



# CUSTOMER SATISFACTION SURVEY AND COST ANALYSIS REPORT 2020

**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 37 as part of TWC performance reporting for the BET program for the 2020–2021 biennium. Rider 37 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.

Since its inception in 2011 and until three years ago, the survey was conducted during the month of August. Last year the survey was conducted in May and, once again, an extended response period was needed to produce useful response numbers. This year the survey was conducted from August 3 to August 14 due to the COVID-19 pandemic. This adjustment resulted in 25 of the 46 Agencies responding and 1881 customer responses. The response is down considerably from last year as expected due to the significant increase in the number of State agency staff working remotely as a result of the COVID-19 pandemic.

The survey process and how the survey and report are designed have been improved over the years.

Improvements and adjustments for this year include:

- Additional and repeated contacts with buildings hosting BET facilities to better promote the availability of the survey.
- Introduction of new questions to the survey to survey the effects of the COVID 19 pandemic on facility sales as well as maintaining several of the same questions to enable trend analysis.
- Including prior year survey results in the report for questions that remain the same from year to year.
- Added the “Positivity Rate” which measures the number of positive results compared to the previous year.
- Adjusted survey response period to August 3 thru August 14.





## Actions Taken as a Result of the 2019 Customer Satisfaction Survey

BET distributed survey results to licensed managers who operate facilities. BET discussed customer feedback and managers were asked 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 October 2019 annual BET Training Conference.

# Summary of the 2020 Customer Satisfaction Survey Results

Although many of the categories surveyed remained stable within one to two percentage points from 2019 to 2020, BET survey respondents once again reported that they saw improvement in BET operations in the areas of overall value and product selection.

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

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

Many respondents provided preferences and opinions consistent with those received in past surveys:

- Respondents once again listed healthy offerings such soups, salad, sandwiches and chicken as their most frequently desired menu options. However, the largest percentage of customers 42.19% responded that they normally purchase a meal consisting of meat and vegetables in BET facilities.
- Customers responded, as they have in the past, that they valued 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 non-retail food sources. This is due most often to customers choosing to bring food from home.

The 2020 survey included several new questions designed determine the impact COVID-19 had on customer perceptions. This information will assist BET to evaluate necessary modifications to increase customer comfort levels with using BET facilities in the wake of the pandemic. It will also inform consideration of new food service models.

Following are a few of the primary observations based on survey responses:

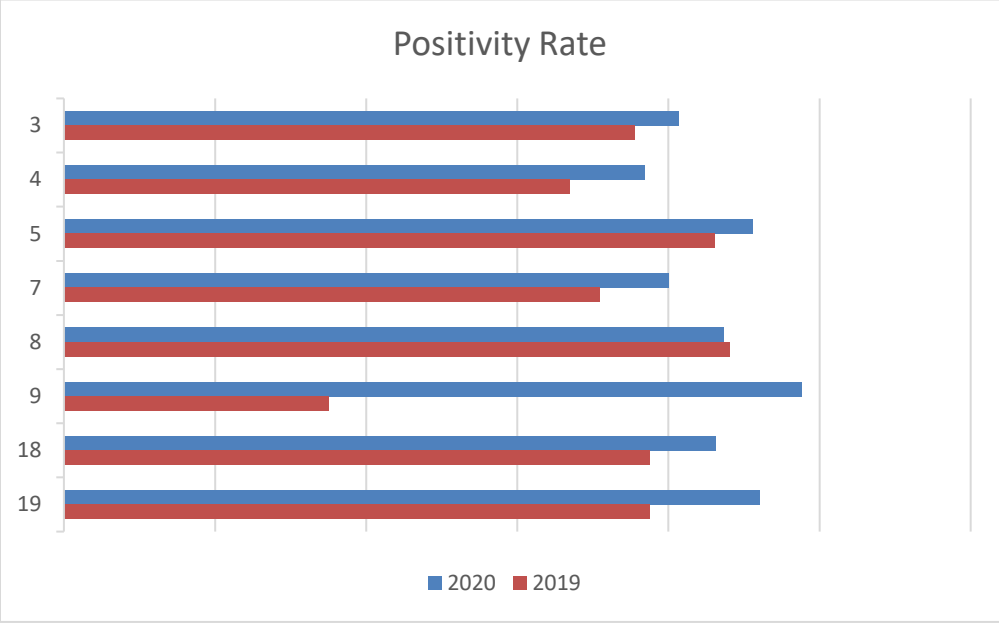
- Over 85-percent of all respondents use the services BET managers offer in their workplace with over 97 percent stating they spend \$10.00 or more. However, BET staff also learned that there are opportunities to increase the frequency of customer weekly visits as many respondents reported that they seldom shop in BET facilities.
- Quality of food was rated almost 9 percent higher this year compared to last year.
- Respondents made clear that they prefer shopping at BET food service facilities over vending machines. Respondents also indicated that, when they make purchases from vending machines, it is most often nuts.
- Over 48 percent of all respondents would not be comfortable dining in BET food service facility dining areas due to the pandemic, primarily due to the concern about crowds indoors, but also indicated the measures that would alleviate those concerns.
- Over 62 percent of all respondents noted they would be more likely to bring cooked food from home in the wake of the COVID-19 pandemic.



## 2020 Customer Satisfaction Survey Results

The following tables and graphs reflect the 1881 responses to the topics addressed in the survey. For questions remaining consistent from 2019 to 2020, the graphs also reflect 2019 survey results. The graph directly and the table on the next page demonstrate the rate of positive comments compared to the previous year for questions consistent from 2019 to 2020

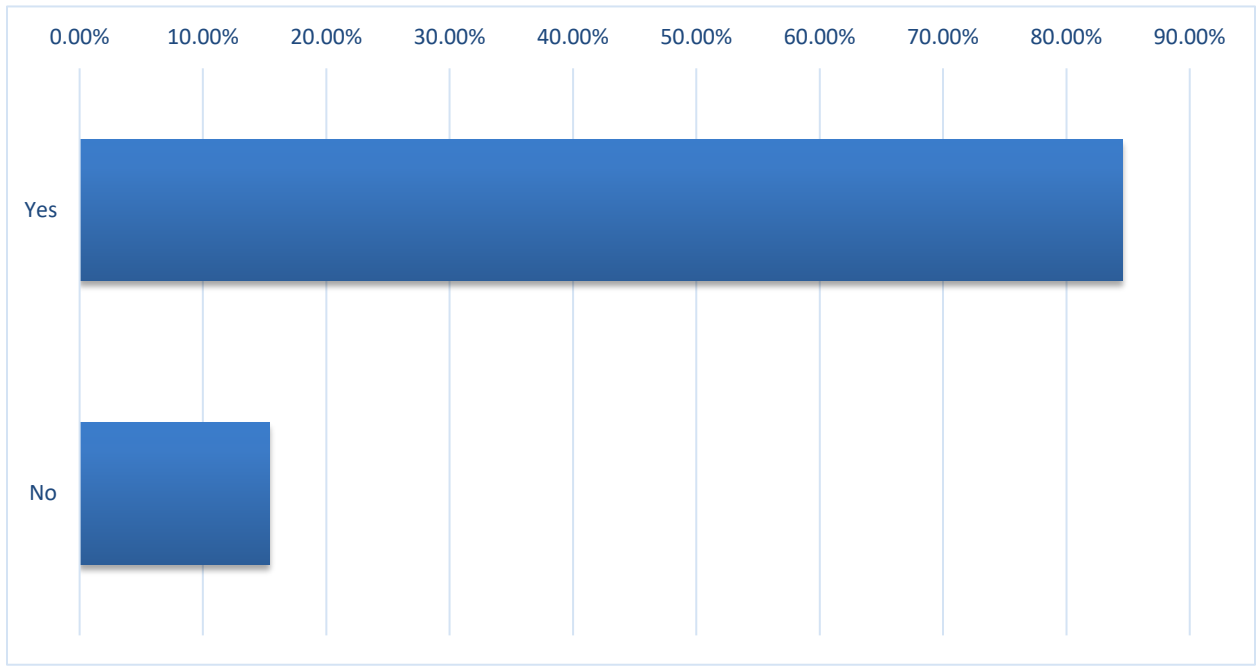
Positivity Rate 2020 Compared to 2019			
Question #	2020	2019	+/-
3	81.32%	75.54%	5.78%
4	76.91%	66.90%	10.01%
5	91.15%	86.15%	5.00%
7	80.08%	70.90%	9.18%
8	87.26%	88.03%	-0.77%
9	97.63%	34.96%	62.67%
18	86.30%	77.53%	8.77%
19	92.01%	77.53%	14.48%
<b>Average</b>	<b>86.58%</b>	<b>72.19%</b>	<b>14.39%</b>



\*New Question for 2020

**Question 1: Prior to the coronavirus pandemic did you use the Food Service or Vending Services offered in your location?**

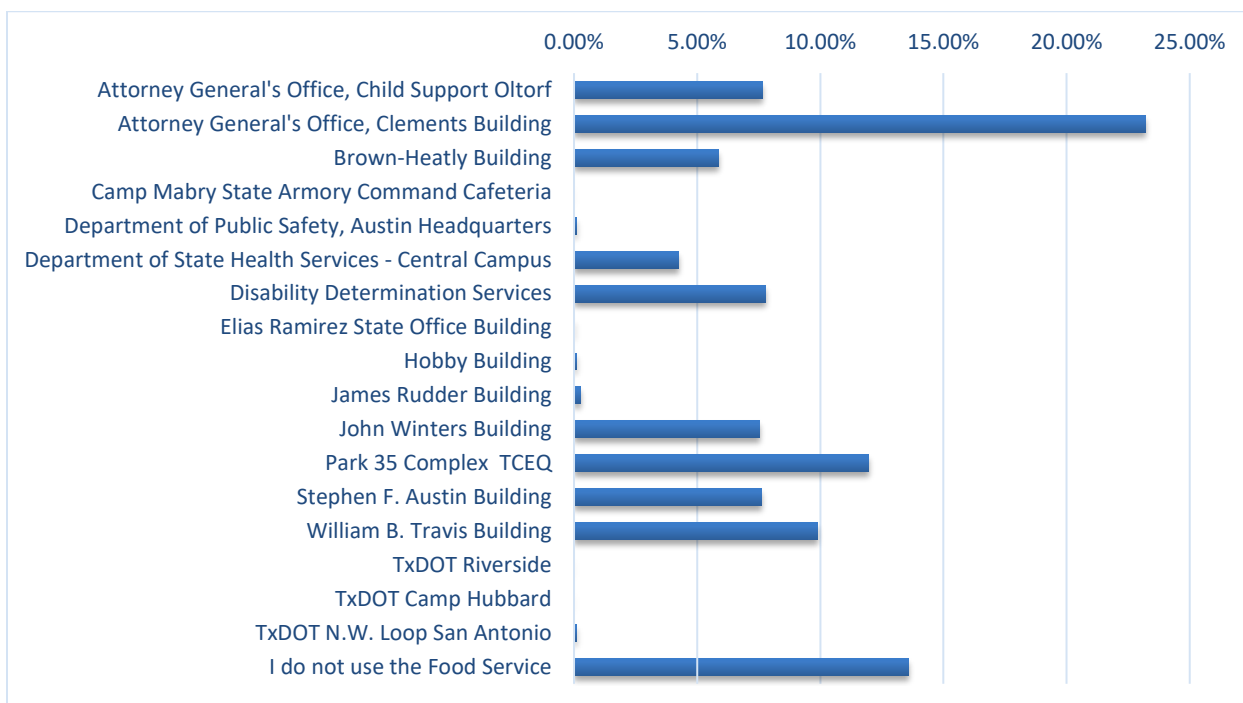
Answer Choices	Response Percent	Response Count
Yes	84.57%	1578
No	15.43%	288
	<b>Answered</b>	<b>1866</b>
	<b>Skipped</b>	<b>15</b>





## Question 2: Please tell us which food service location you visit most

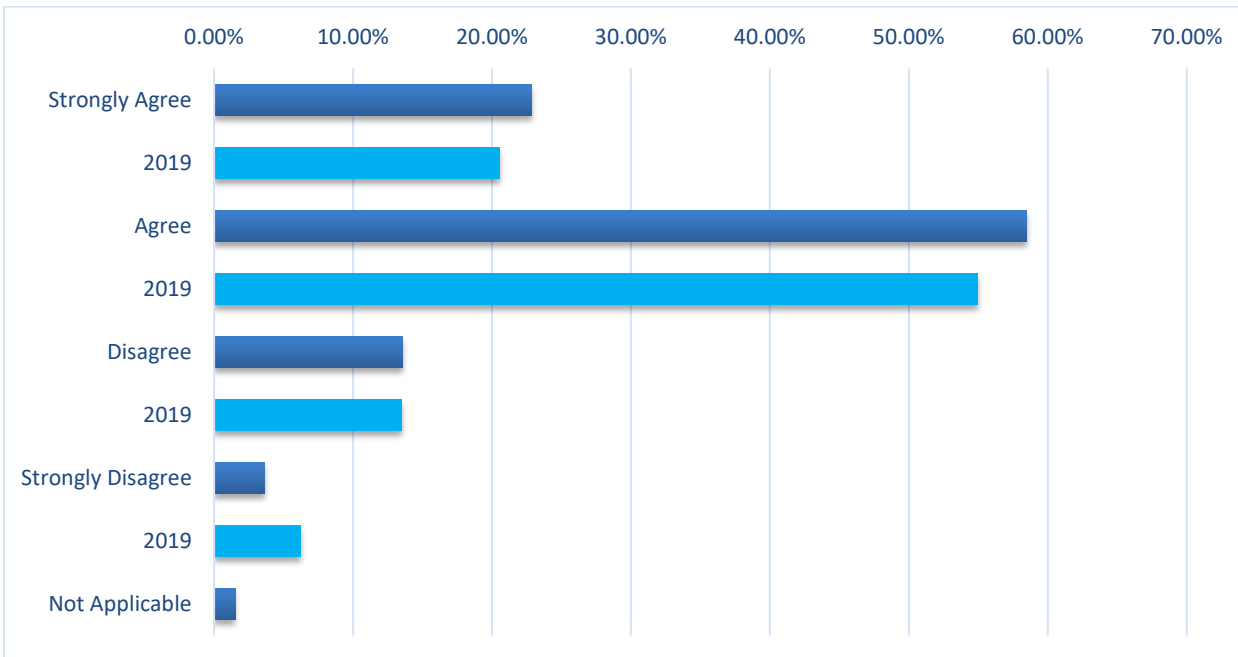
Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support Oltorf	7.66%	142
Attorney General's Office, Clements Building	23.19%	430
Brown-Heatly Building	5.88%	109
Camp Mabry State Armory Command Cafeteria	0.00%	0
Department of Public Safety, Austin Headquarters	0.11%	2
Department of State Health Services - Central Campus	4.26%	79
Disability Determination Services	7.77%	144
Elias Ramirez State Office Building	0.05%	1
Hobby Building	0.11%	2
James Rudder Building	0.27%	5
John Winters Building	7.55%	140
Park 35 Complex TCEQ	11.97%	222
Stephen F. Austin Building	7.61%	141
William B. Travis Building	9.87%	183
TxDOT Riverside	0.00%	0
TxDOT Camp Hubbard	0.00%	0
TxDOT N.W. Loop San Antonio	0.11%	2
I do not use the Food Service	13.59%	252
	<b>Answered</b>	<b>1854</b>
	<b>Skipped</b>	<b>27</b>



