conference.

The program continues the healthful-options program, **Better Eating Today**, which offers snack and menu items that have:

- less than 35 percent fat;
- less than 10 percent of calories from saturated fat;
- less than 35 percent of total product-weight from sugar; and
- less than 350 mg of sodium.

Program staff provides managers with point-of-sale signage displaying healthful options in food service and vending machines to raise awareness about healthful food options. These efforts resulted in another year of slight gains in customer satisfaction in this challenging area of food service.

Summary of the 2019 Customer Satisfaction Survey Results

Although most of the categories surveyed remained stable, within one to two percentage points from 2018 to 2019, BET survey respondents once again reported that they saw slight improvement in BET operations in the areas of overall value and product selection. Many respondents provided preferences and opinions consistent with those received in past surveys.

Survey responses showed that there are still areas for improvement, including the expansion of healthful offerings. BET offers training to staff and licensed managers in areas that need improvement.

Respondents showed a slight decrease in satisfaction with the product pricing in our facilities.

Respondents once again listed healthful offerings such as soups, salads, sandwiches, and chicken as their most frequently desired menu options. However, the largest percentage of customers (44.17 percent) responded that normally they purchase a meal consisting of meat and vegetables in BET facilities.

Customers responded, as they have in the past, that they value convenience, location, and price above all when deciding to shop in BET facilities.

Customers once again responded that the biggest competitor of the BET facility is the customer nonretail food sources. This is usually because respondents bring food from home.

The 2019 survey also included several new questions designed to clarify preferences based on customer comments received in previous surveys. These questions delivered new data and trends that may be used for improvements in the future. BET staff learned or confirmed the following from the questions:

- Over 90 percent of all respondents use the services BET managers offer in their workplace. However, BET staff also learned that there are opportunities to increase the frequency of customer weekly visits, as many respondents reported that they seldom shop in BET facilities.
- When offered the new response choices of “seldom eat here” and “do not eat here” in addition to the response of “once a week” with respect to the frequency of breakfast, lunch, and vending machine purchases, about 45 percent of respondents moved their answer to the less frequent options.
- Respondents made it clear that they prefer shopping at BET food service facilities over vending machines. Respondents also said that they most often buy nuts when they make purchases from vending machines.

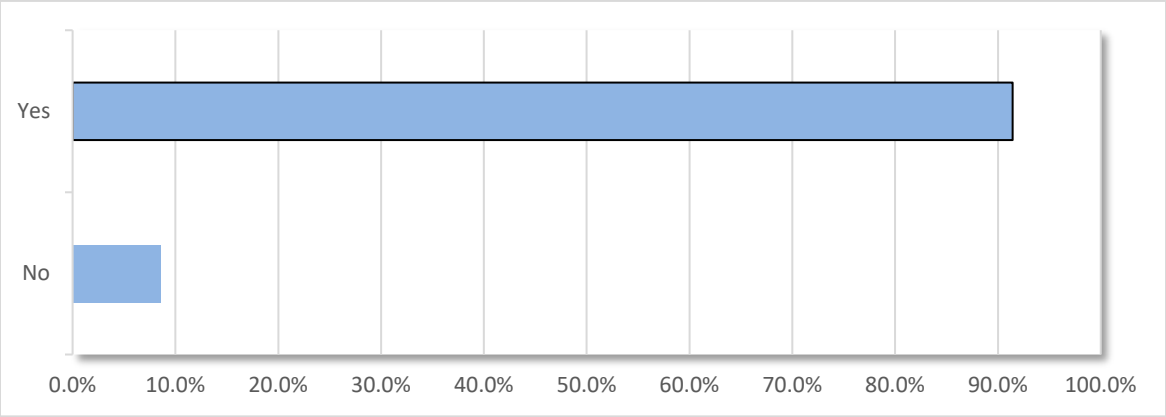
2019 Customer Satisfaction Survey Results

The following tables and graphs reflect the 3,074 responses to the topics addressed in the survey. For the questions that were used in both the 2018 and 2019 surveys, the graphs also reflect 2018 survey results.

***New Question for 2019**

Do you use the Food Service or Vending services offered in your location?

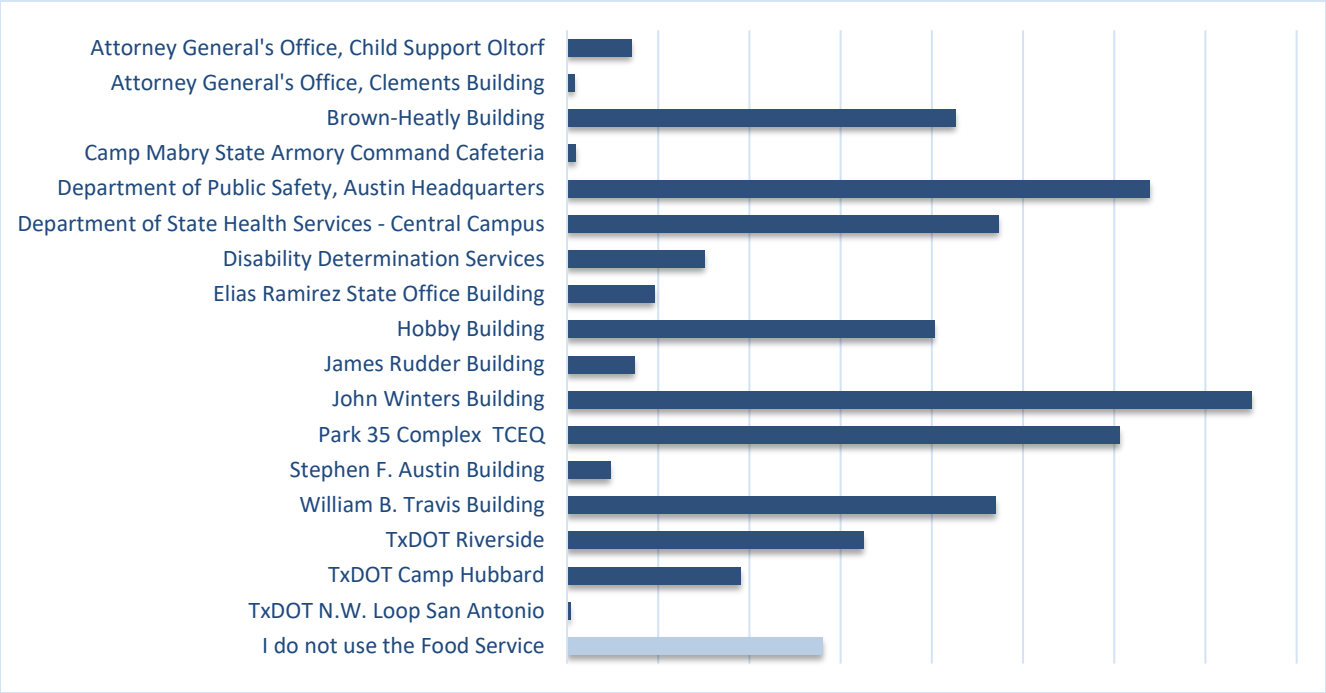
Responses	Response Percent	Response Count
Yes	91.54%	2,781
No	8.46%	257
Answered		**3,038**
Skipped		**36**



*New Question

Please tell us which food service location you visit most.

Responses	Response Percent	Response Count
Attorney General's Office, Child Support Oltorf	1.41%	43
Attorney General's Office, Clements Building	0.16%	5
Brown-Heatly Building	8.51%	259
Camp Mabry State Armory Command Cafeteria	0.20%	6
Department of Public Safety, Austin Headquarters	12.78%	389
Department of State Health Services—Central Campus	9.46%	288
Disability Determination Services	3.02%	92
Elias Ramirez State Office Building	1.91%	58
Hobby Building	8.05%	245
James Rudder Building	1.48%	45
John Winters Building	15.01%	457
Park 35 Complex TCEQ	12.12%	369
Stephen F. Austin Building	0.95%	29
William B. Travis Building	9.40%	286
TxDOT Riverside	6.50%	198
TxDOT Camp Hubbard	3.81%	116
TxDOT NW Loop San Antonio	0.07%	2
**I do not use the Food Service	5.60%	157
Answered		**3,044**
Skipped		**30**

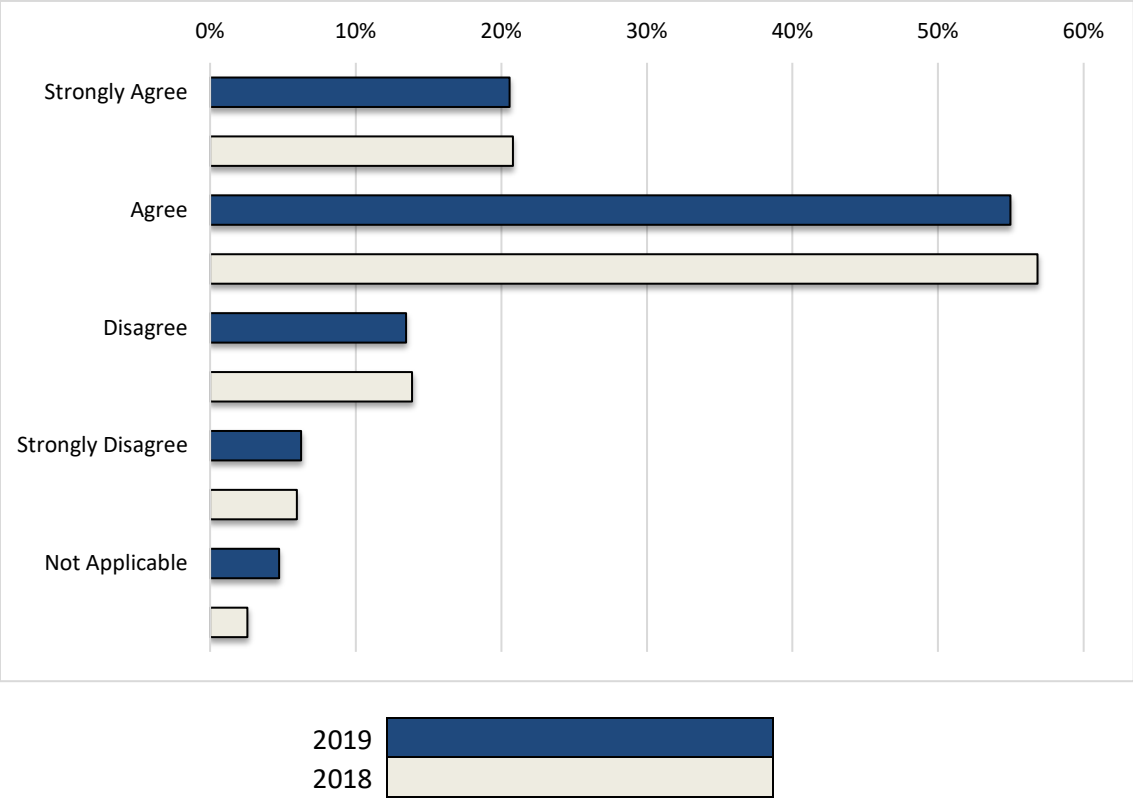


**New Response

Pricing and Products

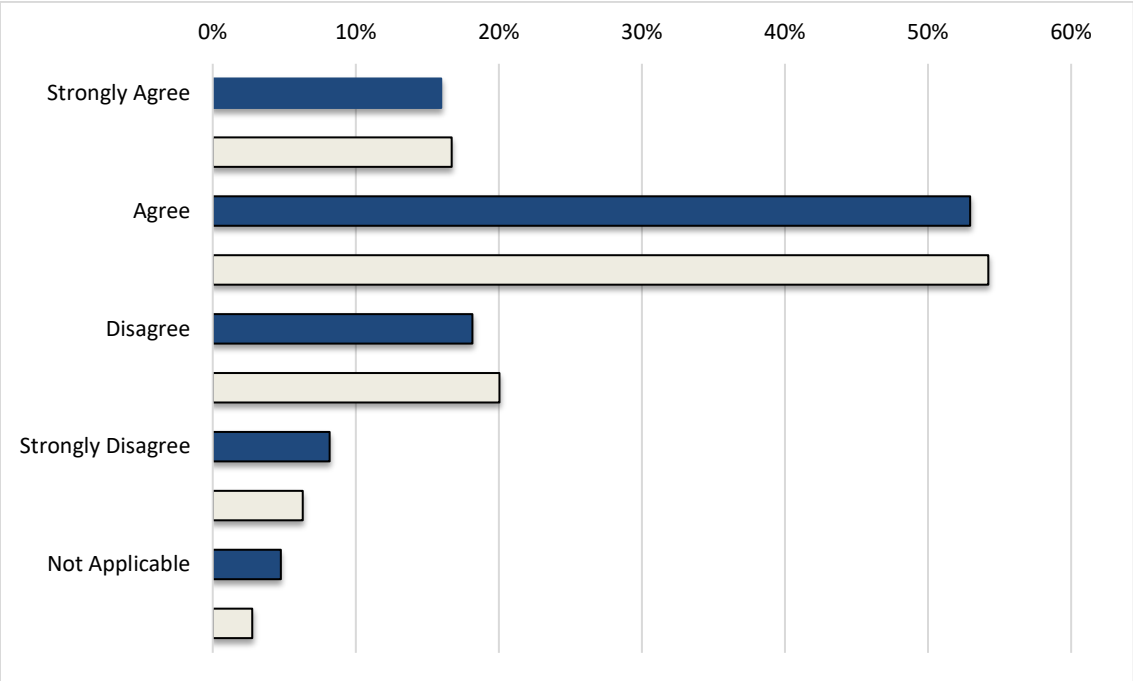
The prices offered in the food service and/or vending facility in this building are reasonable compared to other food service operations in the area.