# Pricing and Products

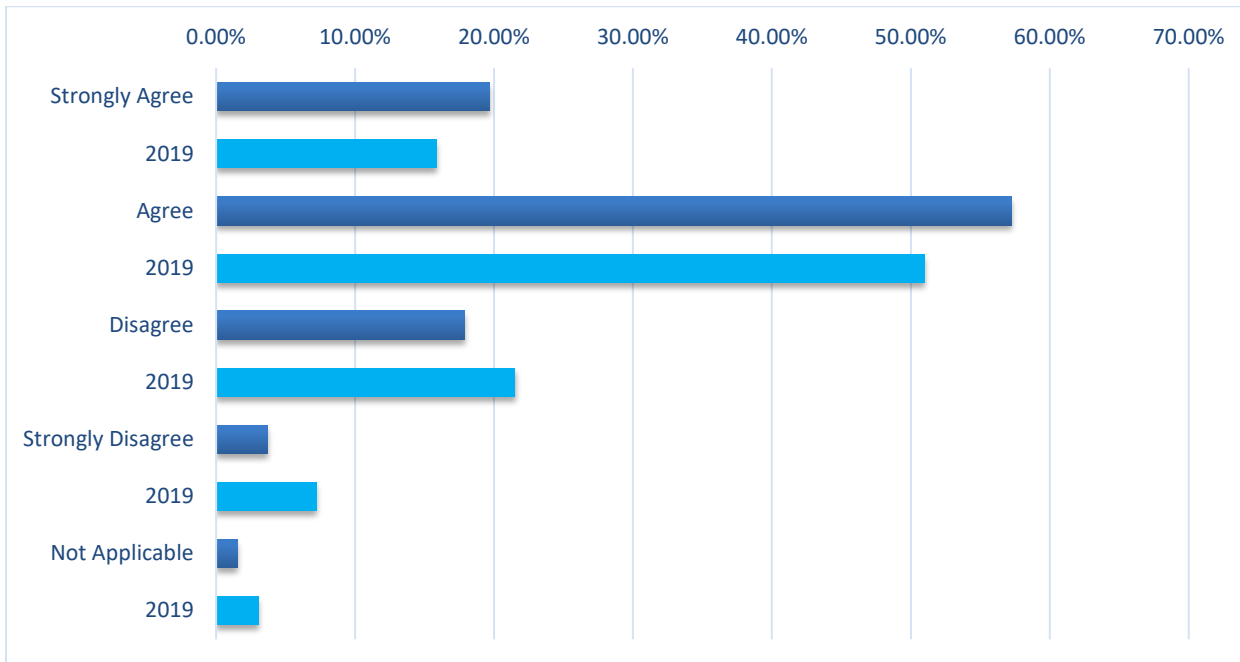
**Question 3: The prices offered in the food service and/or vending facility in this building are reasonable compared to other foodservice operations in the area.**

Answer Choices	Response Percent	Response Count
Strongly Agree	22.83%	347
2019	20.57%	625
Agree	58.49%	889
2019	54.97%	1670
Disagree	13.55%	206
2019	13.46%	409
Strongly Disagree	3.62%	55
2019	6.25%	190
Not Applicable	1.51%	23
2019	4.74%	144
	<b>Answered</b>	<b>1520</b>
	<b>Skipped</b>	<b>361</b>



**Question 4: The product selection at the facility is displayed prominently with prices shown.**

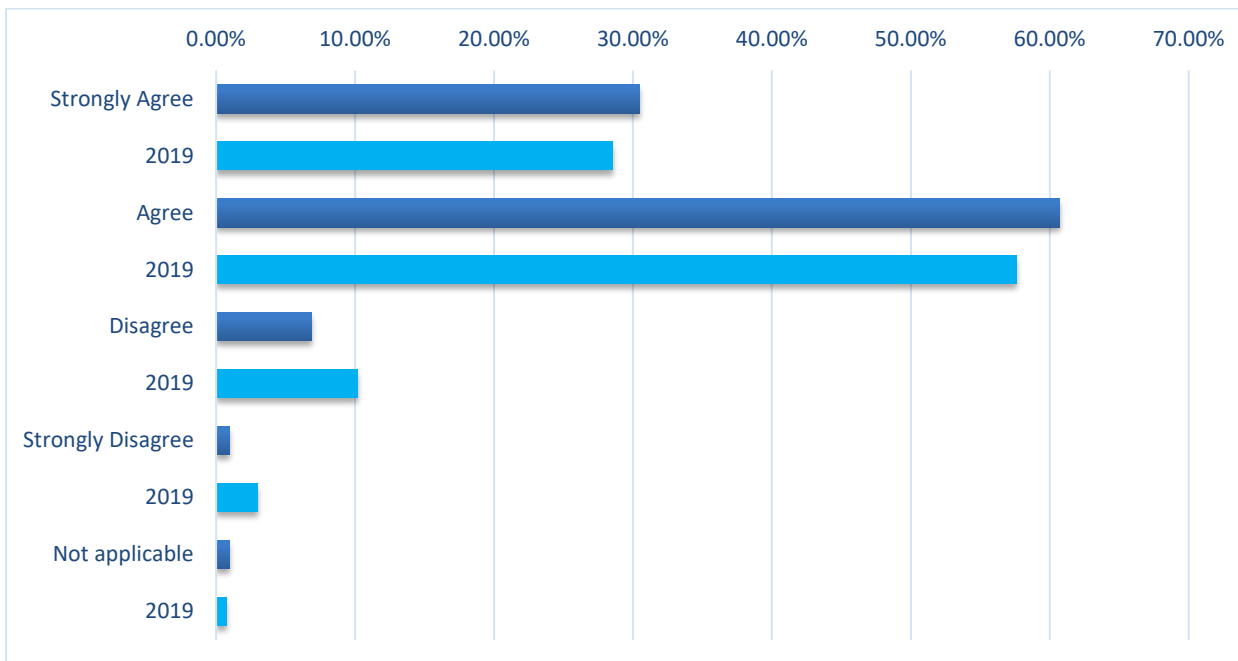
Answer Choices		Response Percent	Response Count
Strongly Agree		19.67%	299
	2019	15.88%	482
Agree		57.24%	870
	2019	51.02%	1549
Disagree		17.89%	272
	2019	21.51%	653
Strongly Disagree		3.68%	56
	2019	7.21%	219
Not Applicable		1.51%	23
	2019	3.07%	133
		<b>Answered</b>	<b>1166</b>
		<b>Skipped</b>	<b>307</b>



# Hours of Operation

**Question 5: The hours this food service facility is open are appropriate considering the work schedule of building occupants.**

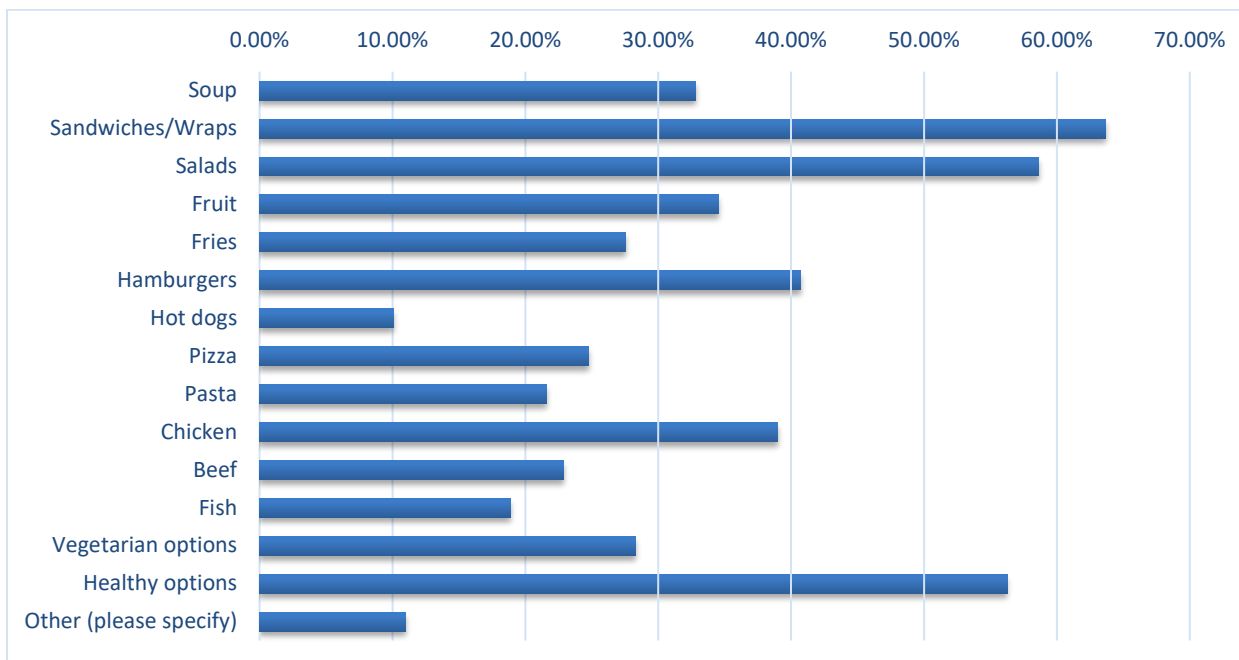
Answer Choices	Response Percent	Response Count
Strongly Agree	30.45%	461
2019	28.55%	793
Agree	60.70%	919
2019	57.60%	1600
Disagree	6.87%	104
2019	10.15%	282
Strongly Disagree	0.99%	15
2019	2.99%	83
Not applicable	0.99%	15
2019	0.72%	20
<b>Answered</b>		<b>1514</b>
<b>Skipped</b>		<b>367</b>



# Menu Items

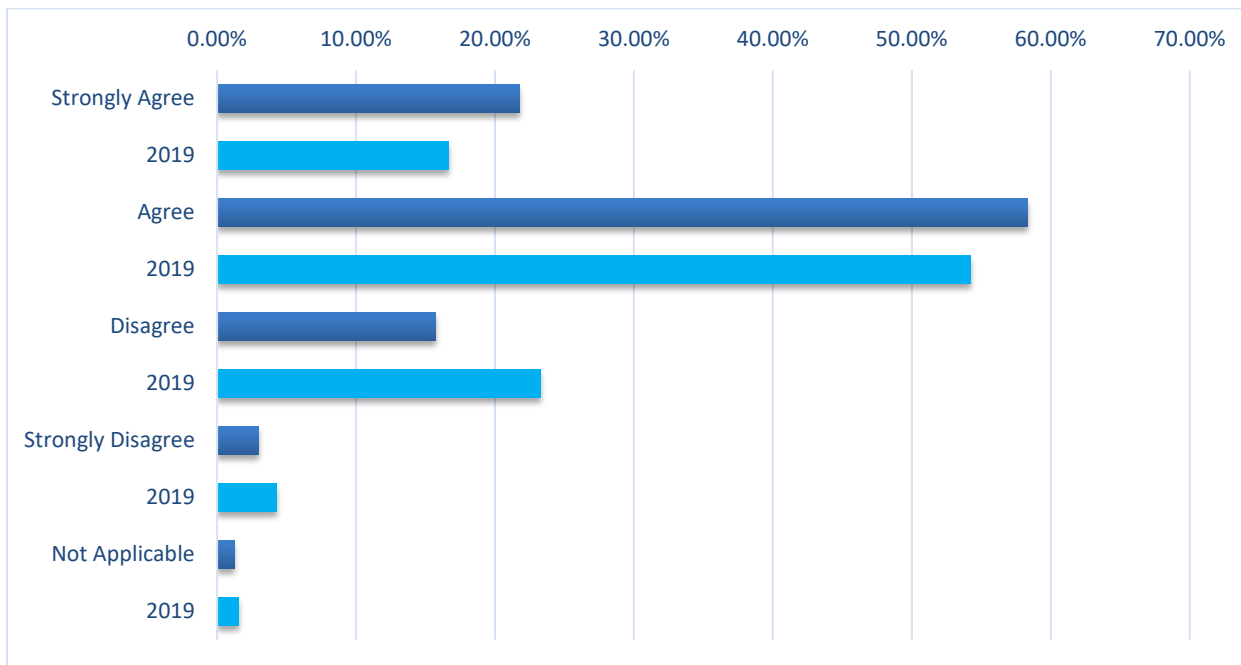
**Question 6: You are creating your own food service menu, select the items you would include. (Please select your top three items)**

Answer Choices	Response Percent	Response Count
Soup	32.82%	486
Sandwiches/Wraps	63.67%	943
Salads	58.61%	868
Fruit	34.57%	512
Fries	27.55%	408
Hamburgers	40.72%	603
Hot dogs	10.06%	149
Pizza	24.78%	367
Pasta	21.61%	320
Chicken	38.96%	577
Beef	22.89%	339
Fish	18.91%	280
Vegetarian options	28.29%	419
Healthy options	56.25%	833
Other (please specify)	11.01%	163
<b>Answered</b>		<b>1481</b>
<b>Skipped</b>		<b>400</b>



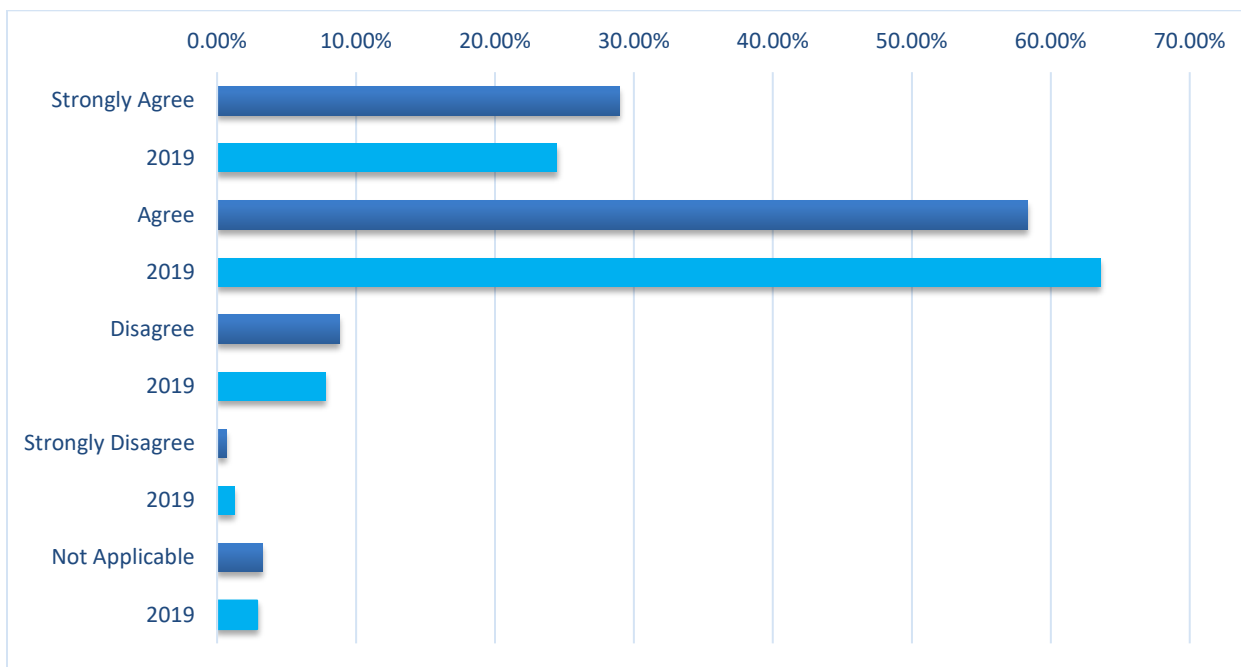
**Question 7: There is a wide variety of hot food offered.**

Answer Choices		Response Percent	Response Count
Strongly Agree		21.75%	321
	2019	16.69%	440
Agree		58.33%	861
	2019	54.21%	1429
Disagree		15.72%	232
	2019	23.29%	614
Strongly Disagree		2.98%	44
	2019	4.25%	112
Not Applicable		1.22%	18
	2019	1.56%	41
		<b>Answered</b>	<b>1836</b>
		<b>Skipped</b>	<b>405</b>



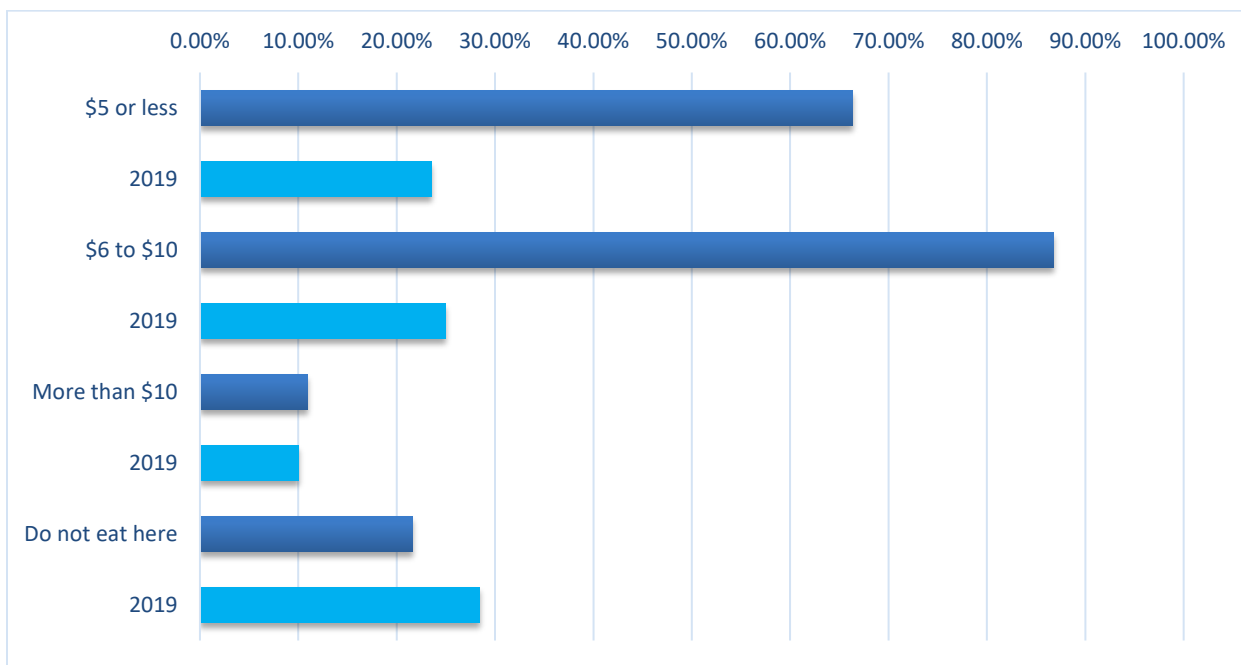
**Question 8: There is a wide variety of bottled beverages offered.**

Answer Choices		Response Percent	Response Count
Strongly Agree		28.93%	429
	2019	24.46%	646
Agree		58.33%	865
	2019	63.57%	1679
Disagree		8.83%	131
	2019	7.84%	207
Strongly Disagree		0.67%	10
	2019	1.25%	33
Not Applicable		3.24%	48
	2019	2.88%	76
		<b>Answered</b>	<b>1483</b>
		<b>Skipped</b>	<b>398</b>



**Question 9: During a regular work week, you normally spend for breakfast daily**

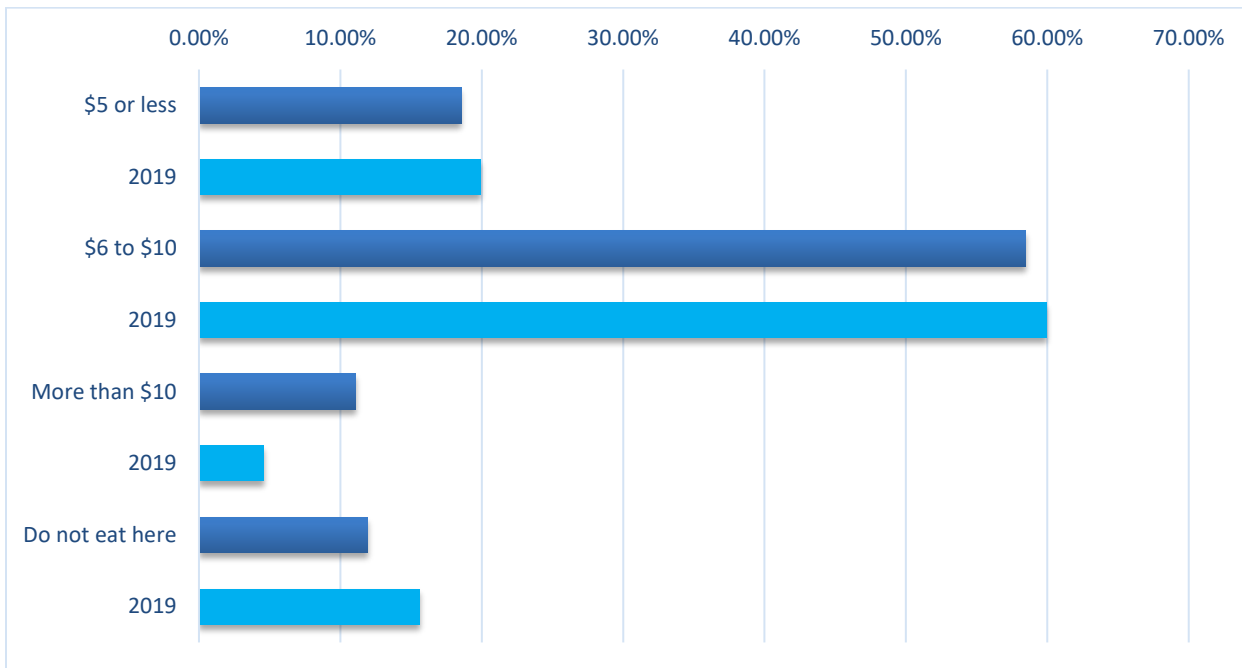
Answer Choices	Response Percent	Response Count
\$5 or less	66.34%	831
2019	23.54%	1742
\$6 to \$10	86.74%	213
2019	24.94%	286
More than \$10	10.89%	46
2019	10.02%	30
Do not eat here	21.63%	371
2019	28.47%	568
<b>Answered</b>		<b>1461</b>
<b>Skipped</b>		<b>420</b>





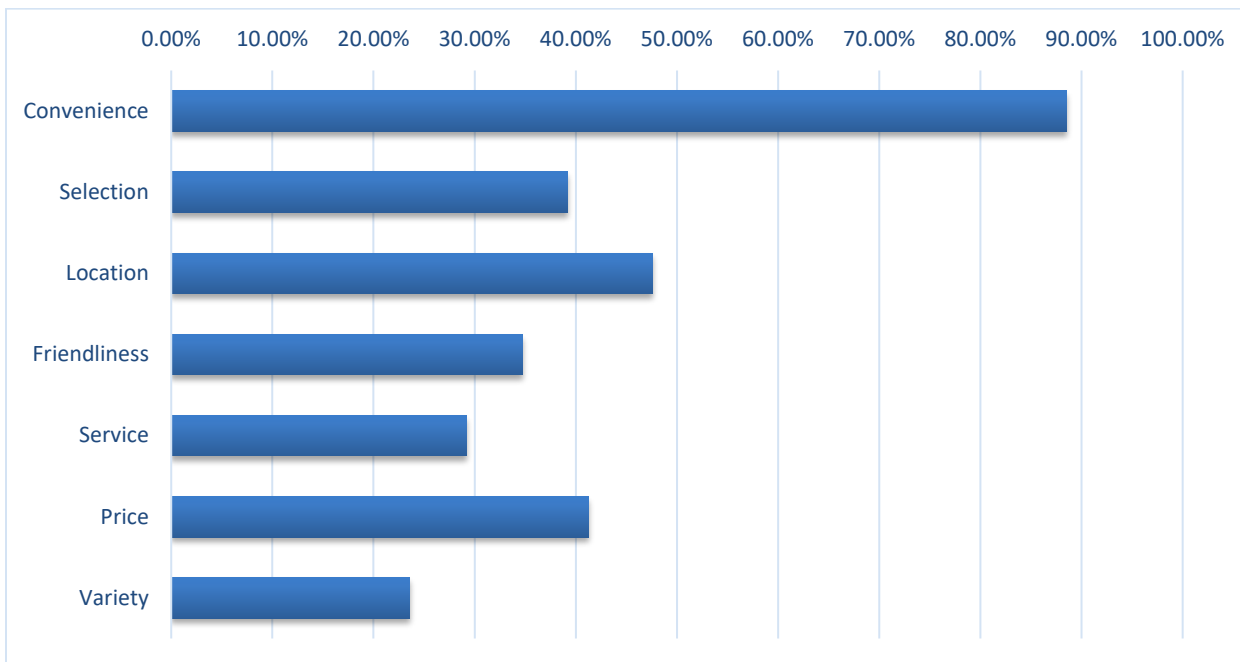
**Question 10: During a regular work week, you normally spend for lunch daily**

Answer Choices	Response Percent	Response Count
\$5 or less	18.54%	274
2019	19.89%	527
\$6 to \$10	58.46%	864
2019	59.92%	1588
More than \$10	11.10%	164
2019	4.60%	122
Do not eat here	11.91%	176
2019	15.58%	413
<b>Answered</b>		<b>1478</b>
<b>Skipped</b>		<b>403</b>