Responses	Response Percent	Response Count
Strongly Agree	20.57%	625
Agree	54.97%	1,670
Disagree	13.46%	409
Strongly Disagree	6.25%	190
Not Applicable	4.74%	144
Answered		**3,038**
Skipped		**36**


0%
10%
20%
30%
40%
50%
60%
Strongly Agree
Agree
Disagree
Strongly Disagree
Not Applicable
2019
2018

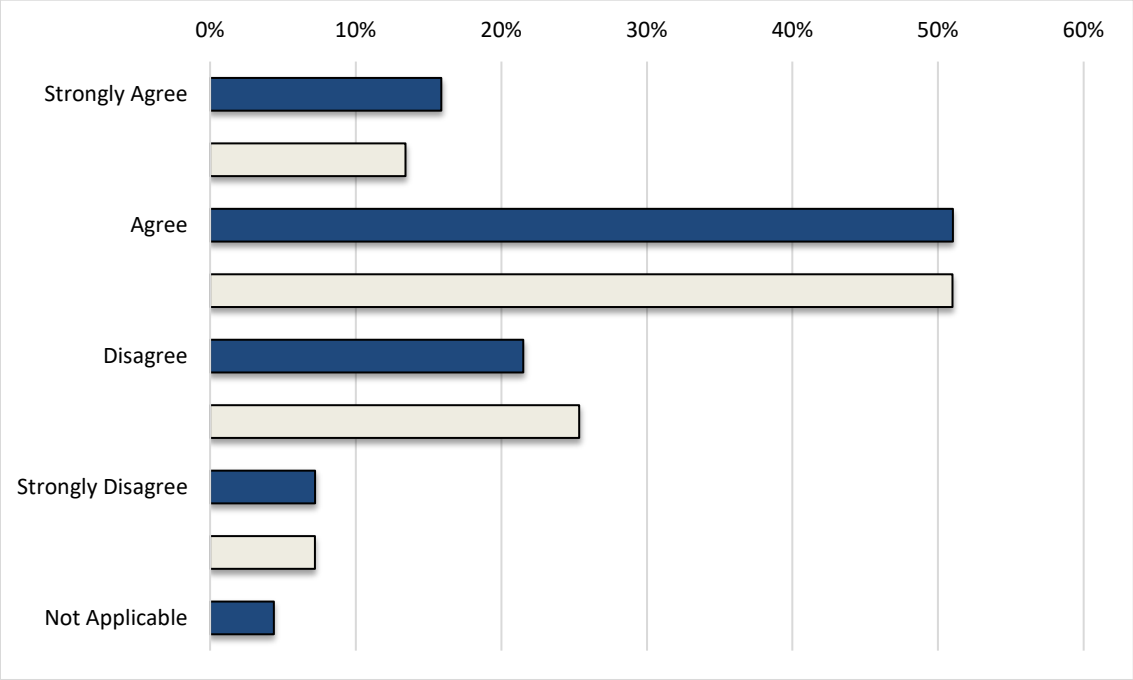
The value of products offered is comparable to other food service and/or vending operations in the area.

Responses	Response Percent	Response Count
Strongly Agree	15.97%	483
Agree	52.94%	1,601
Disagree	18.15%	549
Strongly Disagree	8.17%	247
Not Applicable	4.76%	144
Answered		**3,024**
Skipped		**50**



The product selection at the facility is displayed prominently with prices shown.

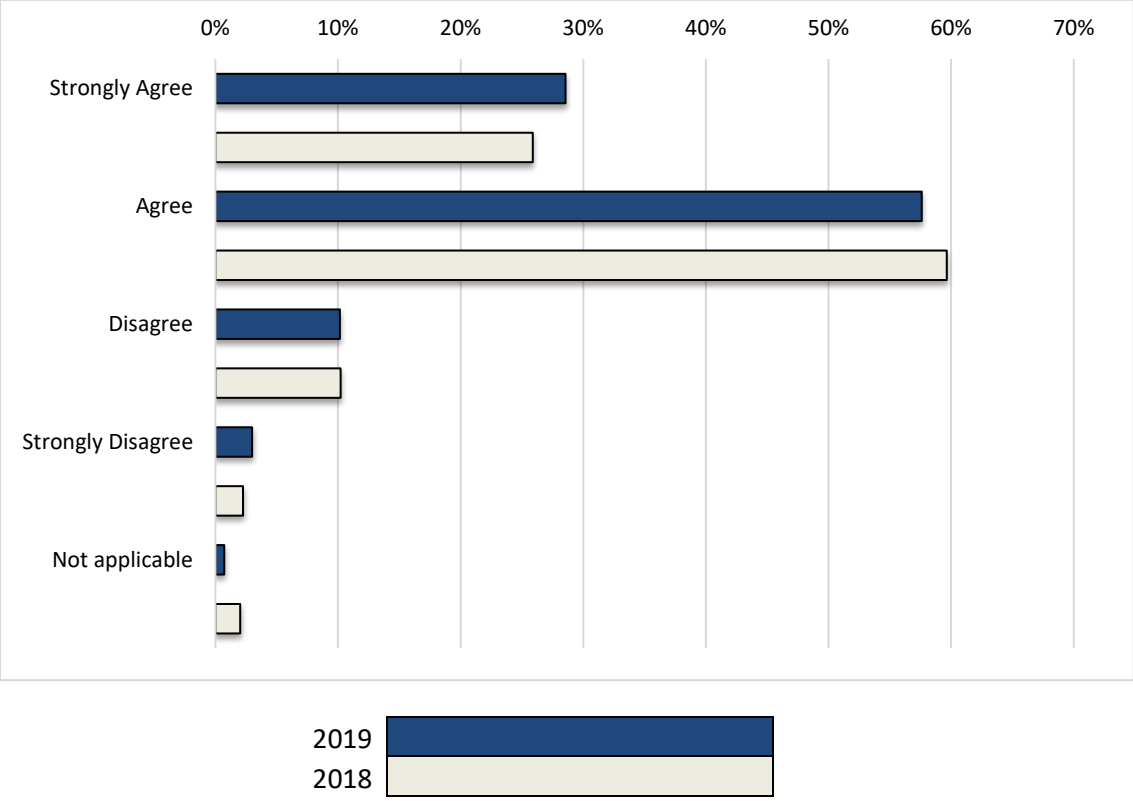
Responses	Response Percent	Response Count
Strongly Agree	15.88%	482
Agree	51.02%	1,549
Disagree	21.51%	653
Strongly Disagree	7.21%	219
Not Applicable	4.38%	133
Answered		**3,036**
Skipped		**38**



Hours of Operation

The hours this food service facility is open are appropriate considering the work schedule of building occupants.

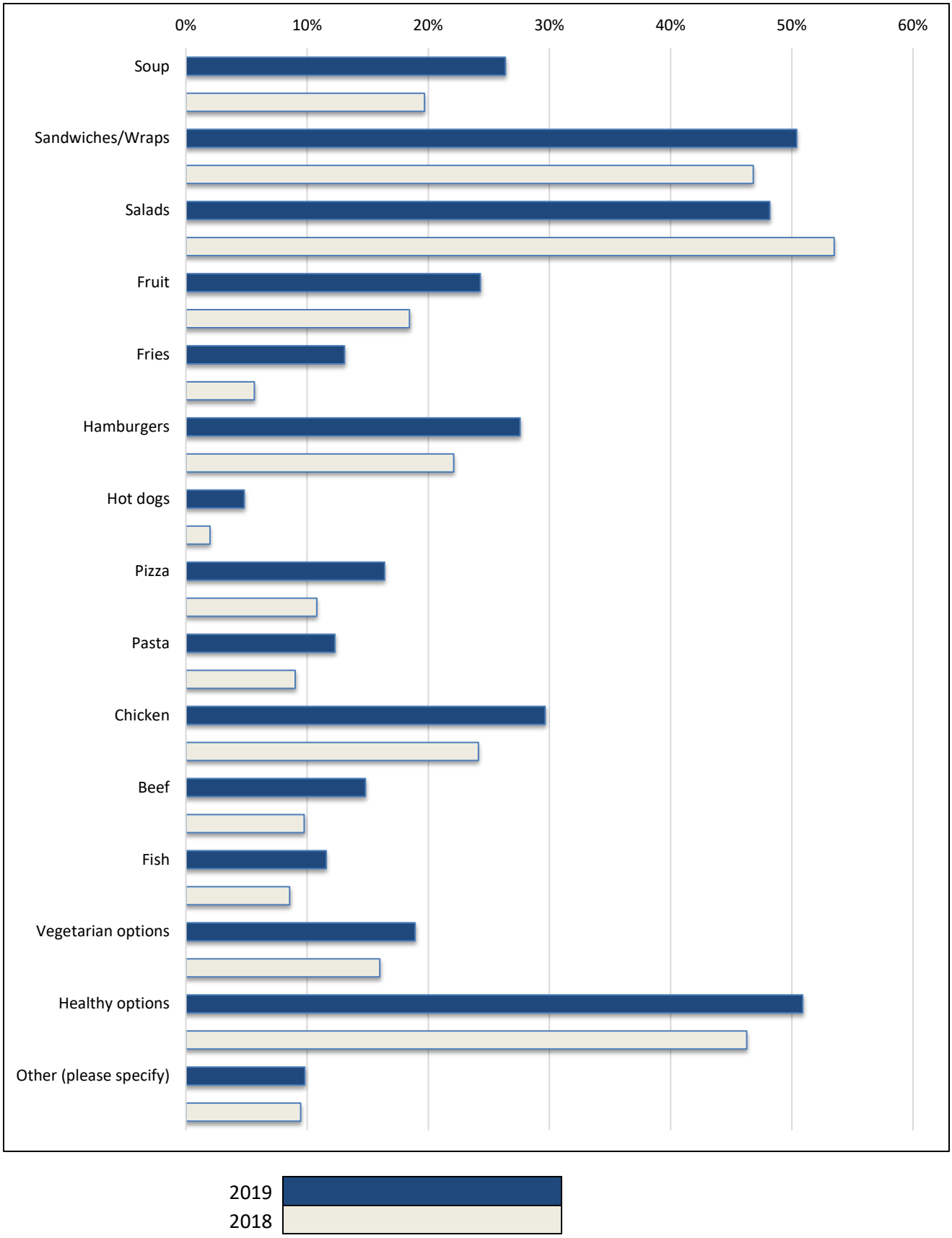
Responses	Response Percent	Response Count
Strongly Agree	28.55%	793
Agree	57.60%	1,600
Disagree	10.15%	282
Strongly Disagree	2.99%	83
Not applicable	.72%	20
Answered		**2,577**
Skipped		**23**



Menu Items

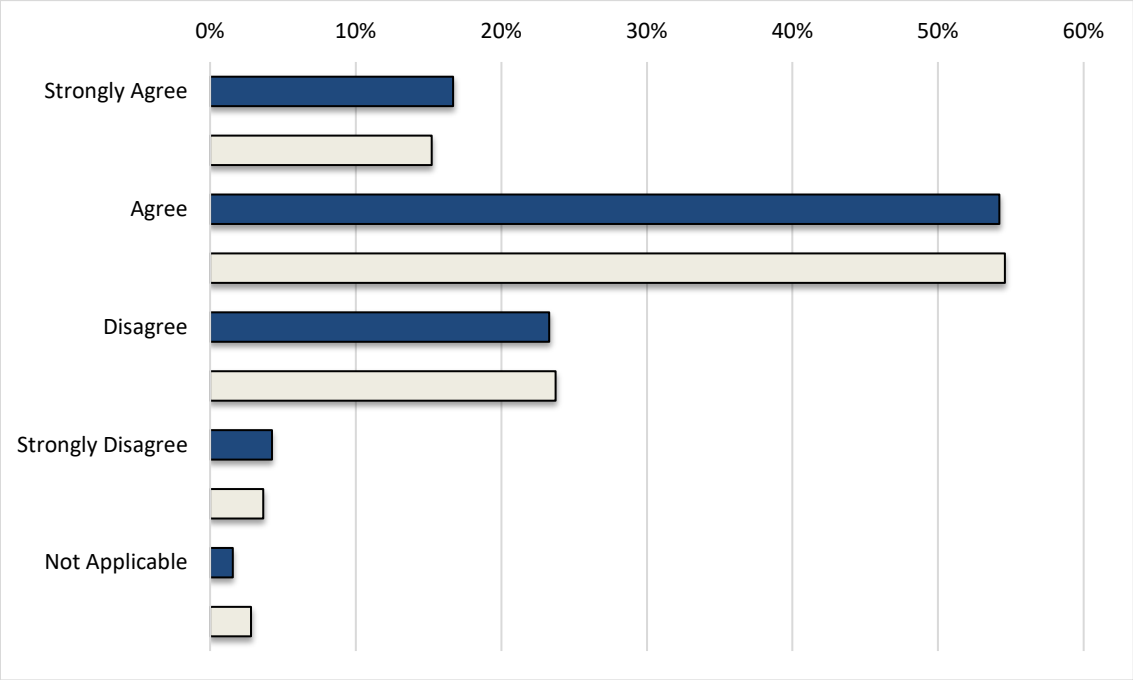
You are creating your own food service menu, select the items you would include. (Please select your top three items.)

Responses	Response Percent	Response Count
Soup	26.37%	701
Sandwiches/Wraps	50.41%	1,340
Salads	48.19%	1,281
Fruit	24.30%	646
Fries	13.09%	348
Hamburgers	27.58%	733
Hot dogs	4.82%	128
Pizza	16.40%	436
Pasta	12.30%	327
Chicken	29.65%	788
Beef	14.82%	394
Fish	11.59%	308
Vegetarian options	18.92%	503
Healthy options	50.90%	1,353
Other (please specify)	9.82%	261
Answered		**2,658**
Skipped		**416**


0%
10%
20%
30%
40%
50%
60%
Soup
Sandwiches/Wraps
Salads
Fruit
Fries
Hamburgers
Hot dogs
Pizza
Pasta
Chicken
Beef
Fish
Vegetarian options
Healthy options
Other (please specify)
2019
2018

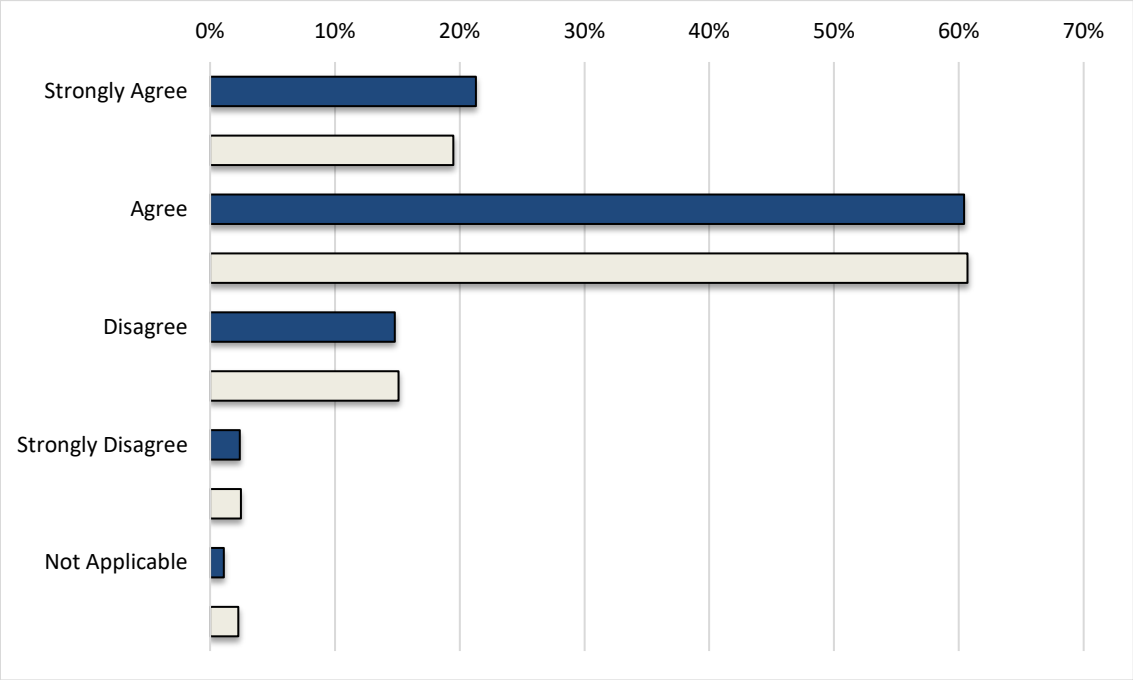
There is a wide variety of hot food offered.

Responses	Response Percent	Response Count
Strongly Agree	16.69%	440
Agree	54.21%	1,429
Disagree	23.29%	614
Strongly Disagree	4.25%	112
Not Applicable	1.56%	41
Answered		**2,636**
Skipped		**436**



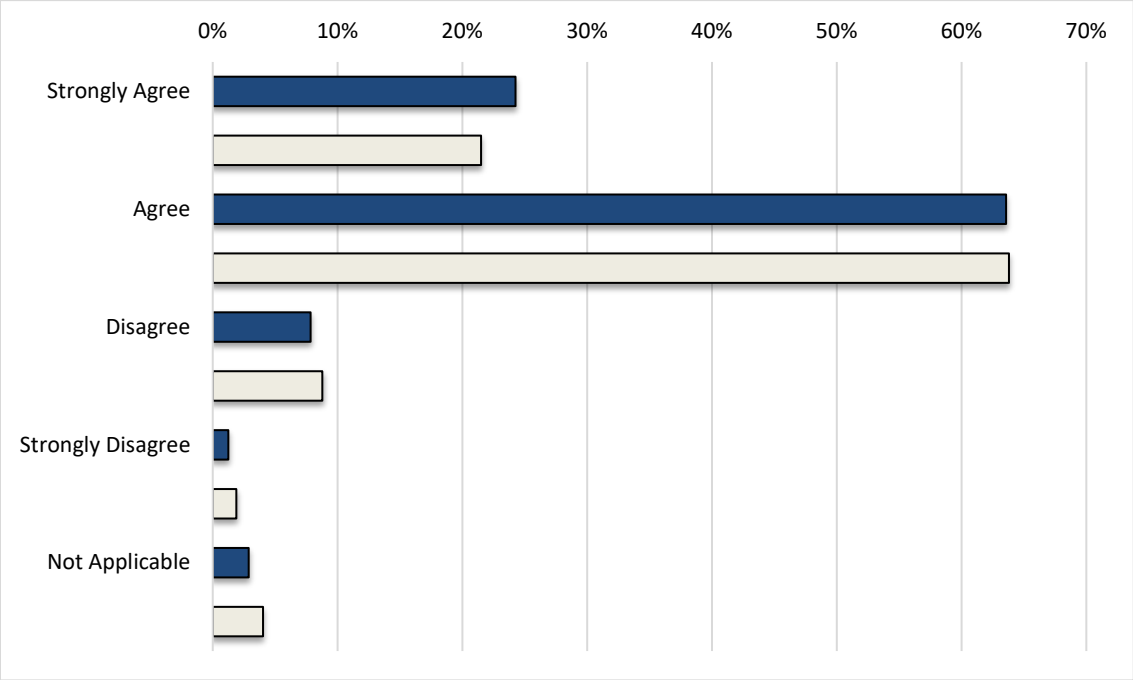
There is a wide variety of snacks offered.

Responses	Response Percent	Response Count
Strongly Agree	21.30%	564
Agree	60.42%	1,600
Disagree	14.80%	392
Strongly Disagree	2.38%	63
Not Applicable	1.10%	29
Answered		**2,648**
Skipped		**426**



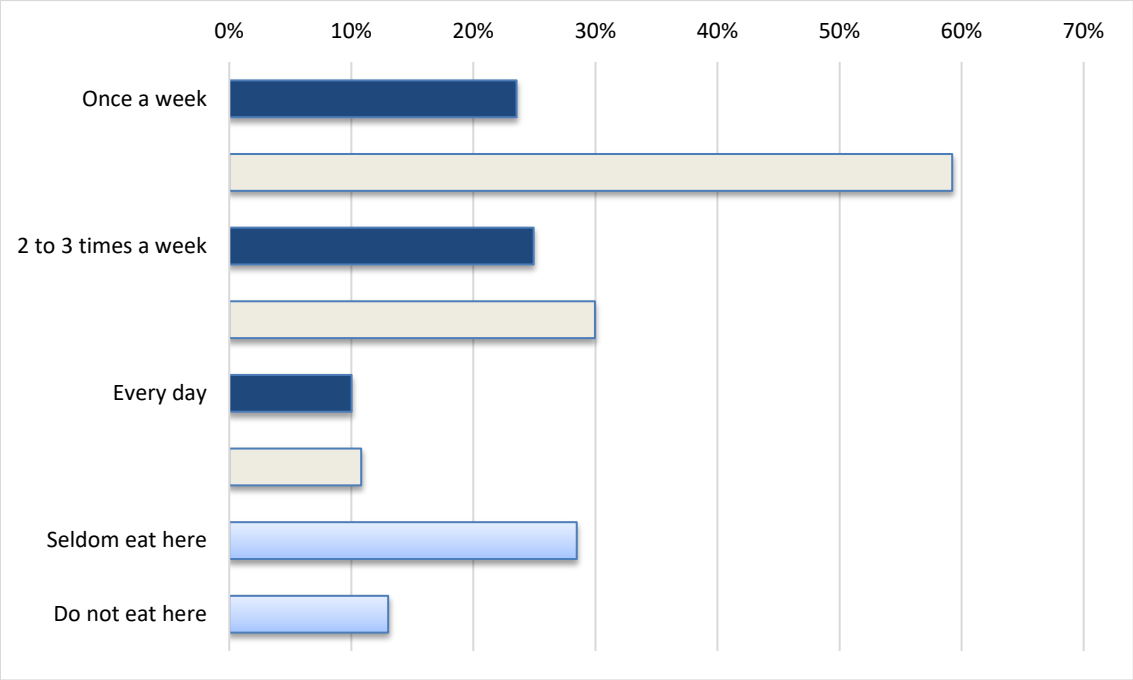
There is a wide variety of bottled beverages offered.

Responses	Response Percent	Response Count
Strongly Agree	24.26%	646
Agree	63.57%	1,679
Disagree	7.84%	207
Strongly Disagree	1.25%	33
Not Applicable	2.88%	76
Answered		**2,641**
Skipped		**433**



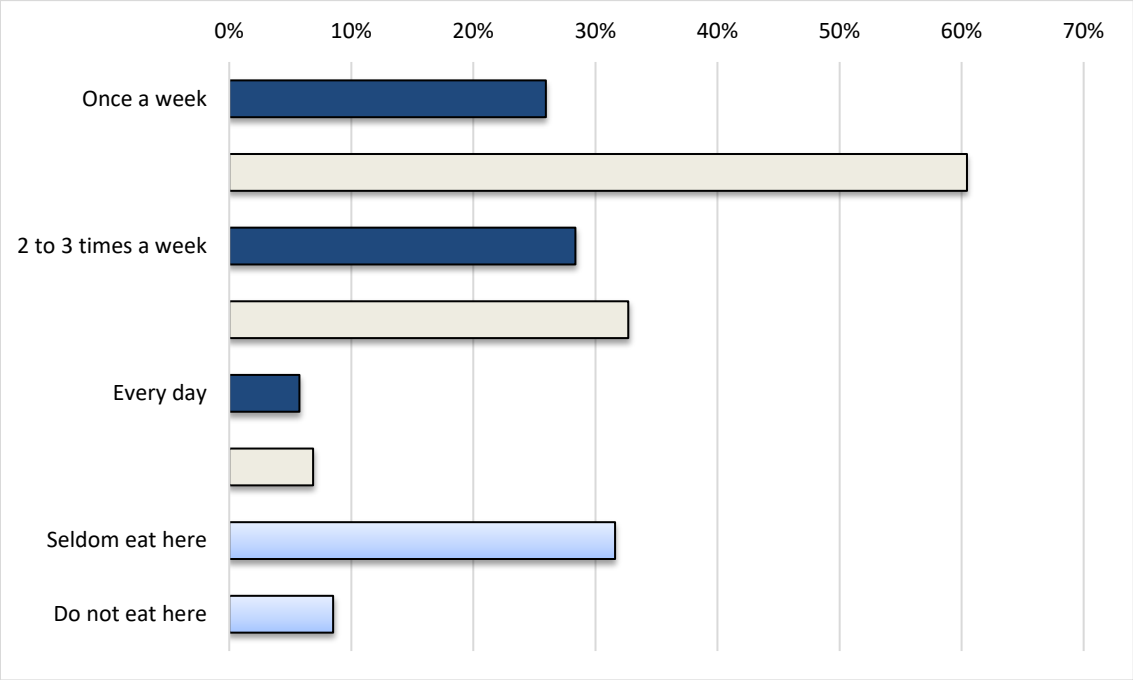
During a regular work week, you normally purchase breakfast:

Responses	Response Percent	Response Count
Once a week	23.54%	620
2 to 3 times a week	24.94%	657
Every day	10.02%	264
**Seldom eat here	28.47%	750
**Do not eat here	13.02%	343
Answered		**2,634**
Skipped		**440**



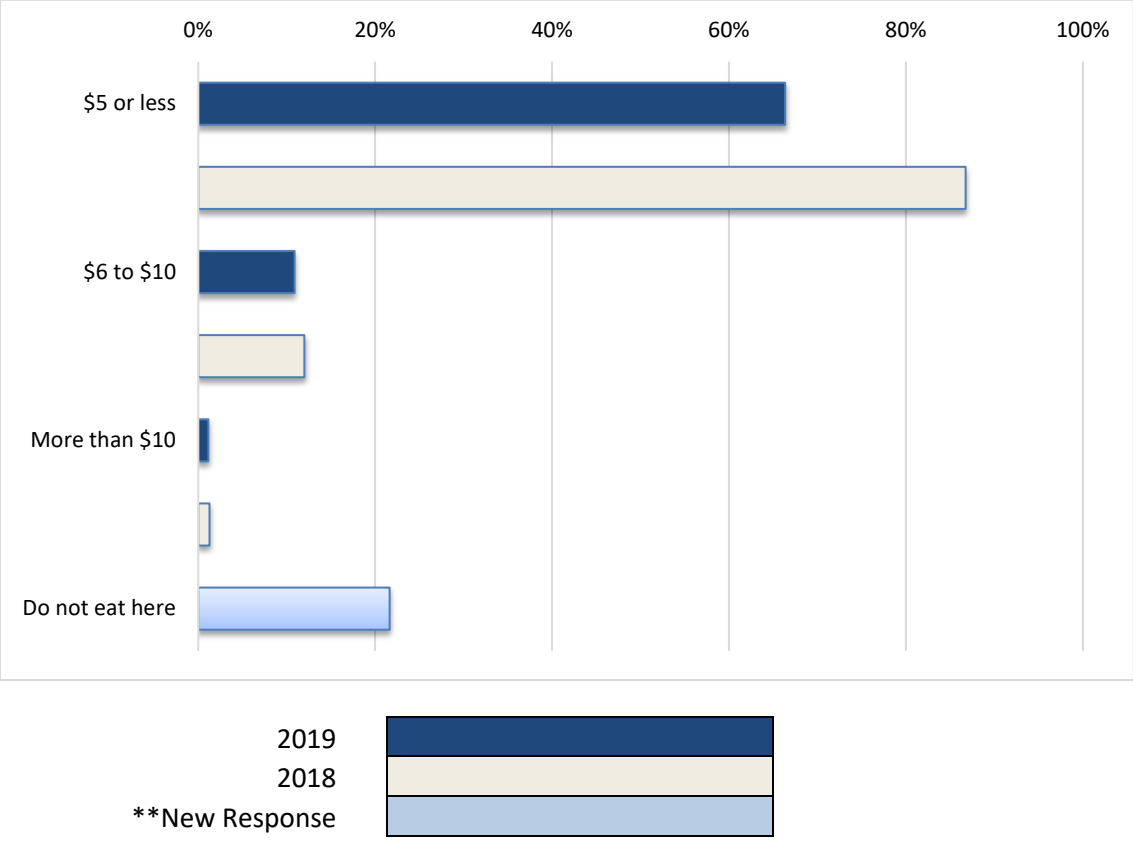
During a regular work week, you normally purchase lunch:

Responses	Response Percent	Response Count
Once a week	25.94%	686
2 to 3 times a week	28.36%	750
Every day	5.75%	152
**Seldom eat here	31.61%	836
**Do not eat here	8.51%	221
Answered		**2,645**
Skipped		**429**



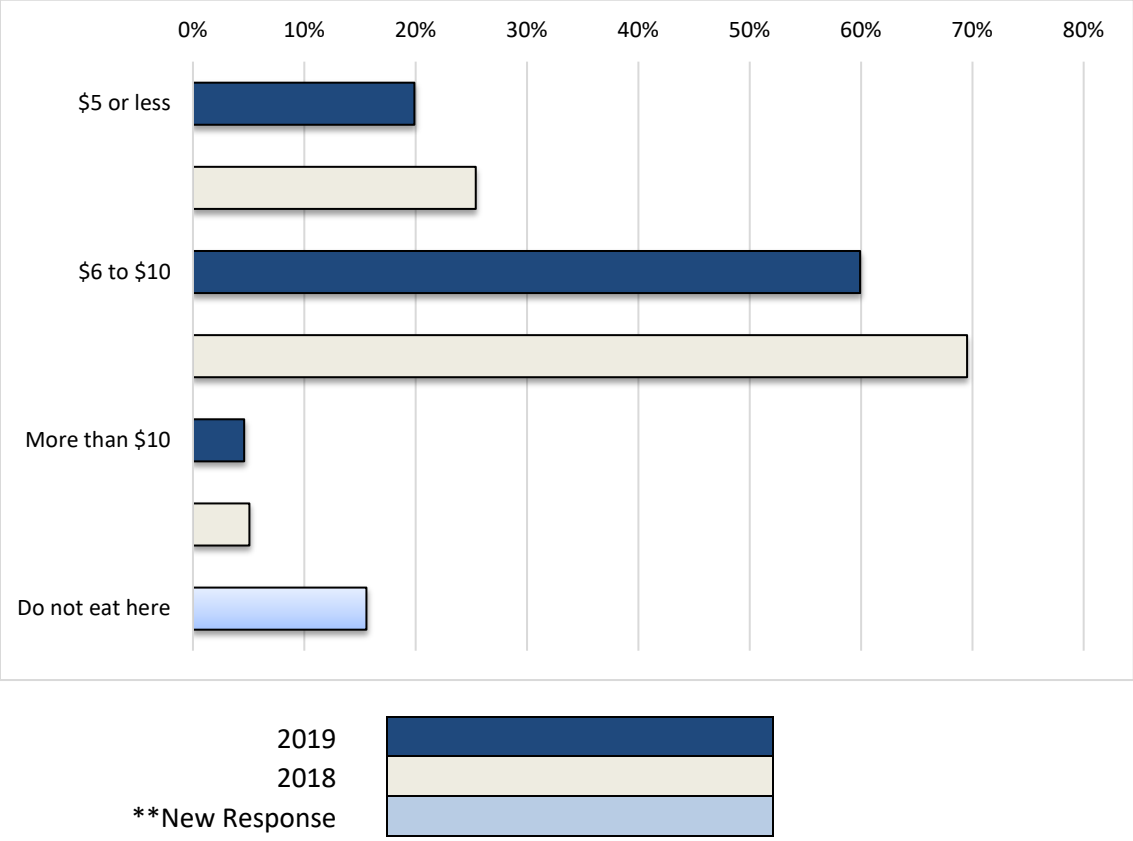
During a regular work week, you normally spend for breakfast daily:

Responses	Response Percent	Response Count
$5 or less	66.35%	1,742
$6 to $10	10.89%	286
More than $10	1.14%	30
**Do not eat here	21.63%	568
Answered		**2,626**
Skipped		**448**



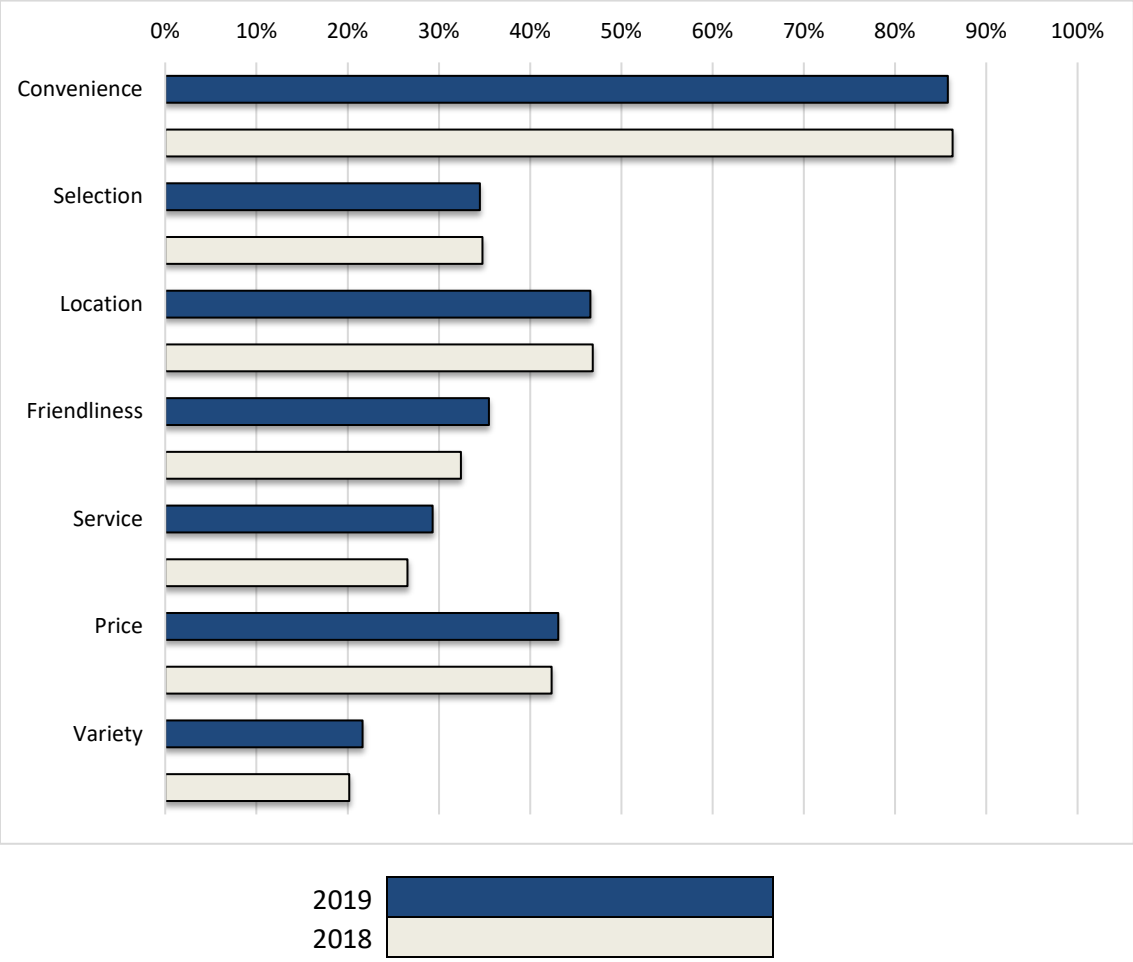
During a regular work week, you normally spend for lunch daily:

Responses	Response Percent	Response Count
$5 or less	19.89%	527
$6 to $10	59.92%	1,588
More than $10	4.60%	122
**Do not eat here	15.58%	413
Answered		**2,650**
Skipped		**424**



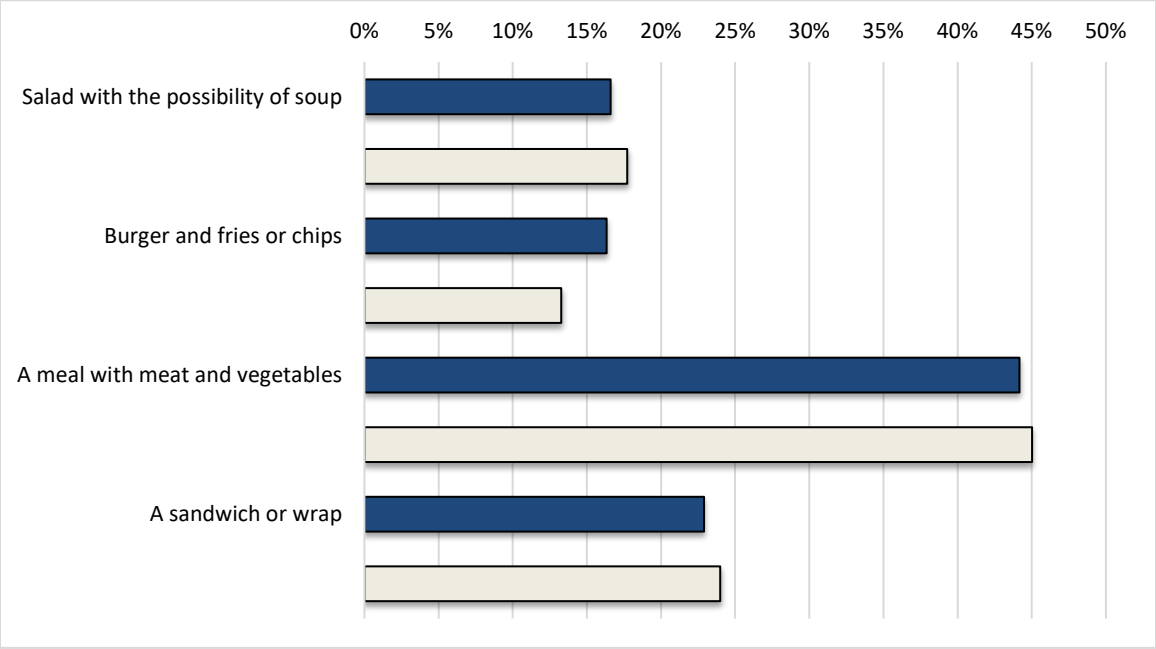
Please check the options below that influence your choice to eat at your food service facility.

Responses	Response Percent	Response Count
Convenience	85.78%	2,268
Selection	34.49%	912
Location	46.60%	1,232
Friendliness	35.48%	936
Service	29.31%	775
Price	43.08%	1,139
Variety	21.63%	572
Answered		**2,644**
Skipped		**430**



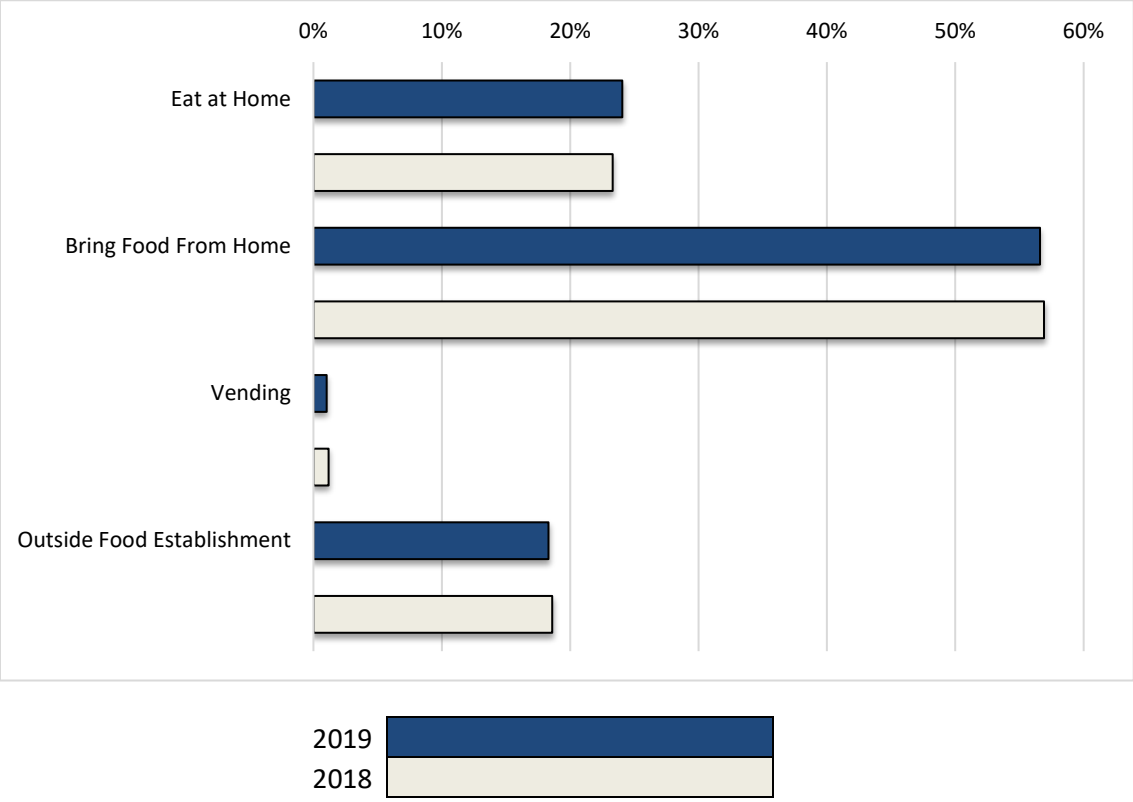
A typical lunch with your colleagues in your food service facility would consist of:

Responses	Response Percent	Response Count
Salad with the possibility of soup	16.60%	430
Burger and fries or chips	16.33%	423
A meal with meat and vegetables	44.17%	1,144
A sandwich or wrap	22.90%	593
Answered		**2,590**
Skipped		**484**