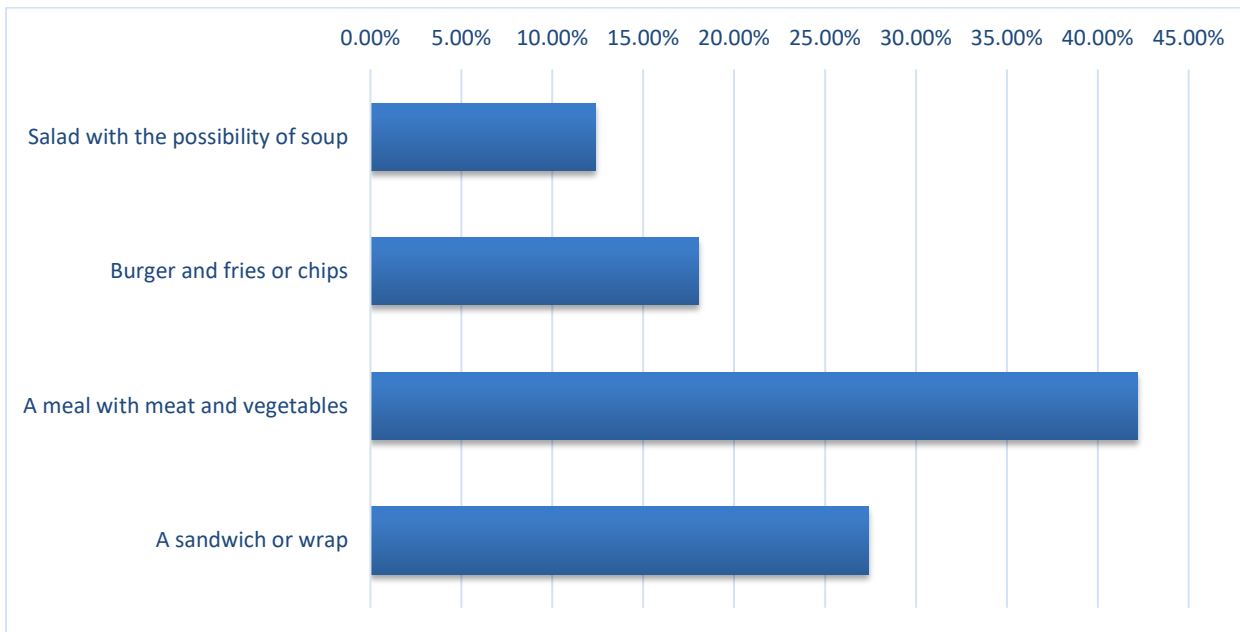
**Question 11: Please check the options below that influence your choice to eat at your food service facility.**

Answer Choices	Response Percent	Response Count
Convenience	88.51%	1309
Selection	39.22%	580
Location	47.60%	704
Friendliness	34.75%	514
Service	29.21%	432
Price	41.24%	610
Variety	23.60%	349
	<b>Answered</b>	<b>1479</b>
	<b>Skipped</b>	<b>402</b>



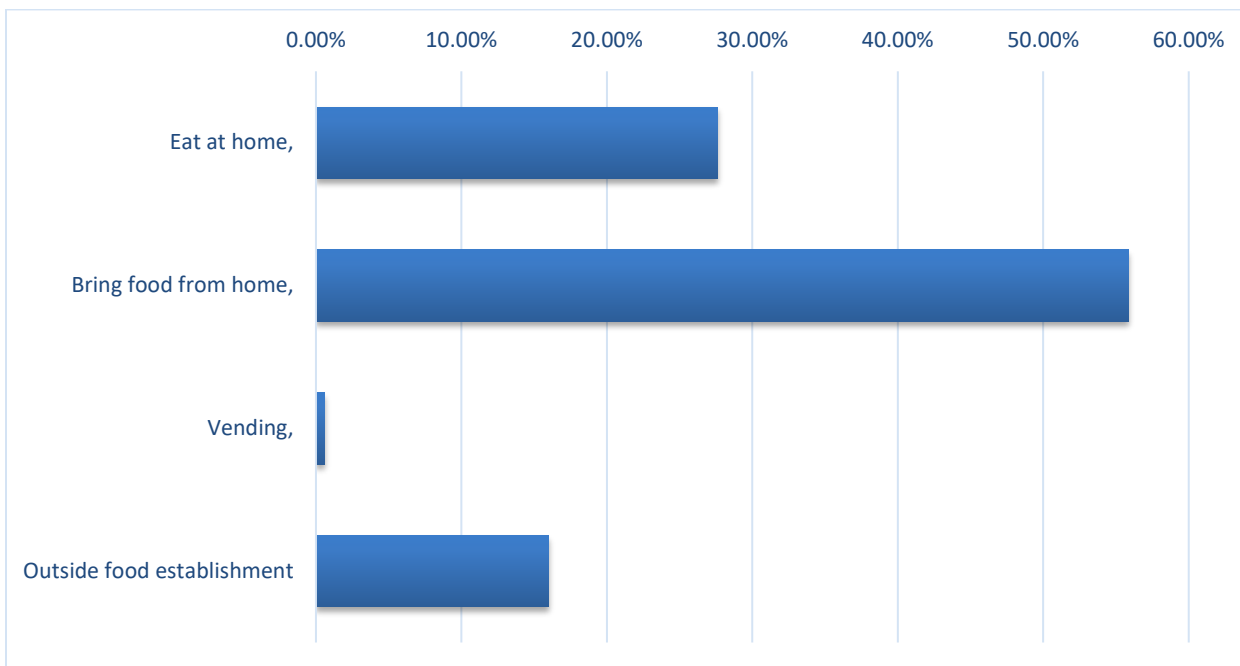
**Question 12: A typical lunch with your colleagues in your food service facility would consist of:**

Answer Choices	Response Percent	Response Count
Salad with the possibility of soup	12.39%	180
Burger and fries or chips	18.03%	262
A meal with meat and vegetables	42.19%	613
A sandwich or wrap	27.39%	398
<b>Answered</b>		<b>1453</b>
<b>Skipped</b>		<b>428</b>



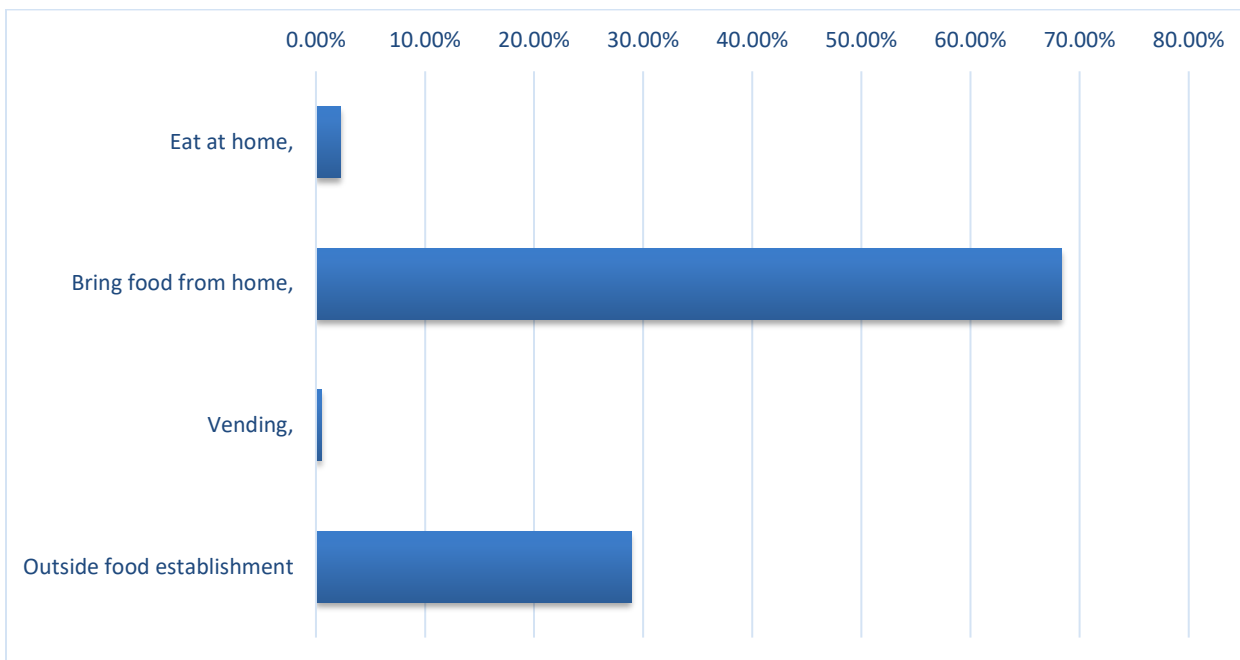
**Question 13: The option you choose when not eating breakfast at your food service facility is:**

Answer Choices	Response Percent	Response Count
Eat at home,	27.58%	406
Bring food from home,	55.84%	822
Vending,	0.61%	9
Outside food establishment	15.96%	235
	<b>Answered</b>	<b>1472</b>
	<b>Skipped</b>	<b>409</b>



**Question 14: The option you choose when not eating lunch at your food service facility is:**

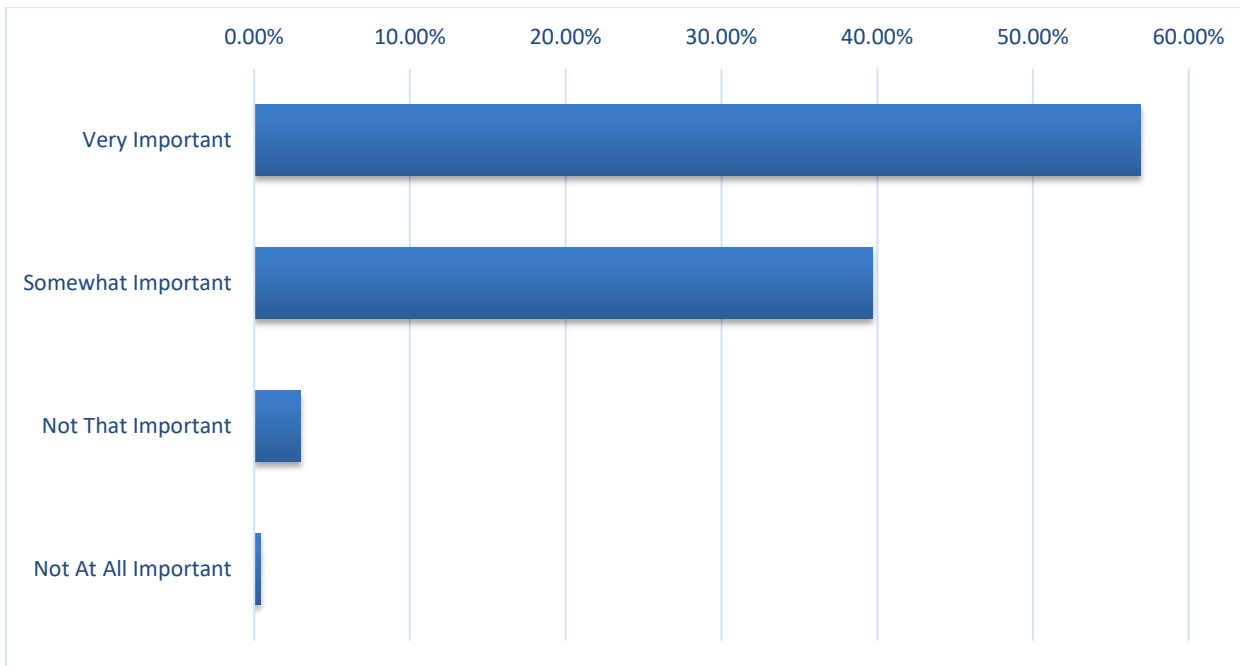
Answer Choices	Response Percent	Response Count
Eat at home,	2.29%	34
Bring food from home,	68.35%	1013
Vending,	0.47%	7
Outside food establishment	28.88%	428
<b>Answered</b>		<b>1482</b>
<b>Skipped</b>		<b>399</b>



# Healthy Options

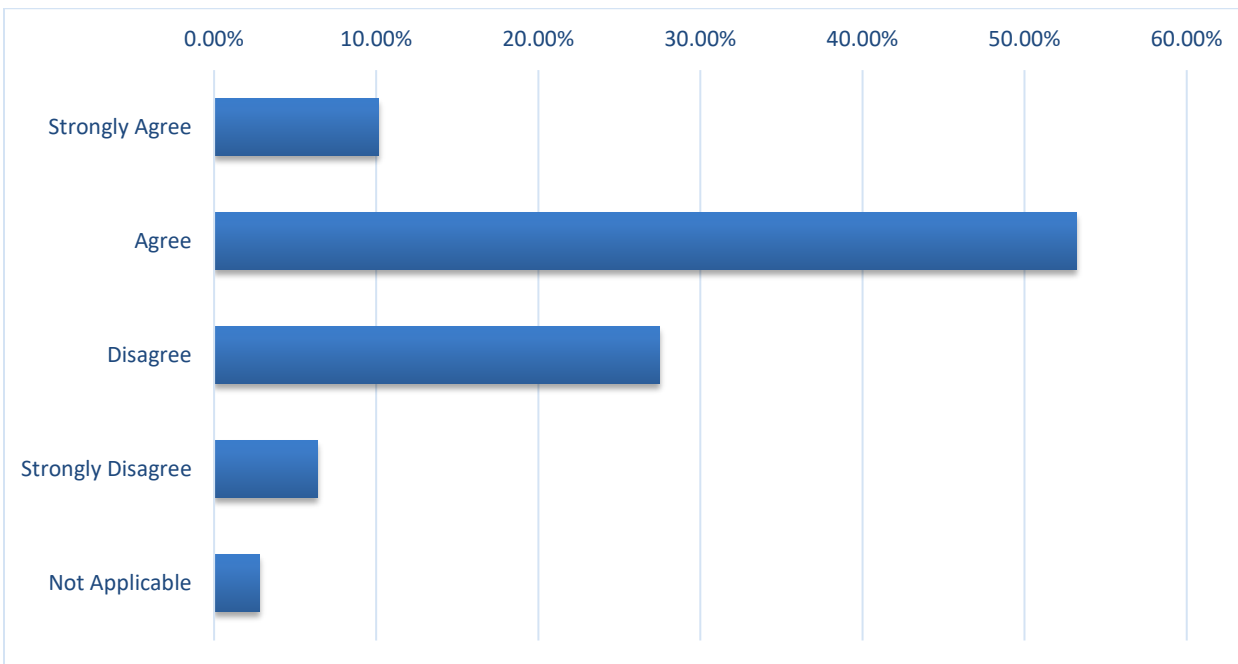
**Question 15: Rate how important it is to you to eat healthy on a daily basis**