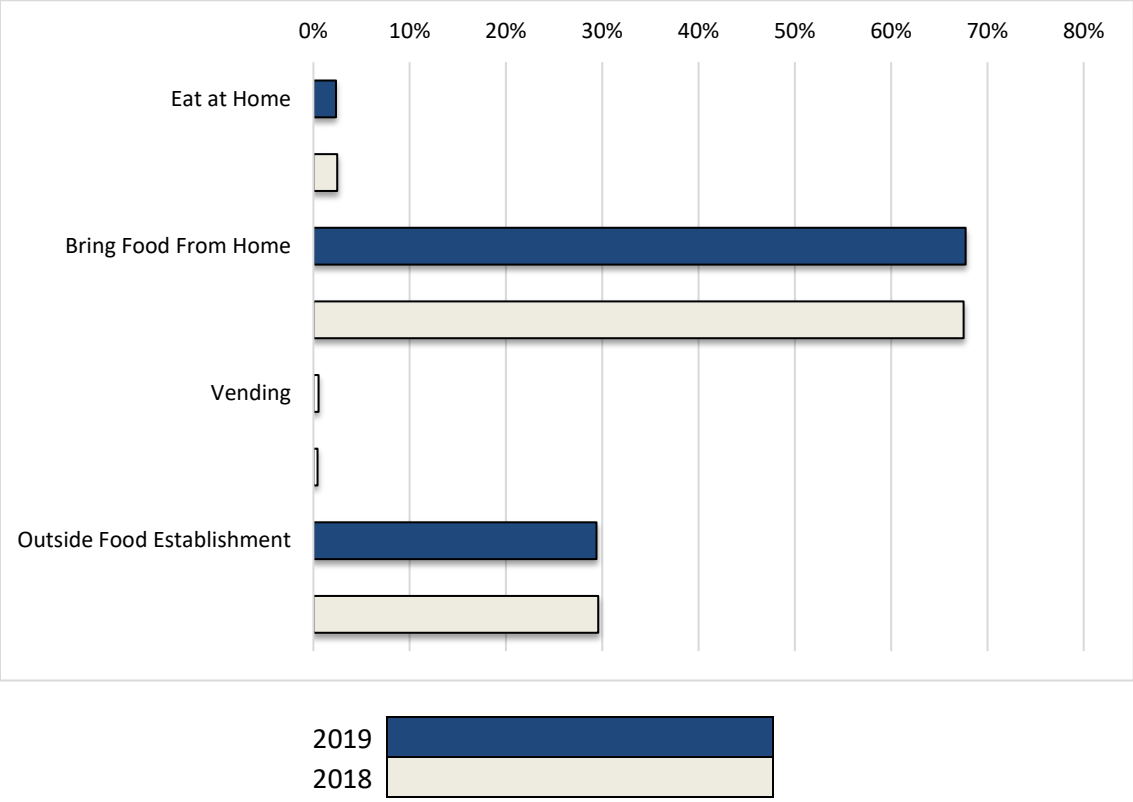
The option you choose when not eating breakfast at your food service facility is:

Responses	Response Percent	Response Count
Eat at Home	24.06%	632
Bring Food from Home	56.60%	1,487
Vending	1.03%	27
Outside Food Establishment	18.31%	481
Answered		**2,627**
Skipped		**447**



The option you choose when not eating lunch at your food service facility is:

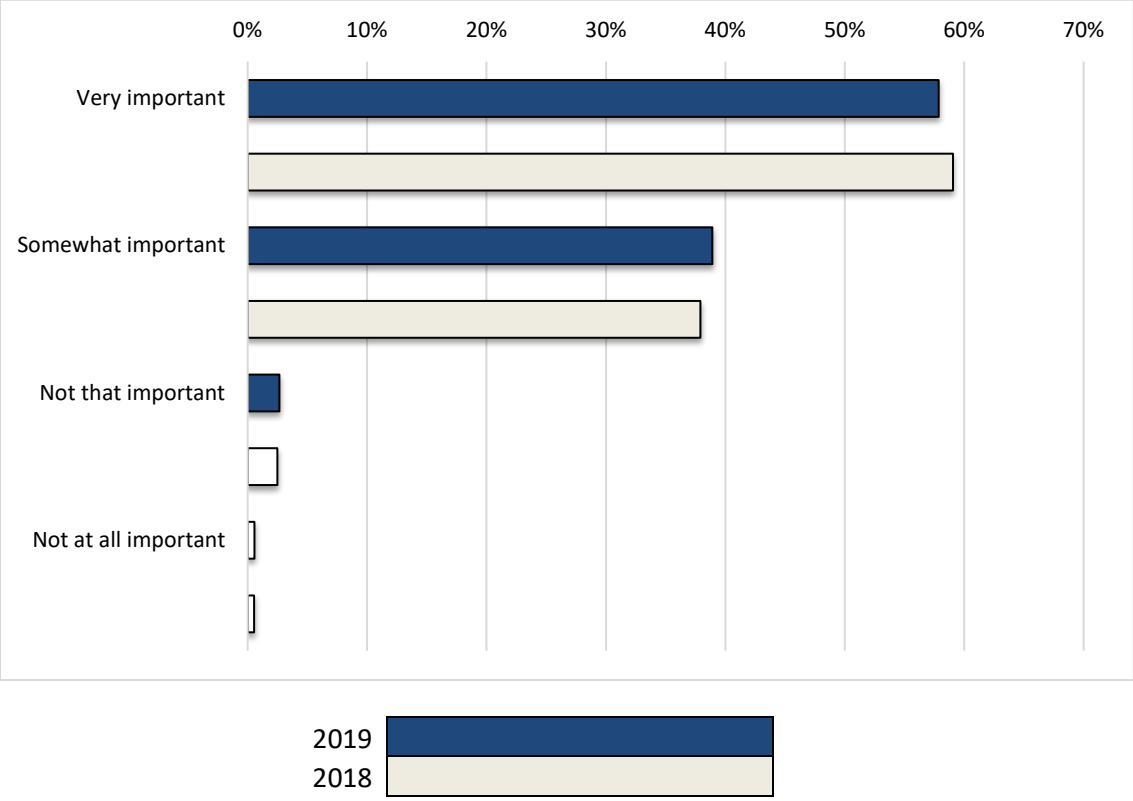
Responses	Response Percent	Response Count
Eat at Home	2.34%	62
Bring Food from Home	67.74%	1,795
Vending	.53%	14
Outside Food Establishment	29.40%	779
Answered		**2,650**
Skipped		**424**



Healthful Options

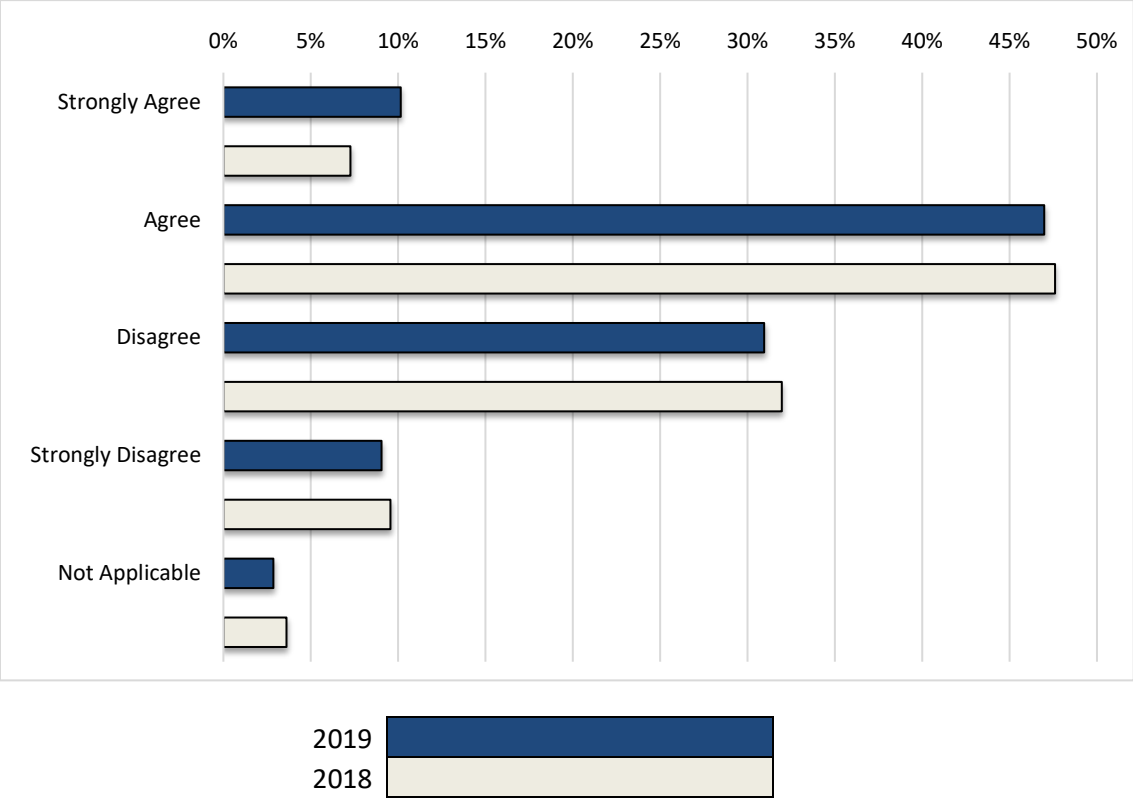
Rate how important it is to you to eat healthy on a daily basis.

Responses	Response Percent	Response Count
Very important	57.86%	1,524
Somewhat important	38.91%	1,025
Not that important	2.66%	70
Not at all important	.57%	15
Answered		**2,634**
Skipped		**440**



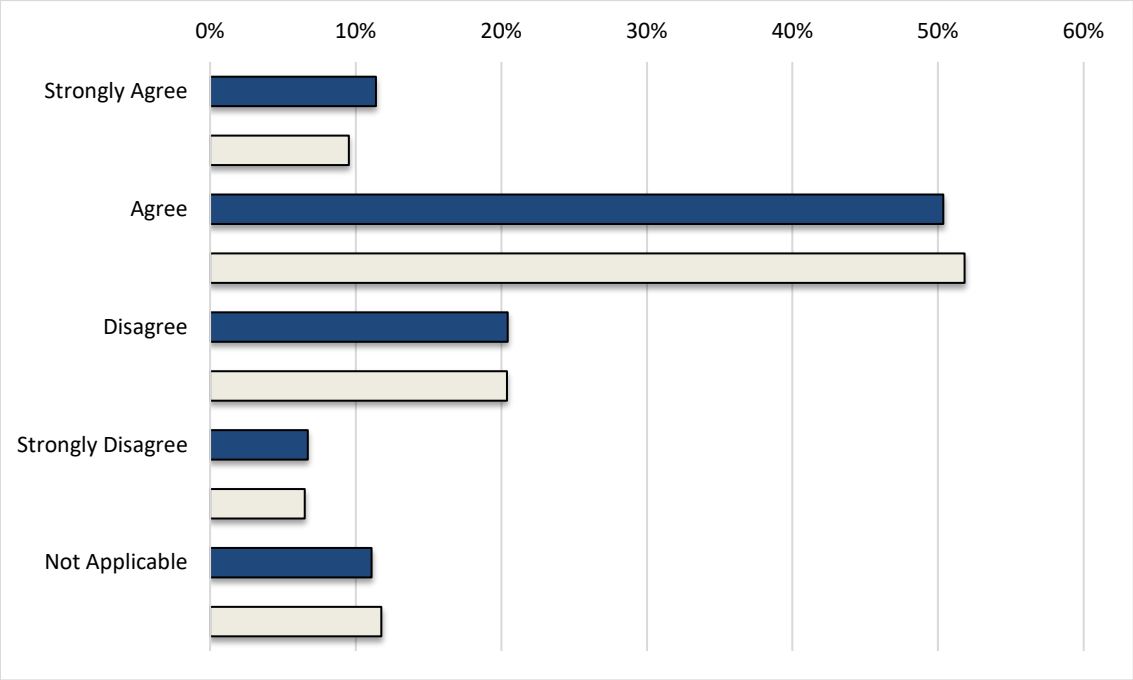
Healthy choices are readily available at your food service facility.

Responses	Response Percent	Response Count
Strongly Agree	10.15%	266
Agree	46.98%	1,231
Disagree	30.95%	811
Strongly Disagree	9.05%	237
Not Applicable	2.86%	75
Answered		**2,620**
Skipped		**454**



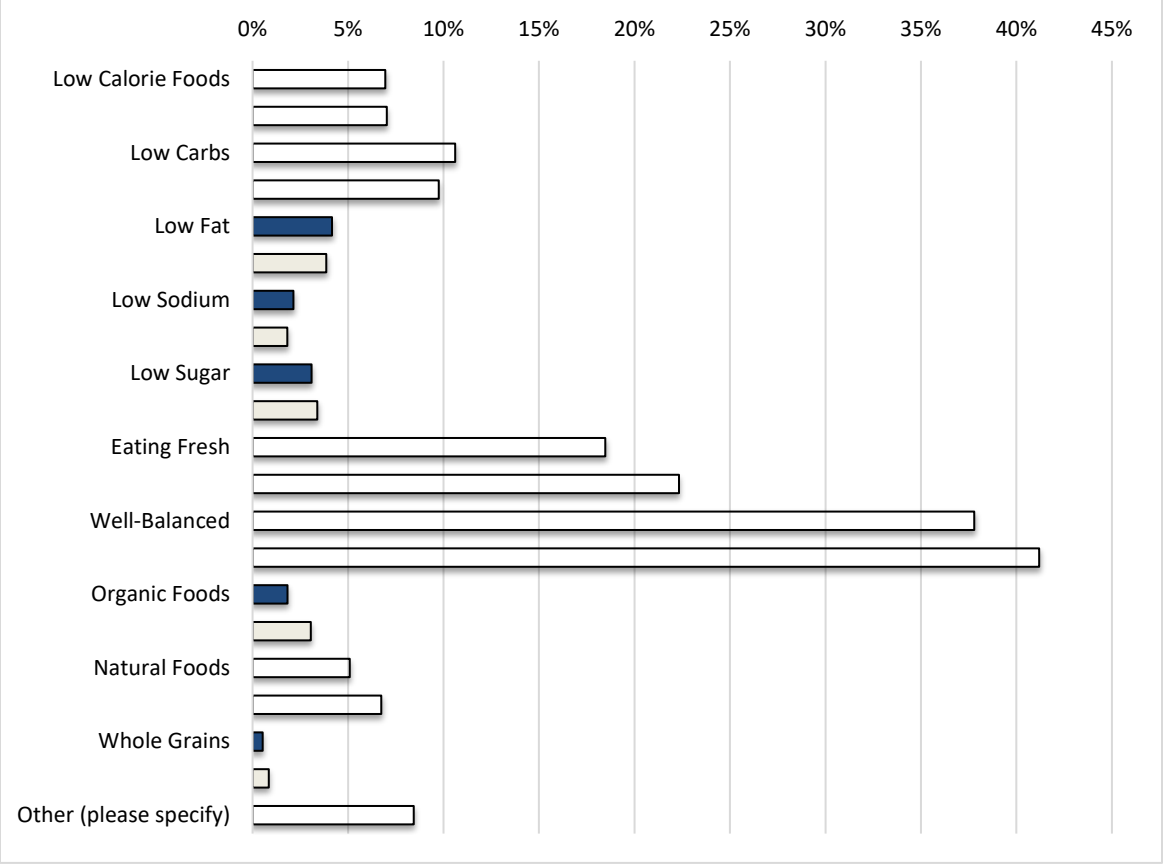
The healthy choices offered are reasonably priced.