Answer Choices	Response Percent	Response Count
Very Important	56.92%	839
Somewhat Important	39.69%	585
Not That Important	2.99%	44
Not At All Important	0.41%	6
<b>Answered</b>		<b>1474</b>
<b>Skipped</b>		<b>407</b>



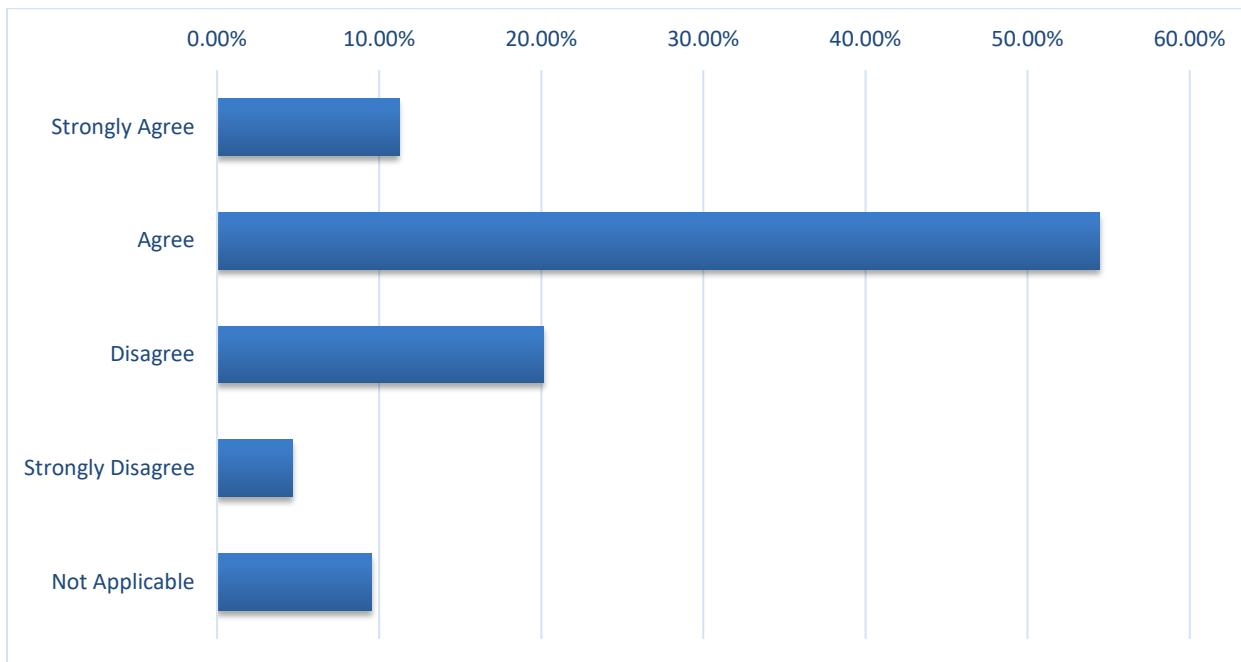
**Question 16: Healthy choices are readily available at your food service facility.**

Answer Choices	Response Percent	Response Count
Strongly Agree	10.12%	149
Agree	53.22%	784
Disagree	27.49%	405
Strongly Disagree	6.38%	94
Not Applicable	2.78%	41
<b>Answered</b>		<b>1473</b>
<b>Skipped</b>		<b>408</b>



**Question 17: The healthy choices offered are reasonably priced.**

Answer Choices	Response Percent	Response Count
Strongly Agree	11.23%	165
Agree	54.46%	800
Disagree	20.15%	296
Strongly Disagree	4.63%	68
Not Applicable	9.53%	140
<b>Answered</b>		<b>1469</b>
<b>Skipped</b>		<b>412</b>

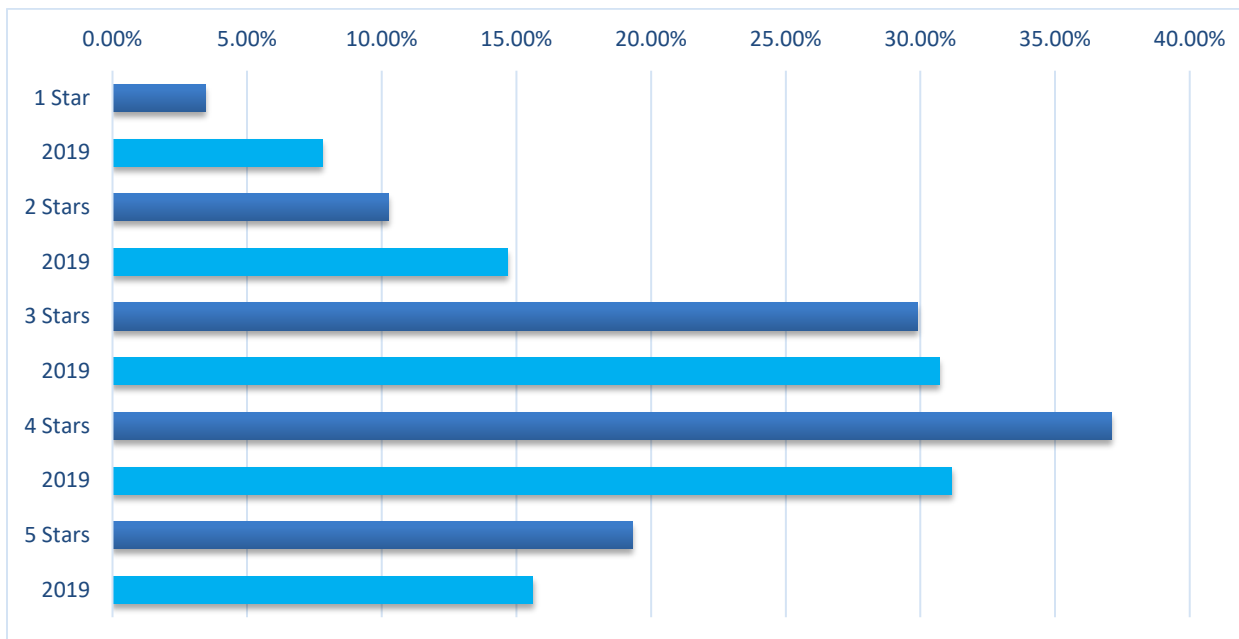




# Overall Satisfaction

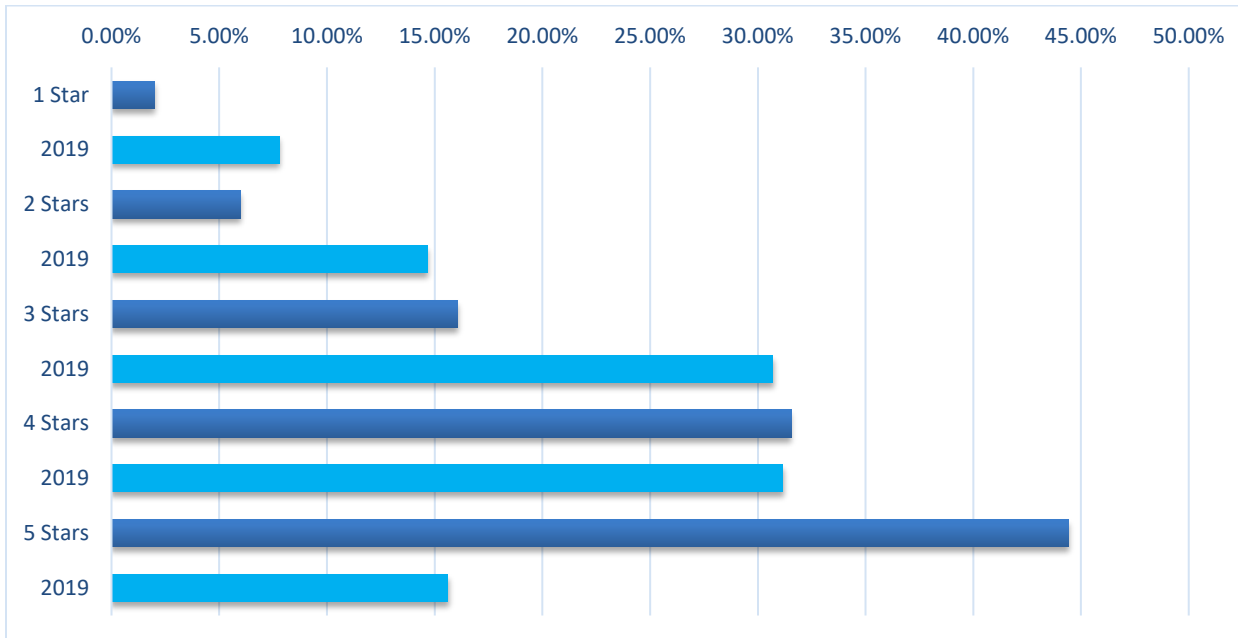
**Question 18: Please rate the quality of food offered your food service facility (1 star is lowest, 5 stars is highest)**

Answer Choices	Response Percent	Response Count
1 Star	3.46%	50
2019	7.81%	204
2 Stars	10.24%	148
2019	14.67%	383
3 Stars	29.90%	432
2019	30.72%	814
4 Stars	37.09%	536
2019	31.18%	814
5 Stars	19.31%	279
2019	15.63%	408
<b>Weighted Average</b>		<b>3.59</b>
<b>2019</b>		<b>3.18</b>
<b>Answered</b>		<b>1445</b>
<b>Skipped</b>		<b>436</b>



**Question 19: Please indicate the quality of service offered in your food service facility (1 star is lowest, 5 stars is highest)**

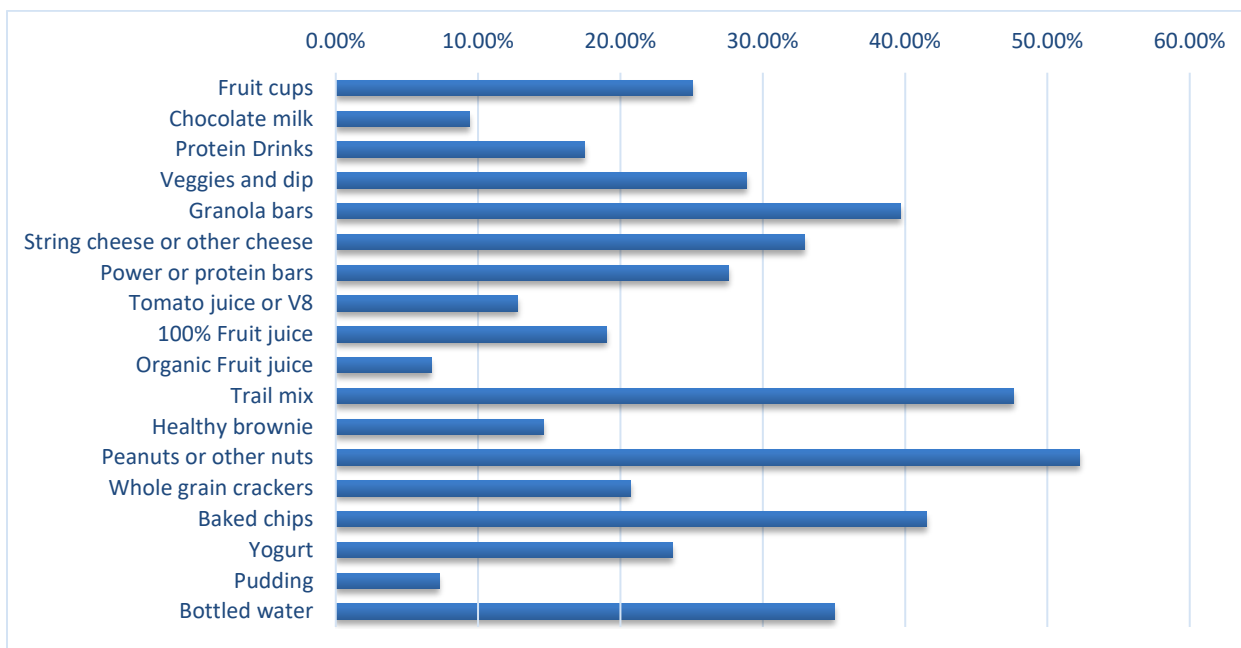
Answer Choices	Response Percent	Response Count
1 Star	2.00%	29
2019	7.81%	204
2 Stars	5.99%	87
2019	14.67%	383
3 Stars	16.05%	233
2019	30.72%	814
4 Stars	31.54%	458
2019	31.18%	814
5 Stars	44.42%	645
2019	15.63%	408
	<b>Weighted Average</b>	<b>4.10</b>
	<b>2019</b>	<b>3.89</b>
	<b>Answered</b>	<b>1452</b>
	<b>Skipped</b>	<b>429</b>