Responses	Response Percent	Response Count
Strongly Agree	11.39%	297
Agree	50.36%	1,313
Disagree	20.44%	533
Strongly Disagree	6.71%	175
Not Applicable	11.09%	289
Answered		**2,607**
Skipped		**467**



In your opinion "eating healthy" means:

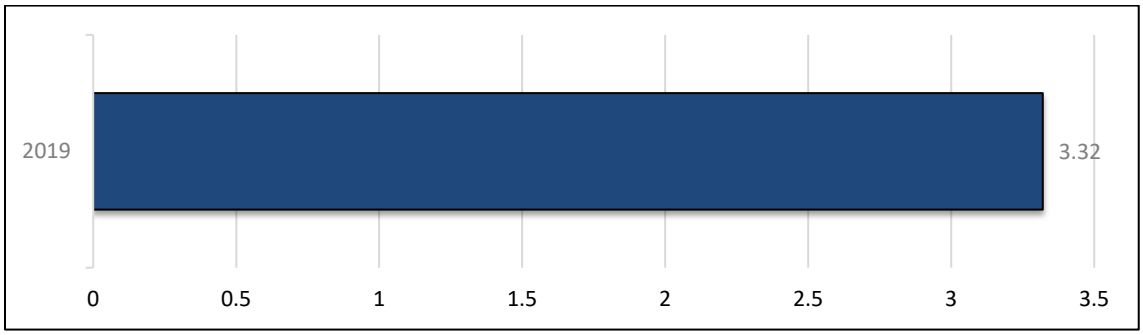
Responses	Response Percent	Response Count
Low Calorie Foods	6.95%	182
Low Carbs	10.61%	278
Low Fat	4.16%	109
Low Sodium	2.14%	56
Low Sugar	3.09%	81
Eating Fresh	18.47%	484
Well-Balanced	37.79%	990
Organic Foods	1.83%	48
Natural Foods	5.09%	157
Whole Grains	.53%	14
**Other (please specify)	8.44%	221
Answered		**2,620**
Skipped		**454**

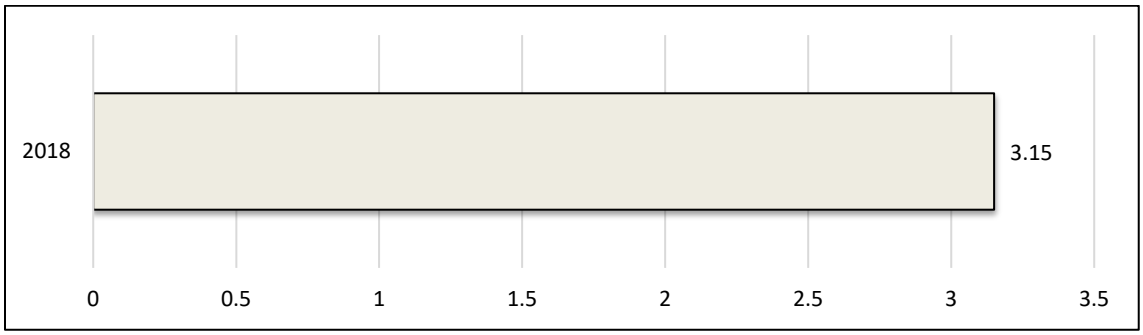


Overall Satisfaction

Please rate the quality of food offered your food service facility. (1 star is lowest, 5 stars is highest)

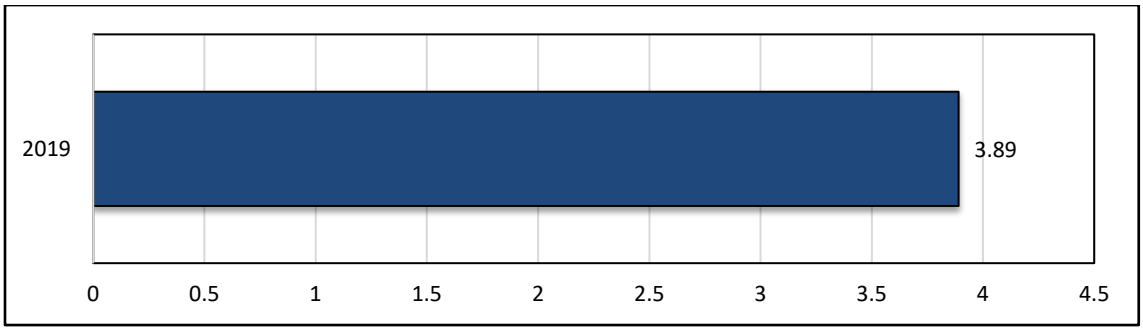
Responses	Response Percent	Response Count
1 Star	7.81%	204
2 Stars	14.67%	383
3 Stars	30.72%	814
4 Stars	31.18%	814
5 Stars	15.63%	408
Answered		**2,611**
Skipped		**463**

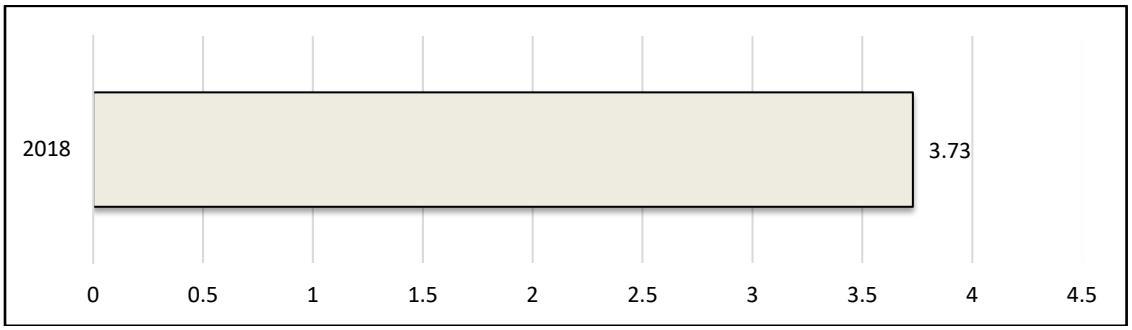




Please indicate the quality of service offered in your food service facility. (1 star is lowest, 5 stars is highest)

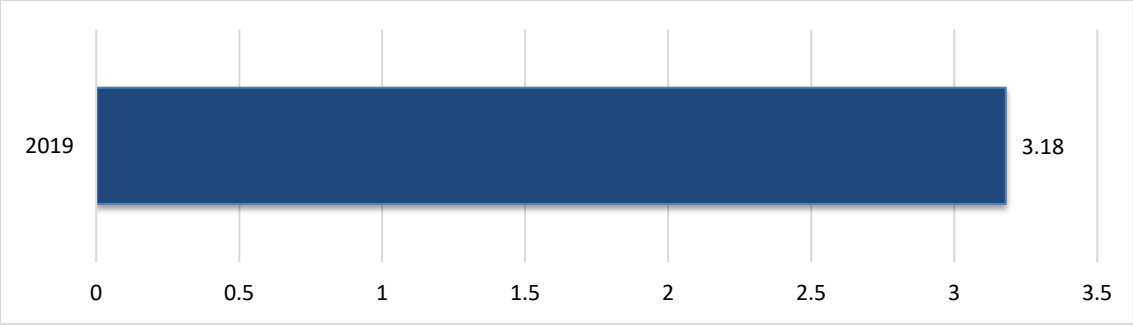
Responses	Response Percent	Response Count
1 Star	5.06%	132
2 Stars	7.78%	203
3 Stars	18.78%	490
4 Stars	29.55%	771
5 Stars	38.38%	1,013
Answered		**2,609**
Skipped		**465**

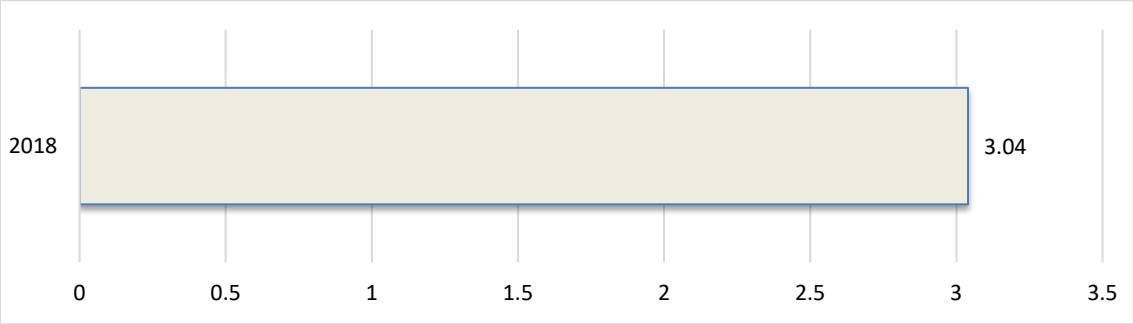




The variety of food options offered in your food service facility. (1 star is lowest, 5 stars is highest)

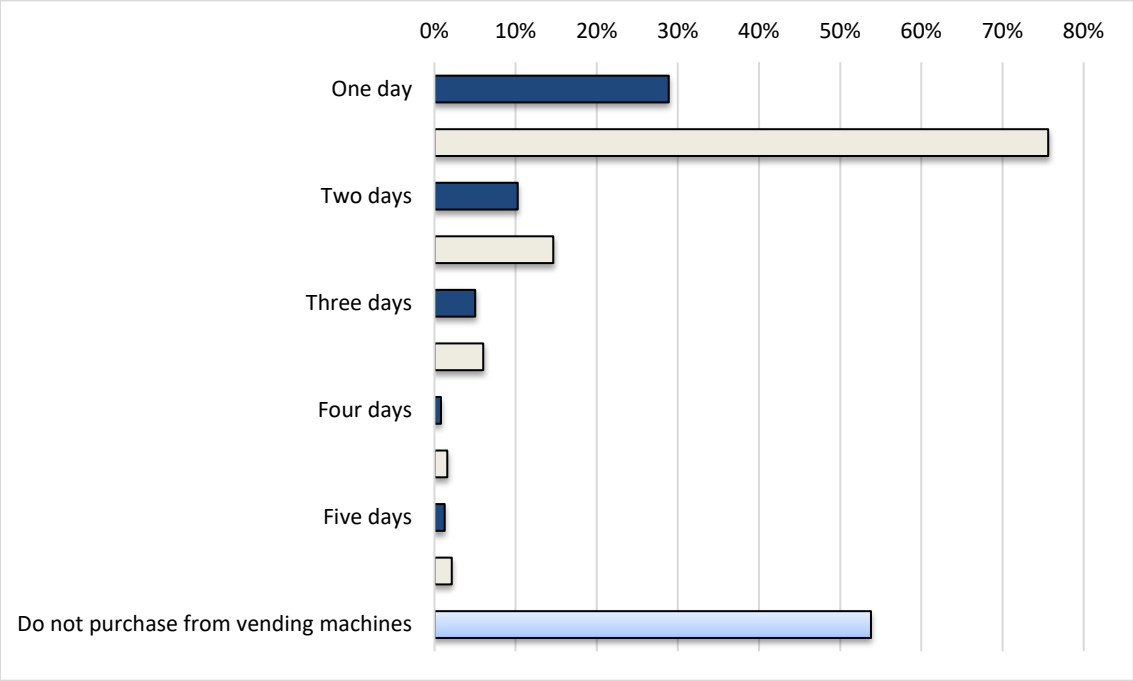
Responses	Response Percent	Response Count
1 Star	9.75%	255
2 Stars	18.23%	477
3 Stars	30.73%	804
4 Stars	26.76%	700
5 Stars	14.53%	380
Answered		**2,609**
Skipped		**465**

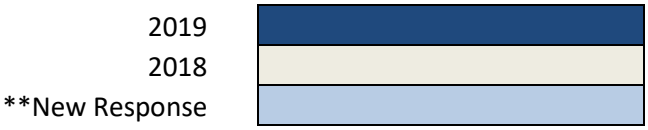




During a regular work week, you make purchases from the vending machines in your building:

Responses	Response Percent	Response Count
One day	28.87%	754
Two days	10.26%	268
Three days	5.02%	131
Four days	.80%	21
Five days	1.26%	33
**Do not purchase from vending machines	53.79%	1,405
Answered		**2,612**
Skipped		**462**