# Vending

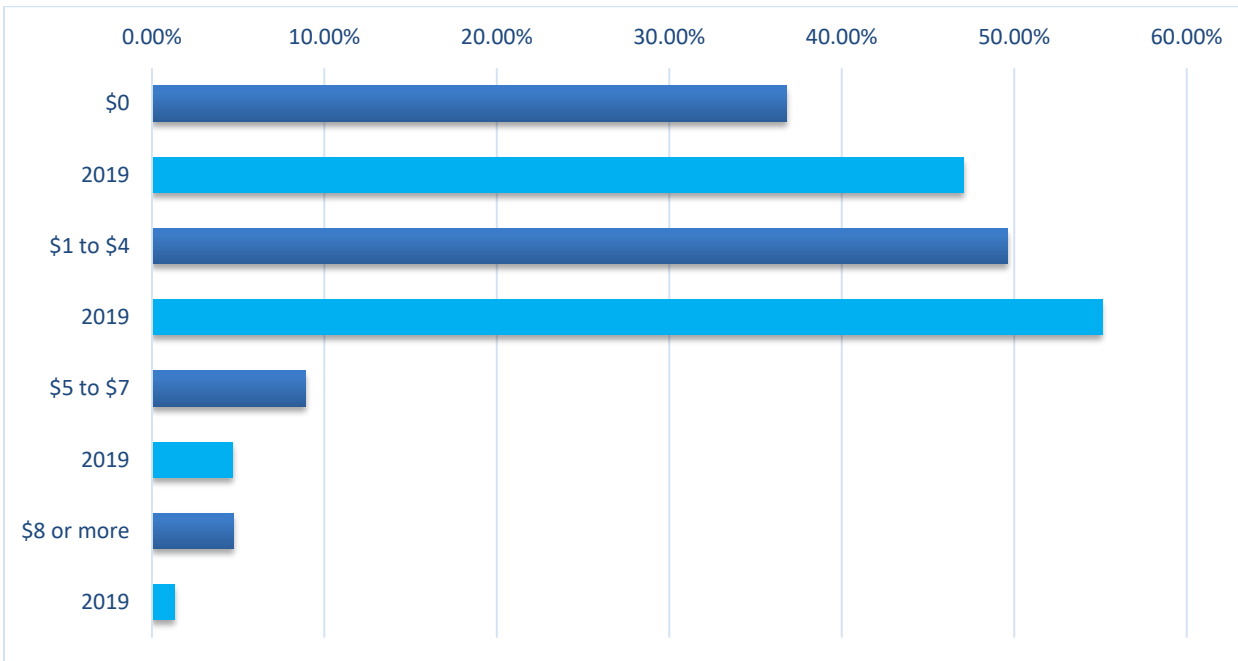
**Question 20: Please tell us which five products listed below you would be most likely to purchase:**

Answer Choices	Response Percent	Response Count
Fruit cups	25.09%	363
Chocolate milk	9.40%	136
Protein Drinks	17.48%	253
Veggies and dip	28.89%	418
Granola bars	39.67%	574
String cheese or other cheese	32.90%	476
Power or protein bars	27.57%	399
Tomato juice or V8	12.79%	185
100% Fruit juice	19.00%	275
Organic Fruit juice	6.70%	97
Trail mix	47.62%	689
Healthy brownie	14.58%	211
Peanuts or other nuts	52.25%	756
Whole grain crackers	20.73%	300
Baked chips	41.53%	601
Yogurt	23.64%	342
Pudding	7.26%	105
Bottled water	35.04%	507
	<b>Answered</b>	<b>1447</b>
	<b>Skipped</b>	<b>434</b>



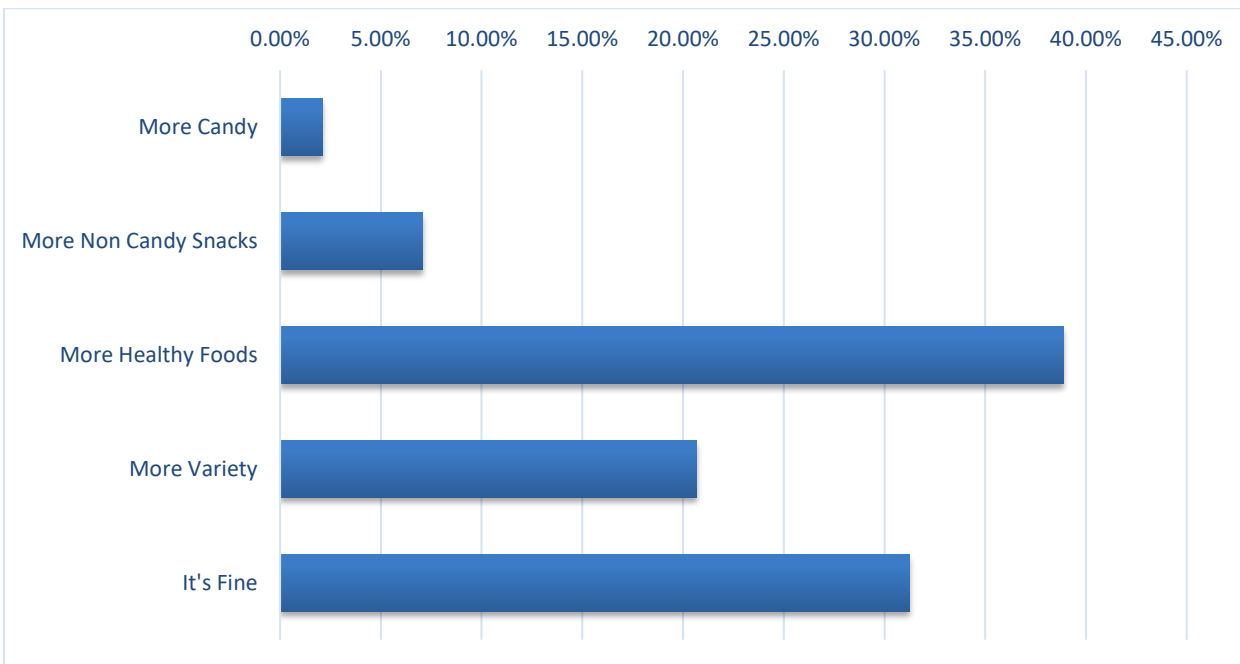
**Question 21: The amount of purchases I make during a work week from vending machines in my building usually totals:**

Answer Choices	Response Percent	Response Count
\$0	36.79%	546
2019	47.03%	1212
\$1 to \$4	49.60%	736
2019	55.09%	1153
\$5 to \$7	8.89%	132
2019	4.66%	160
\$8 or more	4.72%	70
2019	1.29%	52
<b>Answered</b>		<b>1484</b>
<b>Skipped</b>		<b>397</b>



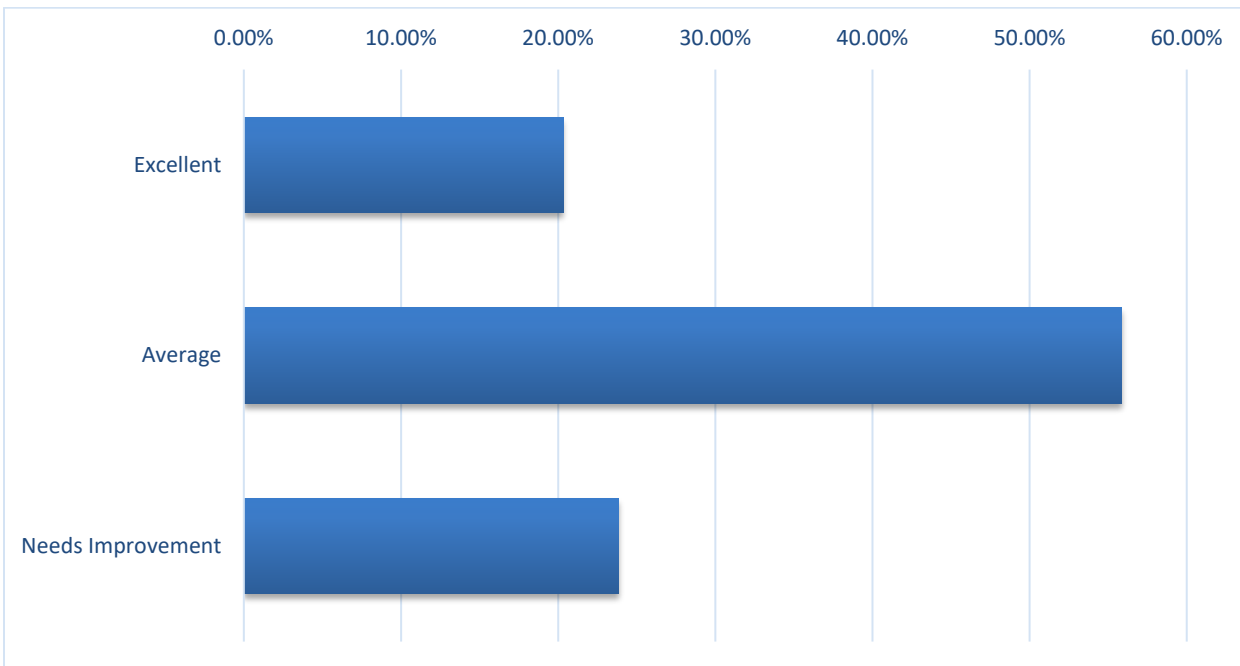
**Question 22: I would like the following to be available in vending machines.**

Answer Choices	Response Percent	Response Count
More Candy	2.11%	31
More Non-Candy Snacks	7.09%	104
More Healthy Foods	38.88%	570
More Variety	20.67%	303
It's Fine	31.24%	458
<b>Answered</b>		<b>1466</b>
<b>Skipped</b>		<b>415</b>



**Question 23: Vending machines are consistently stocked with a full selection of product:**

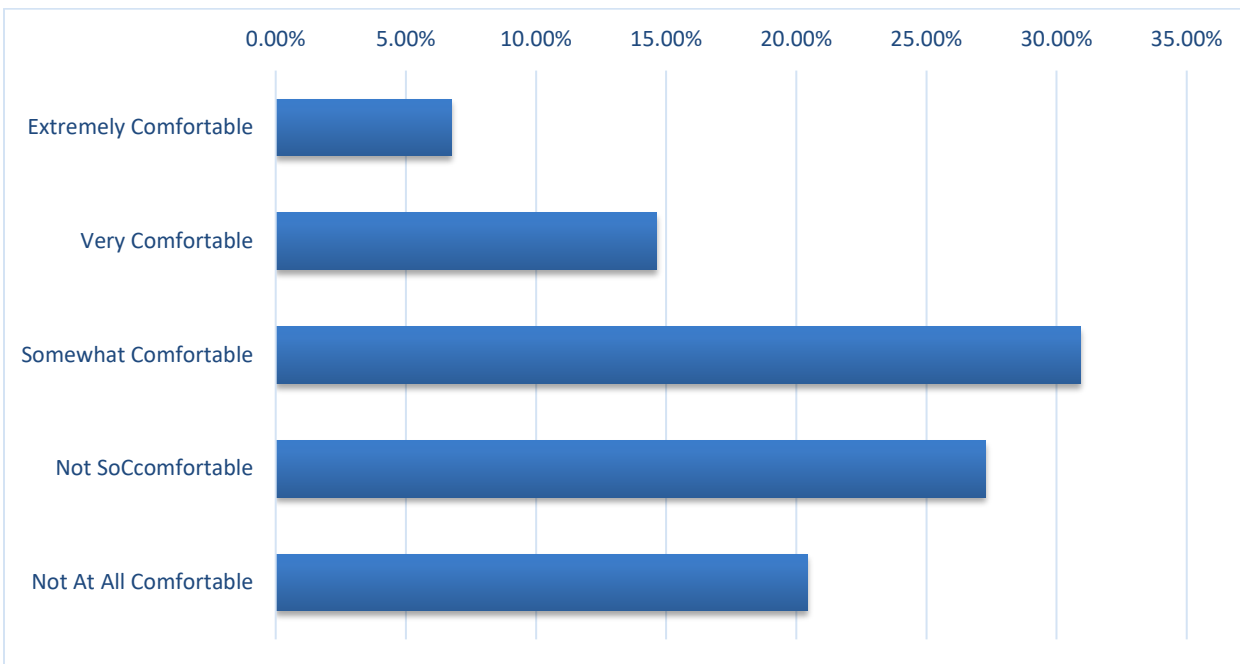
Answer Choices	Response Percent	Response Count
Excellent	20.32%	295
Average	55.85%	811
Needs Improvement	23.83%	346
	<b>Answered</b>	<b>1452</b>
	<b>Skipped</b>	<b>429</b>



**\*New Question for 2020**

**Question 24: Considering the coronavirus outbreak do you feel comfortable dining in your building cafe for breakfast or lunch when your building reopens?**

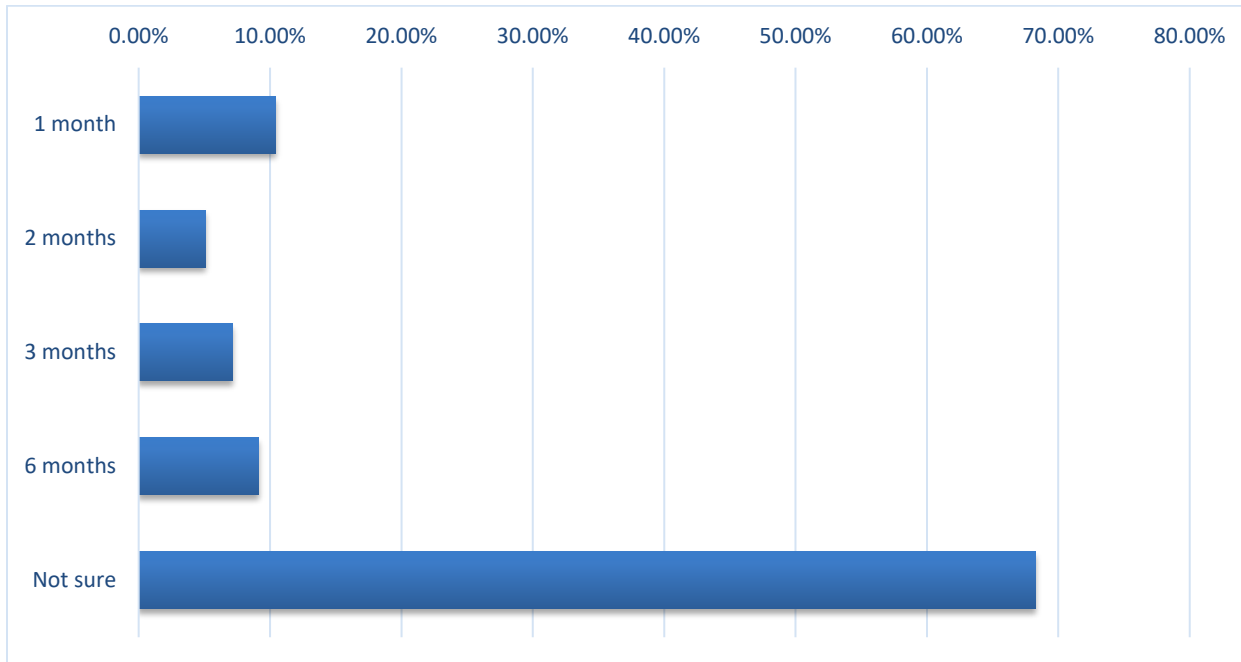
Answer Choices	Response Percent	Response Count
Extremely Comfortable	6.76%	98
Very Comfortable	14.63%	212
Somewhat Comfortable	30.92%	448
Not So Comfortable	27.26%	395
Not At All Comfortable	20.43%	296
<b>Answered</b>		<b>1449</b>
<b>Skipped</b>		<b>432</b>



**\*New Question for 2020**

**Understanding the future is uncertain, if you are not comfortable dining in your building café, when do you think you might feel comfortable do so?**

Answer Choices	Response Percent	Response Count
1 month	10.40%	142
2 months	5.05%	69
3 months	7.17%	98
6 months	9.15%	125
Not sure	68.23%	932
	<b>Answered</b>	<b>1366</b>
	<b>Skipped</b>	<b>515</b>

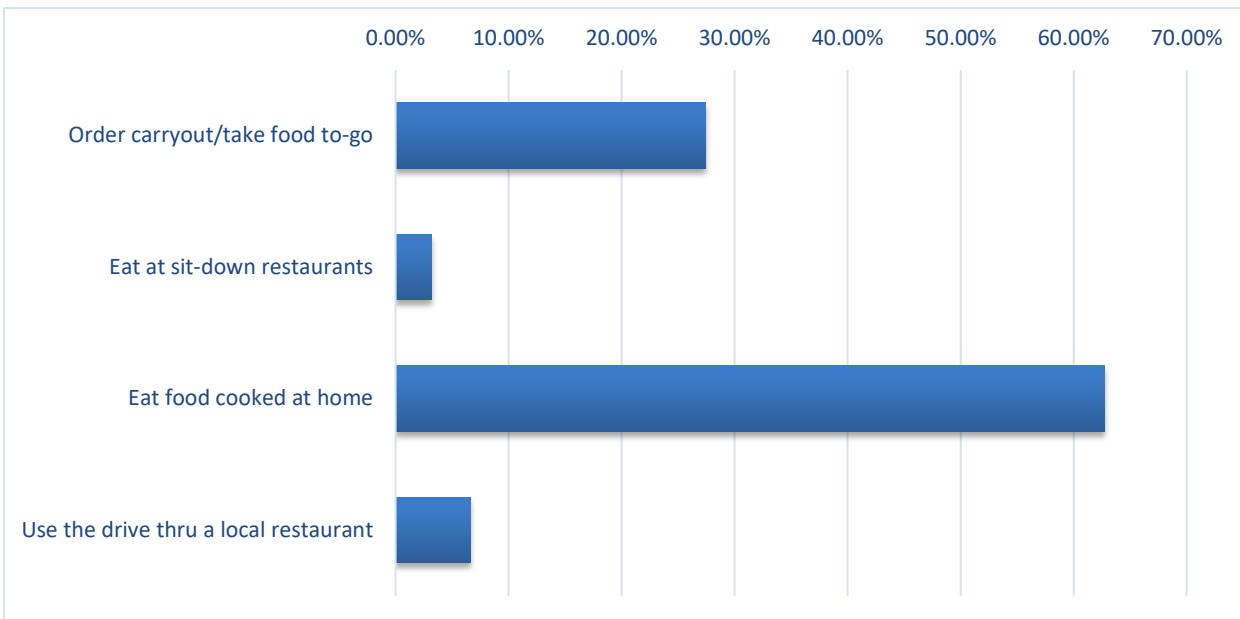




**\*New Question for 2020**

**When considering your mealtime options in the wake of the coronavirus outbreak are you more likely to:**

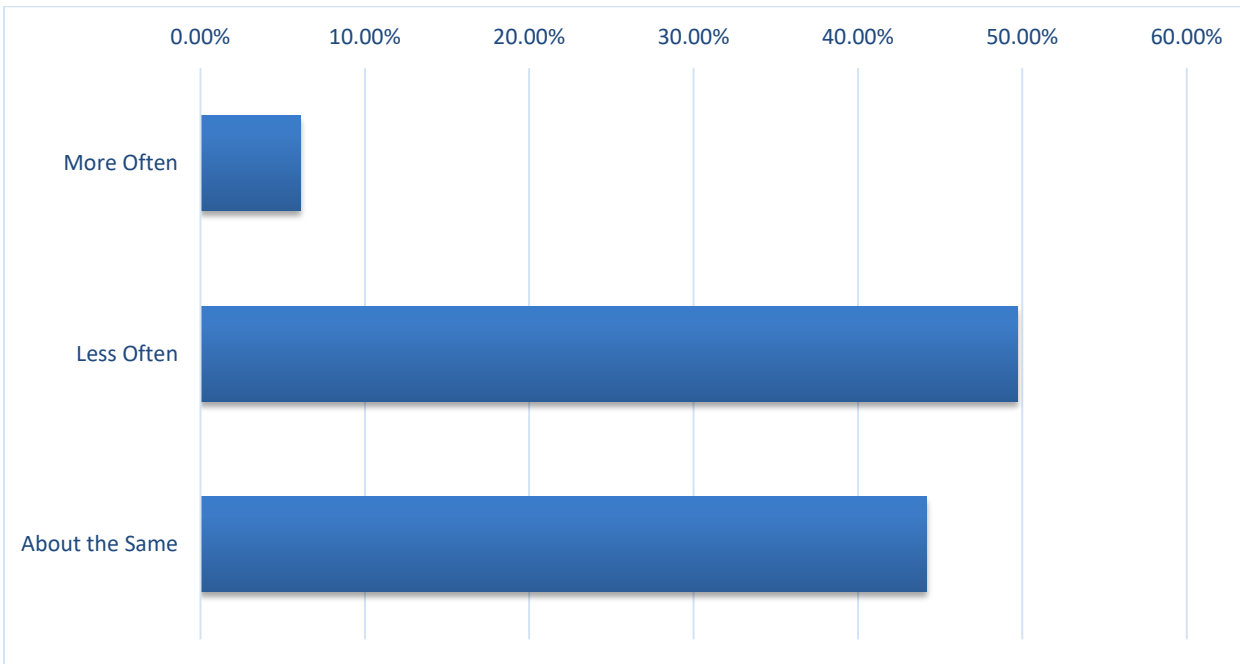
Answer Choices	Response Percent	Response Count
Order carryout/take food to-go	27.42%	396
Eat at sit-down restaurants	3.19%	46
Eat food cooked at home	62.74%	906
Use the drive thru a local restaurant	6.65%	96
	<b>Answered</b>	<b>1444</b>
	<b>Skipped</b>	<b>437</b>



\*New Question for 2020

**In the wake of the coronavirus outbreak, are you more likely to order food from the building café:**

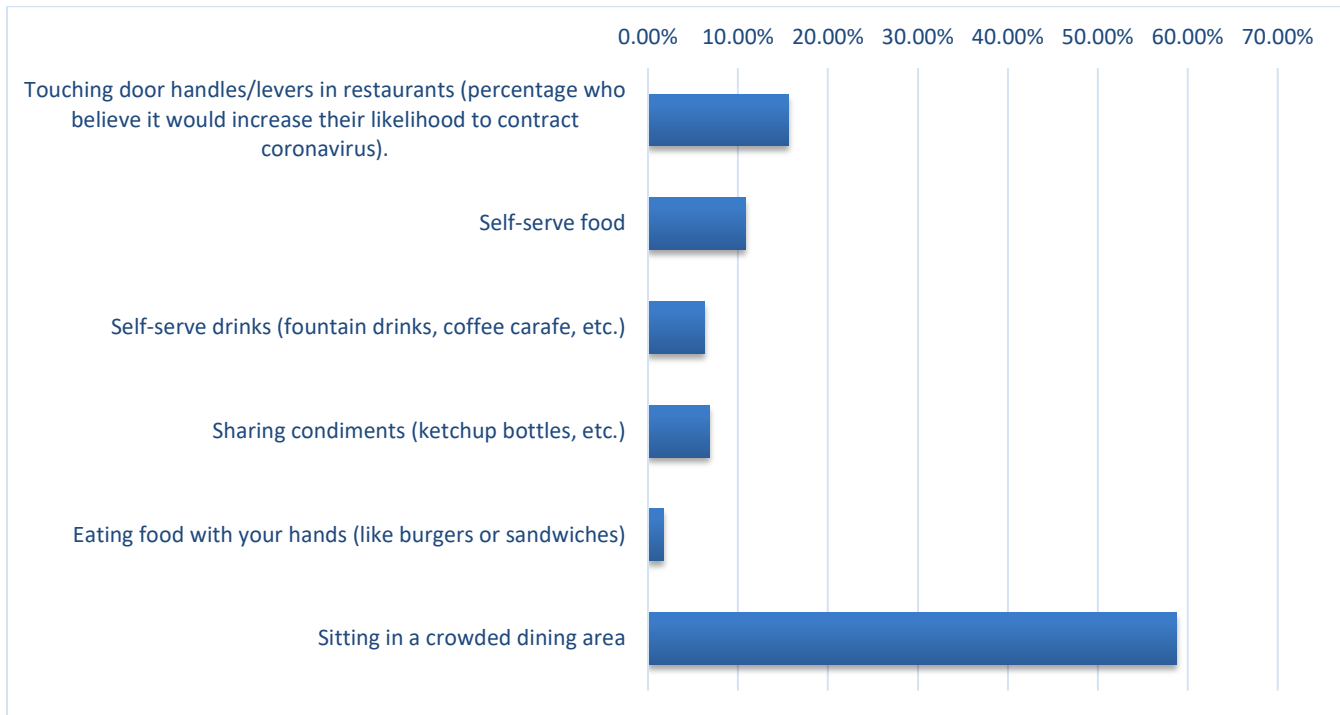
Answer Choices	Response Percent	Response Count
More Often	6.09%	88
Less Often	49.72%	718
About the Same	44.18%	638
	<b>Answered</b>	<b>1444</b>
	<b>Skipped</b>	<b>437</b>



**\*New Question for 2020**

**What makes you most uncomfortable about returning to the food service facility in your building in the wake of the coronavirus outbreak?**

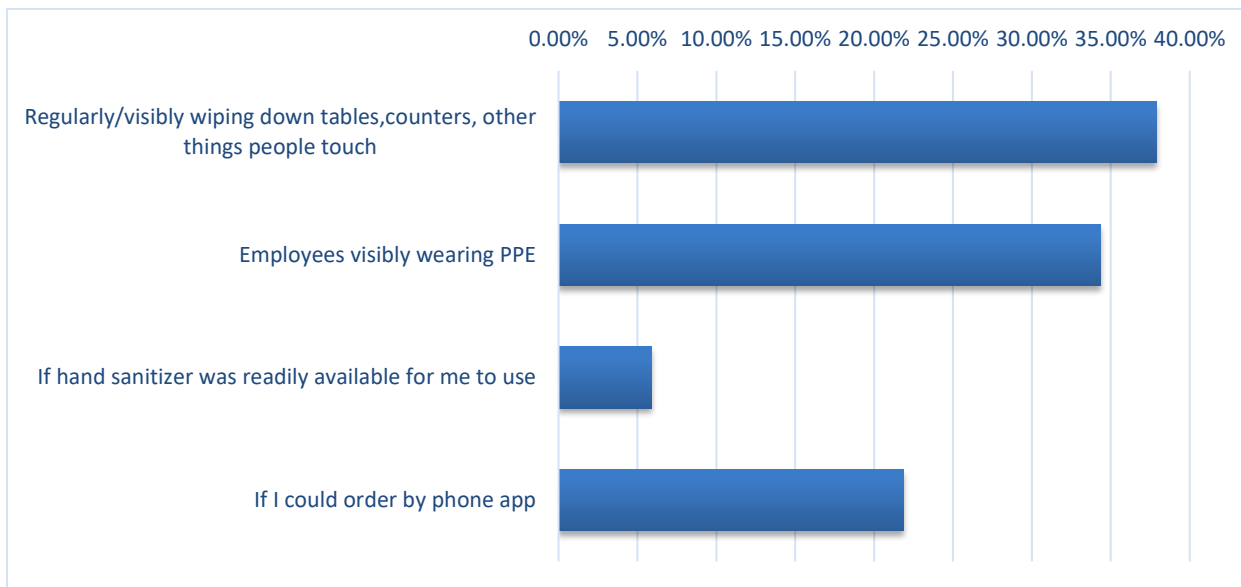
Answer Choices	Response Percent	Response Count
Touching door handles/levers in restaurants (percentage who believe it would increase their likelihood to contract coronavirus).	15.64%	219
Self-serve food	10.86%	152
Self-serve drinks (fountain drinks, coffee carafe, etc.)	6.29%	88
Sharing condiments (ketchup bottles, etc.)	6.79%	95
Eating food with your hands (like burgers or sandwiches)	1.71%	24
Sitting in a crowded dining area	58.71%	822
<b>Answered</b>		<b>1400</b>
<b>Skipped</b>		<b>481</b>