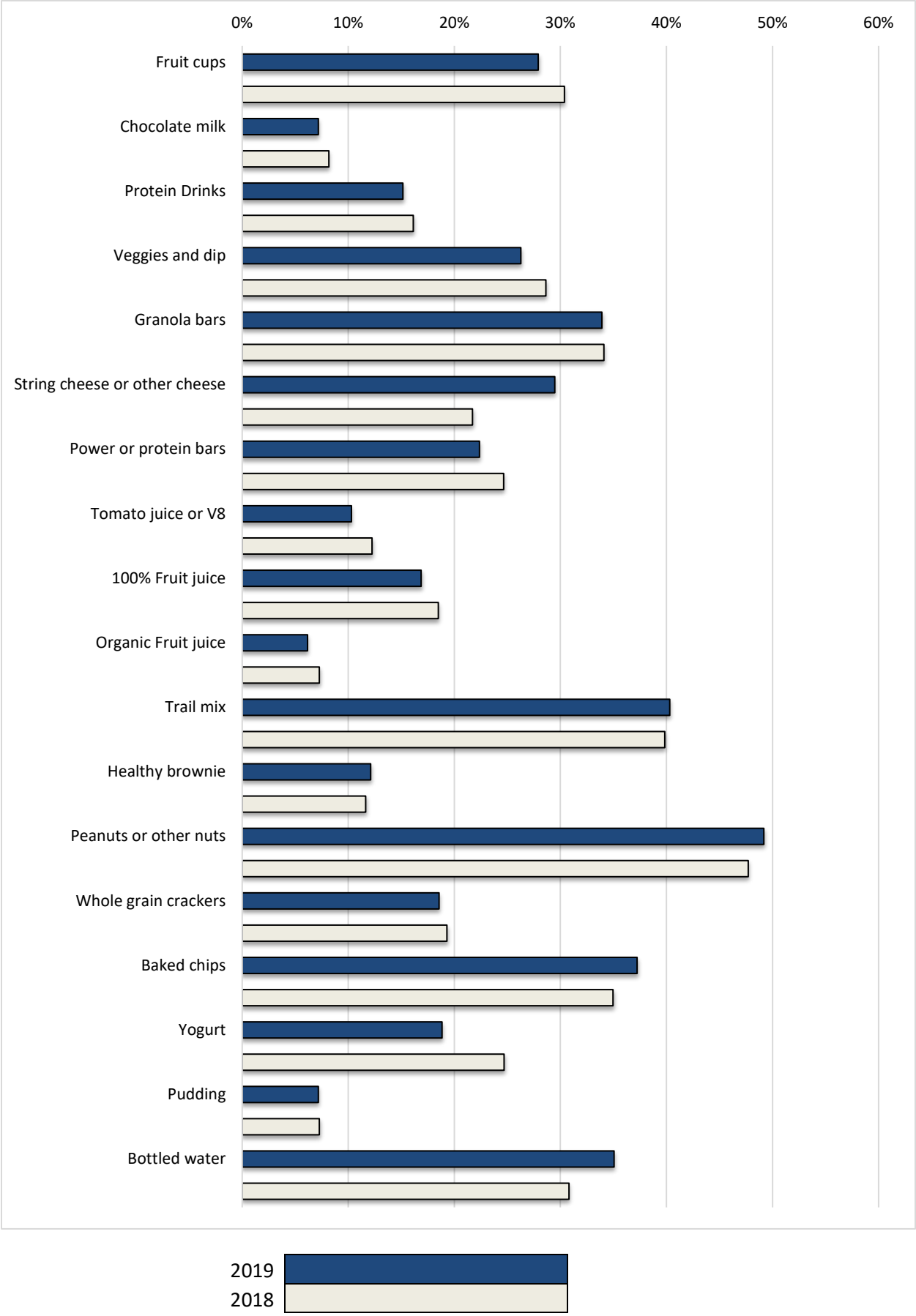




Vending

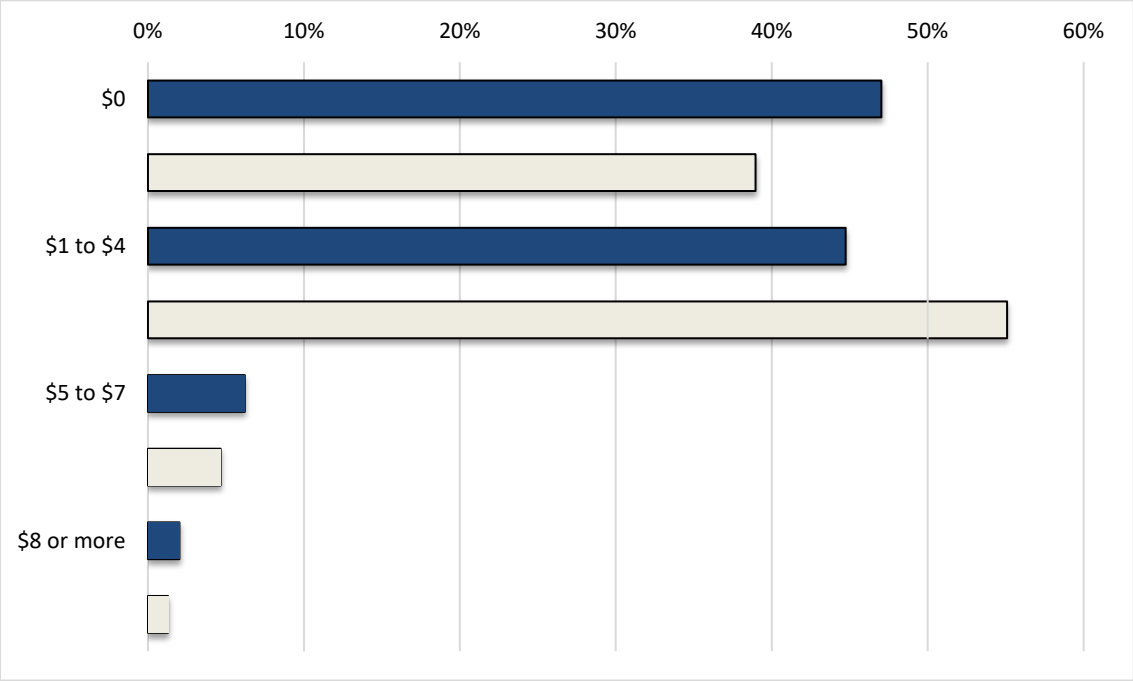
Please tell us which five products listed below would you be most likely to purchase:

Responses	Response Percent	Response Count
Fruit cups	27.91%	680
Chocolate milk	7.18%	175
Protein Drinks	15.15%	369
Veggies and dip	26.27%	640
Granola bars	33.91%	826
String cheese or other cheese	29.47%	718
Power or protein bars	22.37%	545
Tomato juice or V8	10.30%	251
100% Fruit juice	16.87%	411
Organic Fruit juice	6.16%	150
Trail mix	40.31%	982
Healthy brownie	12.11%	295
Peanuts or other nuts	49.18%	1,198
Whole grain crackers	18.56%	452
Baked chips	37.23%	907
Yogurt	18.84%	459
Pudding	7.18%	175
Bottled water	35.06%	854
Answered		**2,436**
Skipped		**638**


0%
10%
20%
30%
40%
50%
60%
Fruit cups
Chocolate milk
Protein Drinks
Veggies and dip
Granola bars
String cheese or other cheese
Power or protein bars
Tomato juice or V8
100% Fruit juice
Organic Fruit juice
Trail mix
Healthy brownie
Peanuts or other nuts
Whole grain crackers
Baked chips
Yogurt
Pudding
Bottled water
2019
2018

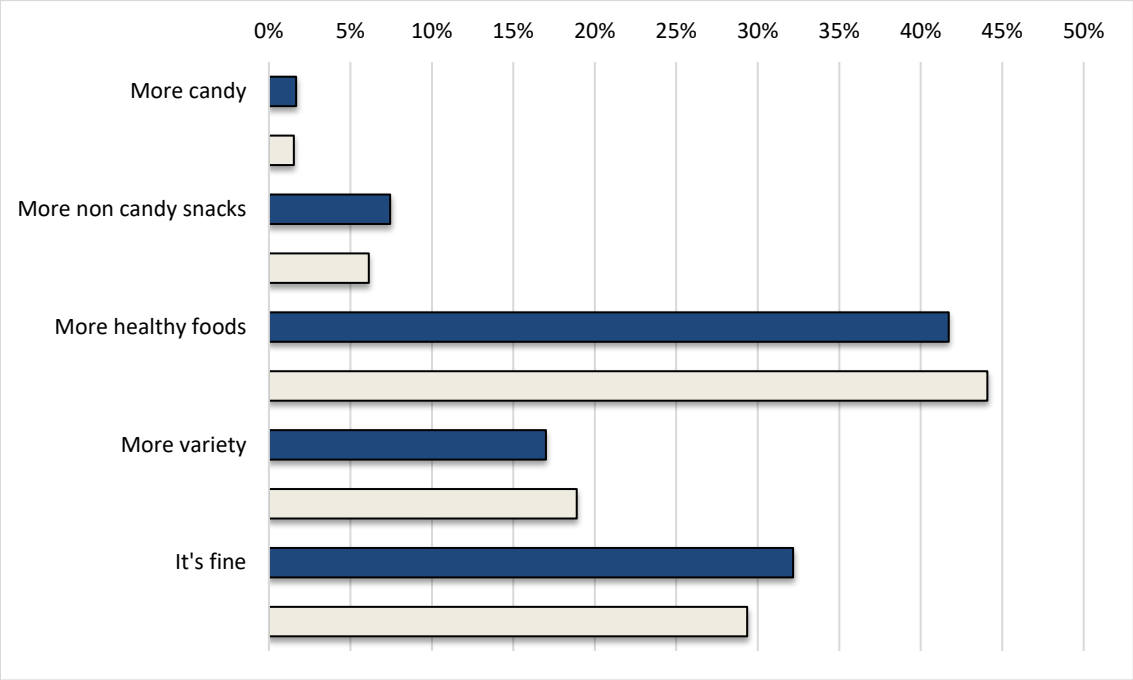
The amount of purchases I make during a work week from vending machines in my building usually total:

Responses	Response Percent	Response Count
$0	47.03%	1,212
$1 to $4	44.74%	1,153
$5 to $7	6.21%	160
$8 or more	2.02%	52
Answered		**2,577**
Skipped		**497**



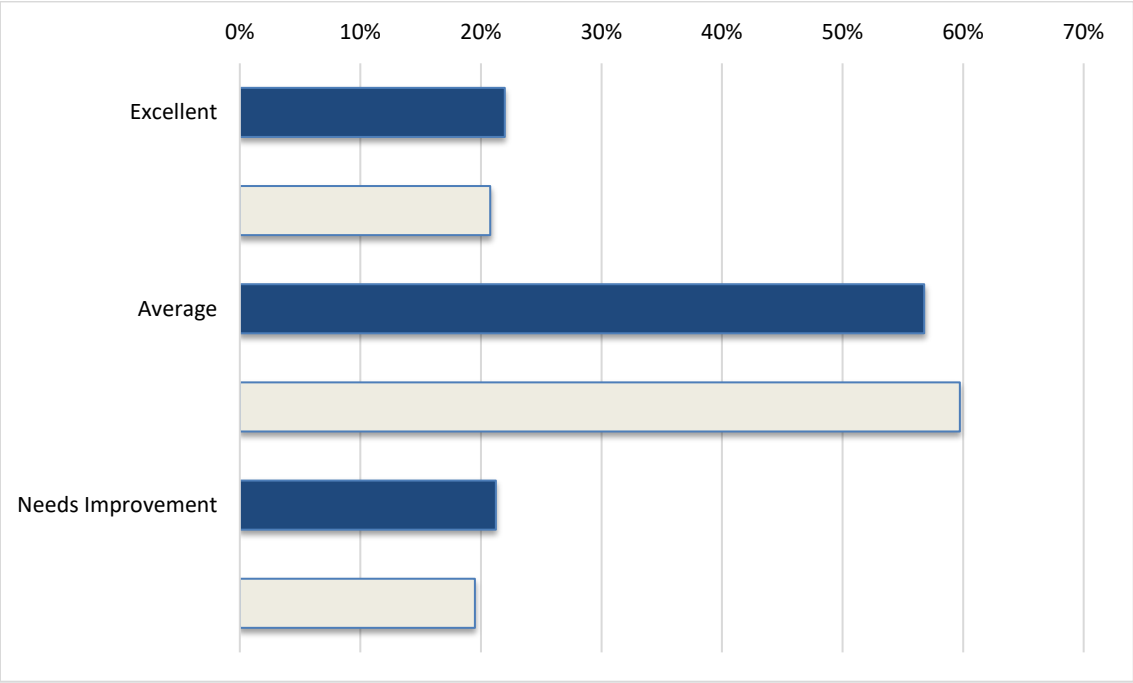
I would like the availability of the following in vending machines.

Responses	Response Percent	Response Count
More candy	1.67%	42
More non-candy snacks	7.44%	187
More healthy foods	41.72%	1,048
More variety	17.00%	427
It's fine.	32.17%	808
Answered		**2,512**
Skipped		**562**



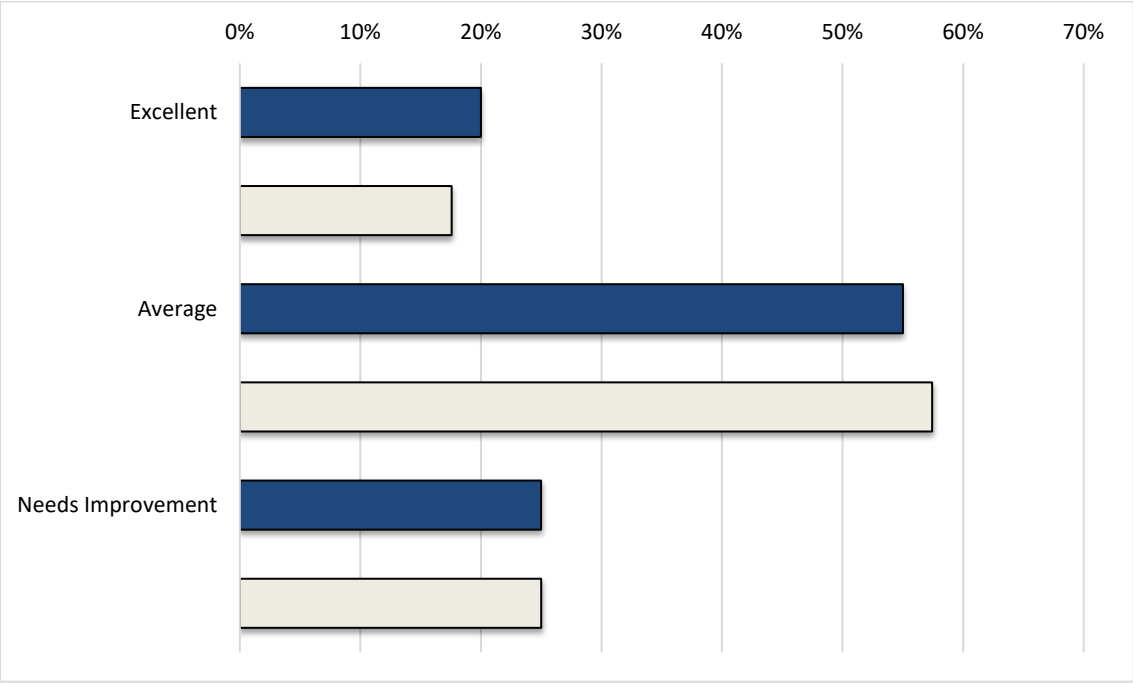
I rate the level of vending machines consistently working properly as:

Responses	Response Percent	Response Count
Excellent	21.98%	534
Average	56.77%	1,379
Needs Improvement	21.24%	516
Answered		**2,429**
Skipped		**645**



Vending machines are consistently stocked with a full selection of product.