**\*New Question for 2020**

**What would make you more comfortable about dining in your building cafe in the wake of the coronavirus outbreak?**

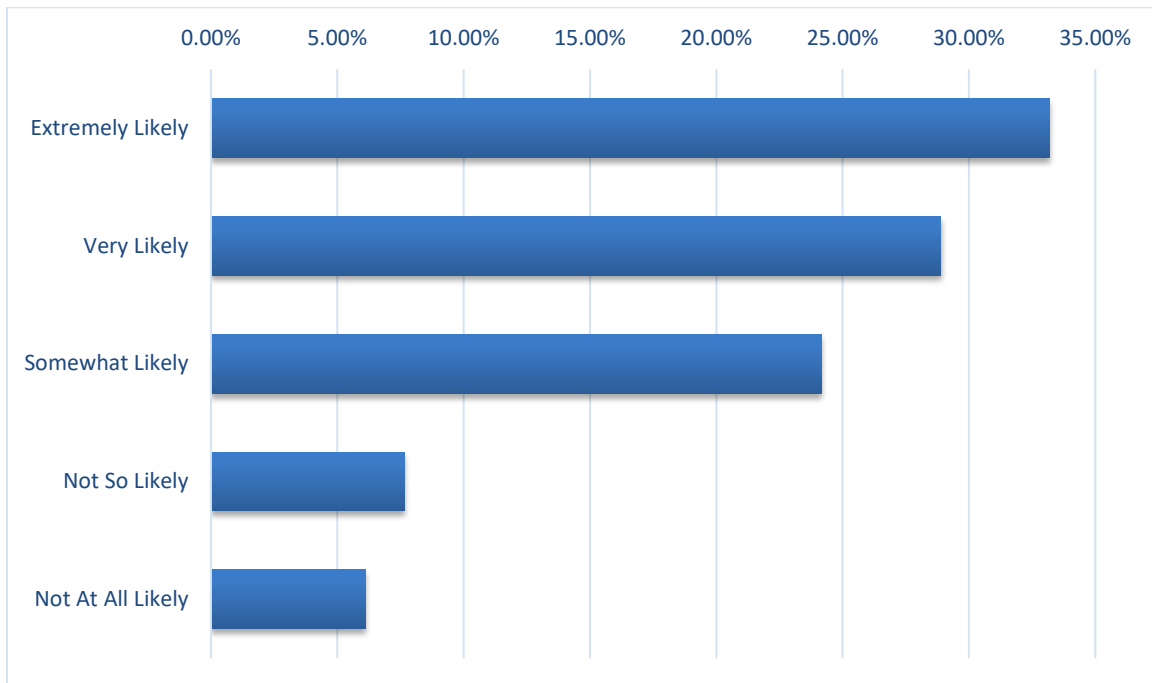
Answer Choices	Response Percent	Response Count
Regularly/visibly wiping down tables, counters, other things people touch	37.91%	530
Employees visibly wearing PPE	34.33%	480
If hand sanitizer was readily available for me to use	5.87%	82
If I could order by phone app	21.89%	306
	<b>Answered</b>	<b>1398</b>
	<b>Skipped</b>	<b>483</b>



**\*New Question for 2020**

**Are you more likely to dine at a café that enforces a policy requiring all employees AND patrons to wear masks/face coverings at all times?**

Answer Choices	Response Percent	Response Count
Extremely Likely	33.19%	478
Very Likely	28.89%	416
Somewhat Likely	24.17%	348
Not So Likely	7.64%	110
Not At All Likely	6.11%	88
	<b>Answered</b>	<b>1440</b>
	<b>Skipped</b>	<b>441</b>

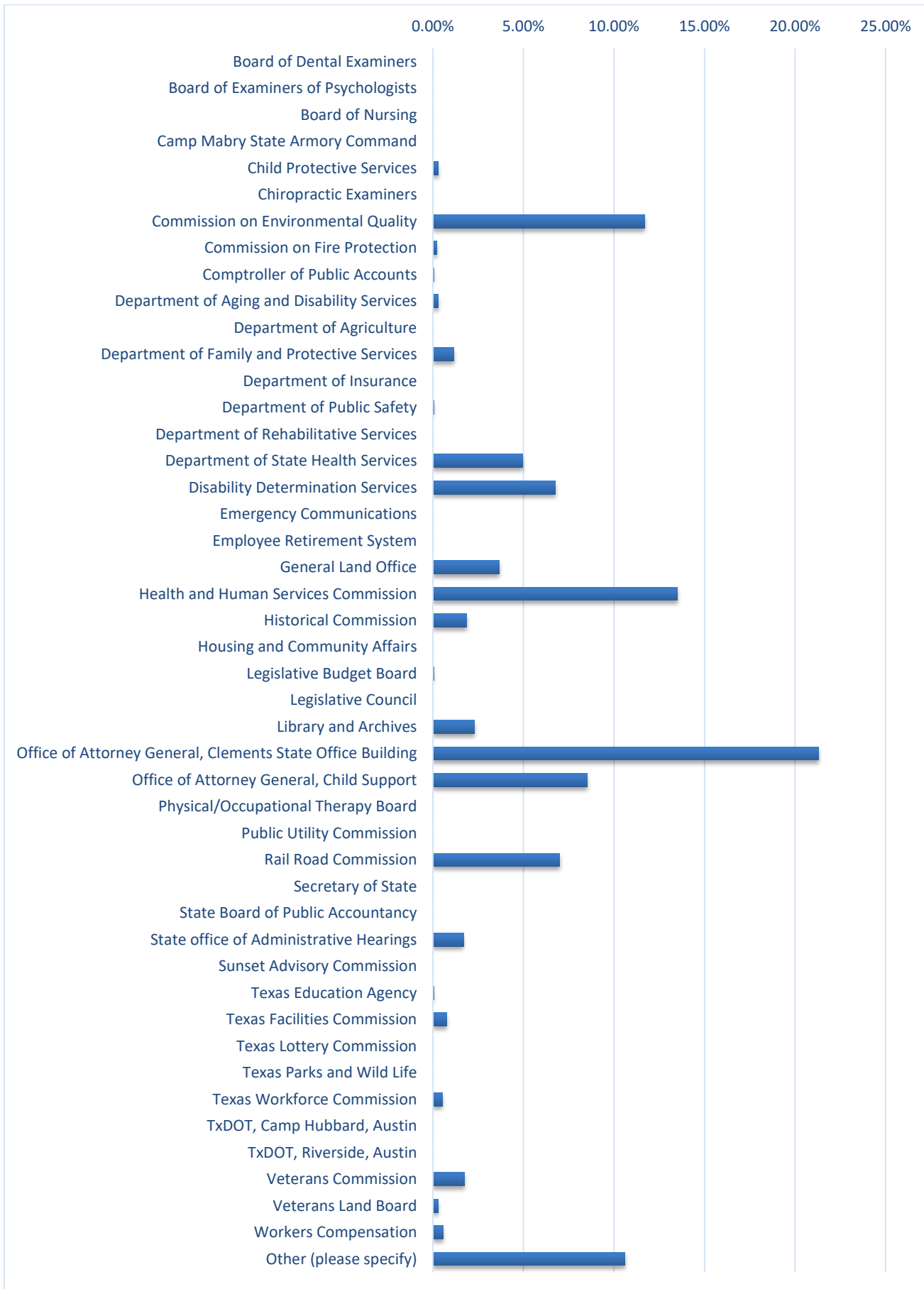


# Agency and Facility Location

Please tell us which agency you work for:

Answer Choices	Response Percent	Response Count
Board of Dental Examiners	0.00%	0
Board of Examiners of Psychologists	0.00%	0
Board of Nursing	0.00%	0
Camp Mabry State Armory Command	0.00%	0
Child Protective Services	0.29%	5
Chiropractic Examiners	0.00%	0
Commission on Environmental Quality	11.68%	200
Commission on Fire Protection	0.23%	4
Comptroller of Public Accounts	0.06%	1
Department of Aging and Disability Services	0.29%	5
Department of Agriculture	0.00%	0
Department of Family and Protective Services	1.17%	20
Department of Insurance	0.00%	0
Department of Public Safety	0.06%	1
Department of Rehabilitative Services	0.00%	0
Department of State Health Services	4.96%	85
Disability Determination Services	6.77%	116
Emergency Communications	0.00%	0
Employee Retirement System	0.00%	0
General Land Office	3.68%	63
Health and Human Services Commission	13.49%	231

Answer Choices	Response Percent	Response Count
Historical Commission	1.87%	32
Housing and Community Affairs	0.00%	0
Legislative Budget Board	0.06%	1
Legislative Council	0.00%	0
Library and Archives	2.28%	39
Office of Attorney General, Clements State Office Building	21.31%	365
Office of Attorney General, Child Support	8.52%	146
Physical/Occupational Therapy Board	0.00%	0
Public Utility Commission	0.00%	0
Railroad Commission	7.01%	120
Secretary of State	0.00%	0
State Board of Public Accountancy	0.00%	0
State office of Administrative Hearings	1.69%	29
Sunset Advisory Commission	0.00%	0
Texas Education Agency	0.06%	1
Texas Facilities Commission	0.76%	13
Texas Lottery Commission	0.00%	0
Texas Parks and Wildlife	0.00%	0
Texas Workforce Commission	0.53%	9
TxDOT, Camp Hubbard, Austin	0.00%	0
TxDOT, Riverside, Austin	0.00%	0
Veterans Commission	1.75%	30
Veterans Land Board	0.29%	5
Workers Compensation	0.58%	10
Other (please specify)	10.62%	182
	<b>Answered</b>	<b>1713</b>
	<b>Skipped</b>	<b>168</b>





# Cost Analysis Report - 2020

An inquiry was submitted to all 16 state host agencies in which BET operates a cafeteria, snack bar, and/or convenience store. All host agencies responded.

FY'2 TWC Food Service Location and Type	Address	Annual Value of Space Used 2020*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Brown-Heatly Building Café	4900 N Lamar Blvd, Austin, TX	4,061 sq. ft \$71,067.50	\$9,543.35	\$7,756.51	\$3,898.56	State General Revenue and Federal Funding
Wm. P. Clements Bldg. Café	300 W. 15 <sup>th</sup> St., Austin, TX	3239 sq. ft \$56,682.50	\$3,077.05	\$5,603.47	\$1,392.77	State General Revenue and Federal Funding
Department of Public Safety HQ, Café	5805 N. Lamar Blvd., Austin, TX	5202 sq. ft \$91,035.00	included in lease	included in lease	N/A	State General Revenue and Federal Funding
Department of State Health Services Café	1100 West 49th St., Austin, TX	2691 sq. ft \$47,092.50	\$1,587.69	\$11,006.19	\$269.10	State General Revenue and Federal Funding
Elias Ramirez State Office Bldg. Café	5425 Polk St., Houston, TX	3992 sq. ft \$69,860.00	\$6,267.44	\$3,792.40	\$2,235.52	State General Revenue
Wm. P. Hobby Bldg. Café	333 Guadalupe St., Austin, TX	2266 sq. f \$39,655.00 t	\$3,195.06	\$4,438.40	\$1,200.98	State General Revenue and Federal Funding
James E. Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX	1092 sq. ft \$19,110.00	\$1,244.88	\$1,365.00	\$677.04	State General Revenue and Federal Funding
John H. Winters Bldg. Café and Convenience Store	701 W. 51st St., Austin, TX	6645 sq. ft \$116,287.50	\$6,844.35	\$19,602.75	\$4,917.30	State General Revenue and Federal Funding

FY'2 TWC Food Service Location and Type	Address	Annual Value of Space Used 2020*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Texas Commission on Environmental Quality Café	12100 N. IH 35, Austin, TX	3522 sq. ft \$61,635.00	\$12,080.46	\$5,036.46	\$2,606.28	State General Revenue and Federal Funding
Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX	3893 sq. ft \$68,127.50	\$3,659.42	\$6,968.47	\$2,374.73	State General Revenue and Federal Funding
Wm. B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX	3934 sq. ft \$68,845.00	\$3,225.88	\$4,130.70	\$2,163.70	State General Revenue and Federal Funding
Department of Transportation, S.A. Café	4615 NW Loop 410, San Antonio, TX	1255 sq. ft \$21,962.50	-0-	\$6,445.00	\$12,850.00	Highway Transportation Fund 6
Department of Transportation, Riverside Café	200 Riverside Dr., Austin, TX	5500 sq. ft \$96,250.00	\$16,102.00	\$9,295.00	\$11,092.00	Highway Transportation Fund 6
Department of Transportation, Camp Hubbard Café	3500 Jackson Ave., Austin, TX 78731	5790 sq. ft \$99,907.50	\$18,907.00	\$9,534.00	\$5,376.00	Highway Transportation Fund 6
Disability Determination Services Café	6101 E. Oltorf St., Austin TX	3850 sq. ft \$67,375.00	included in lease	\$6,265.70	\$4,197.65	SSA, 100% federal funds
Attorney General Child Support Division Deli	5500 E. Oltorf St. Austin, TX	3850 sq. ft \$67,375.00	included in lease	\$2,349.60	\$4,111.80	100% SSA Federal Funds
<b>Totals</b>		<b>\$1,062,267.50</b>	<b>\$85,734.58</b>	<b>\$103,589.65</b>	<b>\$59,363.43</b>	

\* In order 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
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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