Responses	Response Percent	Response Count
Excellent	20.00%	489
Average	55.01%	1,345
Needs Improvement	24.99%	611
Answered		**2,445**
Skipped		**629**

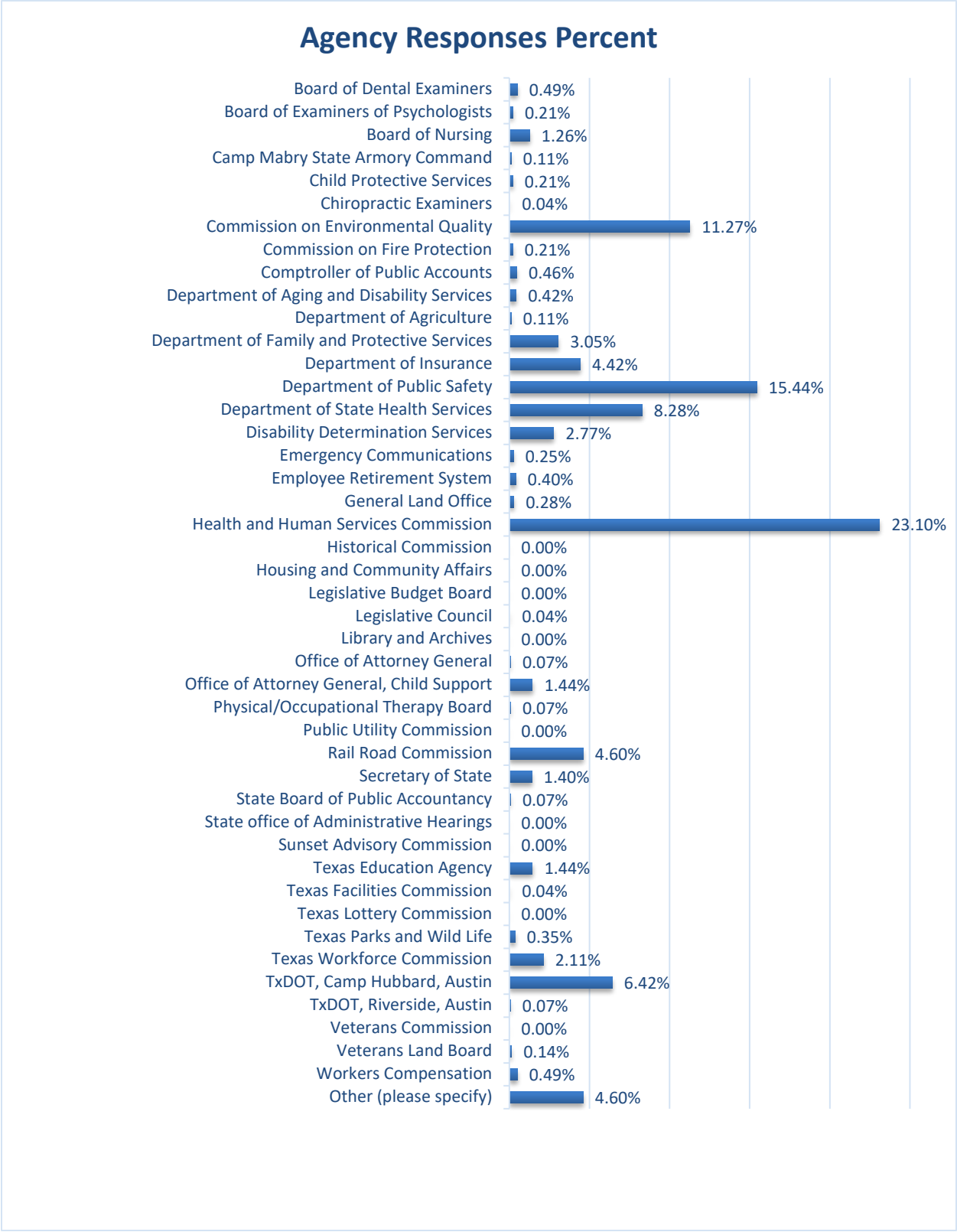


Agency and Facility Location

Please tell us which agency you work for.

Responses	Response Percent	Response Count	Last Year	Variance
Board of Dental Examiners	0.49%	14	17	-3
Board of Examiners of Psychologists	0.21%	6	3	3
Board of Nursing	1.26%	36	47	-11
Camp Mabry State Armory Command	0.11%	3	12	-9
Child Protective Services	0.21%	6	6	0
Chiropractic Examiners	0.04%	1	1	0
Commission on Environmental Quality	11.27%	321	9	312
Commission on Fire Protection	0.21%	6	5	1
Comptroller of Public Accounts	0.46%	13	44	-31
Department of Aging and Disability Services	0.42%	12	73	-61
Department of Agriculture	0.11%	3	8	-5
Department of Family and Protective Services	3.05%	87	34	53
Department of Insurance	4.42%	126	4	122
Department of Public Safety	15.44%	440	104	336
Department of State Health Services	8.28%	240	170	66
Disability Determination Services	2.77%	79	48	31
Emergency Communications	0.25%	7	5	2
Employee Retirement System	0.40%	1	1	0
General Land Office	0.28%	8	6	2
Health and Human Services Commission	23.10%	658	292	366
Historical Commission	0.00%	0	1	-1
Housing and Community Affairs	0.00%	0	4	-4
Legislative Budget Board	0.00%	0	0	0
Legislative Council	0.04%	1	0	1
Library and Archives	0.00%	0	0	0
Office of Attorney General	0.07%	2	8	-6
Office of Attorney General, Child Support	1.44%	41	1	40
Physical/Occupational Therapy Board	0.07%	2	7	-5

Responses	Response Percent	Response Count	Last Year	Variance
Public Utility Commission	0.00%	0	48	-48
Railroad Commission	4.60%	131	113	18
Secretary of State	1.40%	40	34	6
State Board of Public Accountancy	0.07%	2	10	-8
State Office of Administrative Hearings	0.00%	0	15	-15
Sunset Advisory Commission	0.00%	0	0	0
Texas Education Agency	1.44%	77	112	-35
Texas Facilities Commission	0.04%	41	2	39
Texas Lottery Commission	0.00%	1	0	1
Texas Parks and Wildlife	0.35%	0	1	-1
Texas Workforce Commission	2.11%	10	9	1
TxDOT, Camp Hubbard, Austin	6.42%	60	36	24
TxDOT, Riverside, Austin	0.07%	183	161	22
Veterans Commission	0.00%	2	0	2
Veterans Land Board	0.14%	0	3	-3
Workers Compensation	0.49%	4	2	2
Other (please specify)	4.60%	185	186	-1
Answered		**2,849**	1,652	1,197
Skipped		**225**		


Agency Responses Percent
Board of Dental Examiners 0.49%
Board of Examiners of Psychologists 0.21%
Board of Nursing 1.26%
Camp Mabry State Armory Command 0.11%
Child Protective Services 0.21%
Chiropractic Examiners 0.04%
Commission on Environmental Quality 11.27%
Commission on Fire Protection 0.21%
Comptroller of Public Accounts 0.46%
Department of Aging and Disability Services 0.42%
Department of Agriculture 0.11%
Department of Family and Protective Services 3.05%
Department of Insurance 4.42%
Department of Public Safety 15.44%
Department of State Health Services 8.28%
Disability Determination Services 2.77%
Emergency Communications 0.25%
Employee Retirement System 0.40%
General Land Office 0.28%
Health and Human Services Commission 23.10%
Historical Commission 0.00%
Housing and Community Affairs 0.00%
Legislative Budget Board 0.00%
Legislative Council 0.04%
Library and Archives 0.00%
Office of Attorney General 0.07%
Office of Attorney General, Child Support 1.44%
Physical/Occupational Therapy Board 0.07%
Public Utility Commission 0.00%
Rail Road Commission 4.60%
Secretary of State 1.40%
State Board of Public Accountancy 0.07%
State office of Administrative Hearings 0.00%
Sunset Advisory Commission 0.00%
Texas Education Agency 1.44%
Texas Facilities Commission 0.04%
Texas Lottery Commission 0.00%
Texas Parks and Wild Life 0.35%
Texas Workforce Commission 2.11%
TxDOT, Camp Hubbard, Austin 6.42%
TxDOT, Riverside, Austin 0.07%
Veterans Commission 0.00%
Veterans Land Board 0.14%
Workers Compensation 0.49%
Other (please specify) 4.60%

Cost Analysis Report 2018

An inquiry was submitted to the 17 state host agencies in which BET operates a cafeteria, snack bar, and/or convenience store. All the host agencies responded. There was inconsistency in methods used by respondents. The host agencies included in the survey and a summary of the costs reported or known are listed in the following table.

FY'18 TWC Food Service Location and Type	Address	Annual Value of Space Used 2018*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Brown-Heatly Bldg. Café	4900 N. Lamar Blvd., Austin, TX	4,061 sq. ft. $71,067.50	$10,924.09	$844.88	$3,939.17	State General Revenue and Federal Funding
William P. Clements Bldg. Café	300 W. 15th St., Austin, TX	3,239 sq. ft. $56,682.50	$3,433.34	$5,603.47	$1,684.28	State General Revenue and Federal Funding
Department of Public Safety Cafe	5805 N. Lamar Blvd., Austin, TX	5,202 sq. ft. $91,035.00	Lease includes maintenance	Lease includes utilities	N/A	State General Revenue and Federal Funding
Department of State Health Services Café	1100 West 49th St., Austin, TX	2,691 sq. ft. $47,092.50	$6,835.14	$9,526.14	$188.37	State General Revenue and Federal Funding
Elias Ramirez State Office Bldg.	5425 Polk St., Houston, TX	3,992 sq. ft. $69,860.00	$6,866.24	$5,788.40	$2,395.20	State General Revenue
Hobby Bldg. Café	333 Guadalupe St., Austin, TX	2,266 sq. ft. $39,655.00	$2,401.96	$6,004.90	$1,336.94	State General Revenue and Federal Funding
James Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX	1,092 sq. ft. $19,110.00	$1,408.68	$1,365.00	$892.92	State General Revenue and Federal Funding
John Winters Bldg. Café and Convenience Store	701 W. 51st St., Austin, TX	6,645 sq. ft. $116,287.50	$14,087.40	$19,669.20	$5,847.60	State General Revenue and Federal Funding

FY'18 TWC Food Service Location and Type	Address	Annual Value of Space Used 2018*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Texas Commission on Environmental Quality Park 35 Café	12100 N. IH-35, Austin, TX	3,522 sq. ft. $61,635.00	$11,904.36	$5,071.68	$2,571.06	State General Revenue and Federal Funding
Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX	3,878 sq. ft. $67,865.00	$4,593.73	$7,240.98	$2,413.66	State General Revenue and Federal Funding
William B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX	3,934 sq. ft. $68,845.00	$3,579.94	$4,406.08	$2,399.74	State General Revenue and Federal Funding
Department of Transportation Café	4615 NW Loop 410, San Antonio, TX	1,255 sq. ft. $21,962.50	Not Reported	$6,445.00	$12,850.00	Highway 6 Funding
Department of Transportation Café	200 Riverside Dr., Austin, TX	5,500 sq. ft. $96,250.00	$16,102.00	$9,295.00	$11,092.00	Highway Transportatio n Fund 6
Texas Department of Transportation Camp Hubbard	3500 Jackson Ave., Austin, TX	5,709 sq. ft. $99,907.50	$18,907.00	$9,534.00	$5,376.00	Highway Transportatio n Fund 6
Disability Determination Services	6101 E. Oltorf St., Austin, TX	3,850 sq. ft. $67,375.00	Included in lease	$,6,265.70	$4,197.65	SSA, 100% Federal Funds
Attorney General Child Support Division	5500 E. Oltorf St., Austin, TX	1,780 sq. ft. $31,150.00	Included in lease	$2,349.60	$4,111.80	Title IV-D funding
Totals	**NA**	**$1,025,780.00**	**$101,043.88**	**$99,410.03**	**$61,296.39**	**N/A**

*Annual value of space used can include utility, maintenance, and janitorial costs. To establish consistency in reporting, the estimated value of space was based on average square footage lease costs of $17.50 per square foot for space leased by state agencies, as reported by the Texas Facilities Commission Master Facilities Plan Report 2018, page 20.

Cost Analysis Survey Responding Agencies

State Property Locations Surveyed Sent to:	Responded
San Antonio Supported Living Center and Hospital—San Antonio	Yes
Texas Dept. of Transportation—San Antonio	Yes
Texas Dept. of Transportation—Austin	Yes
Texas Dept. of Transportation—Camp Hubbard, Austin	Yes
Disability Determination Services—Austin	Yes
Department of Public Safety—Austin	Yes
Office of the Attorney General Child Support—Austin	Yes
Elias Ramirez State Office Building—Houston	Yes
Department of State Health Services—Austin	Yes
Winters Building Café and Convenience Store—Austin	Yes
Commission on Environmental Quality—Austin	Yes
Travis Building—Austin	Yes
Hobby Building—Austin	Yes
Clements Building—Austin	Yes
Brown-Heatly Building—Austin	Yes
Rudder Building—Austin	Yes
Stephen F. Austin Building—Austin	Yes

Texas Workforce Commission

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