

Business Enterprises of Texas

Customer Satisfaction Survey and Cost Analysis Report 2022

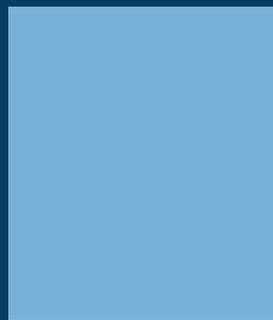
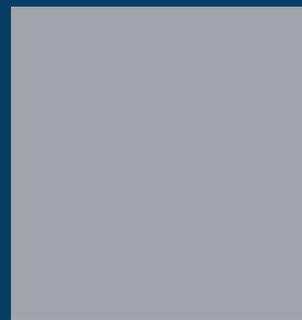


Table of Contents

Introduction	3
Actions Taken as a Result of the 2022 Customer Satisfaction Survey.....	3
Summary of the 2022 Customer Satisfaction Survey Results	4
2022 Customer Satisfaction Survey Results.....	5
Pricing and Products	8
Hours of Operation	10
Menu Items.....	11
Healthy Options.....	20
Overall Satisfaction.....	23
Vending.....	25
Agency and Facility Location.....	36
Cost Analysis Report—2022	38
Cost Analysis Survey Responding Agencies	40

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 36 as part of TWC performance reporting for the BET program for the 2021–2022 biennium. Rider 36 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 four 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 June 6 to June 30, 2022.

The survey process and how the survey and report are designed have been improved over the years. Improvements and adjustments for this year include the following:

- Additional and repeated contacts with buildings hosting BET facilities to better promote the availability of the survey.
- Adjusted survey response period from June 6 to June 30, 2022.



Actions Taken as a Result of the 2021 Customer Satisfaction Survey

BET distributed survey results to licensed managers who operate facilities. BET discussed customer feedback, and managers were asked to make improvements when 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.

SUMMARY OF THE 2022 CUSTOMER SATISFACTION SURVEY RESULTS

Positive perceptions are still reflected in the results, despite many food service operations being closed or operating with very limited menu offerings, with 70% of the population expressing positive perception of the facilities surveyed. Among respondents, 77% still believe the food prices are a good value despite the fact that menu prices have increased due to the increase in the cost of food supplies. Like all retail businesses, BET facilities are impacted by the problems with supply and inflation. Most BET facilities are also small businesses, which means they have less buying power compared to large private sector operations. However, despite supply issues and lower daily population counts in buildings, resulting in limited product selection, 70% of respondents remain satisfied with selection offered.

Survey primary observations include:

- More than 89% of all respondents use the services that BET managers offer in the workplace.
- About 60% of the respondents agree that healthy food options and prices are good.
- 80% of the respondents agreed the quality of food was 3 stars or better and 87% agreed the quality of service 3 stars or better.
- 88% of respondents feel comfortable eating in the BET facilities.

As in 2021, the 2022 survey included questions designed to determine the impact the pandemic had on customer perceptions. This information will assist BET in evaluating necessary modifications for increasing customer satisfaction and inform consideration of new food service models. We are exploring replacement of the pandemic section with questions to obtain new customer service insights and opportunities.

Business Enterprise of Texas Customer Satisfaction Survey Summary 2022

30
Questions

615
Respondents

89%
Use BET Services

88%
Feel Comfortable
Eating in BET
Facilities

80%
Indicate Food
Quality is
3 Stars+

87%
Indicate Service
Quality is
3 Stars+

77%
Believe Food
Prices are a
Good Value

70%
Have Positive
Perceptions
of Surveyed
Facilities

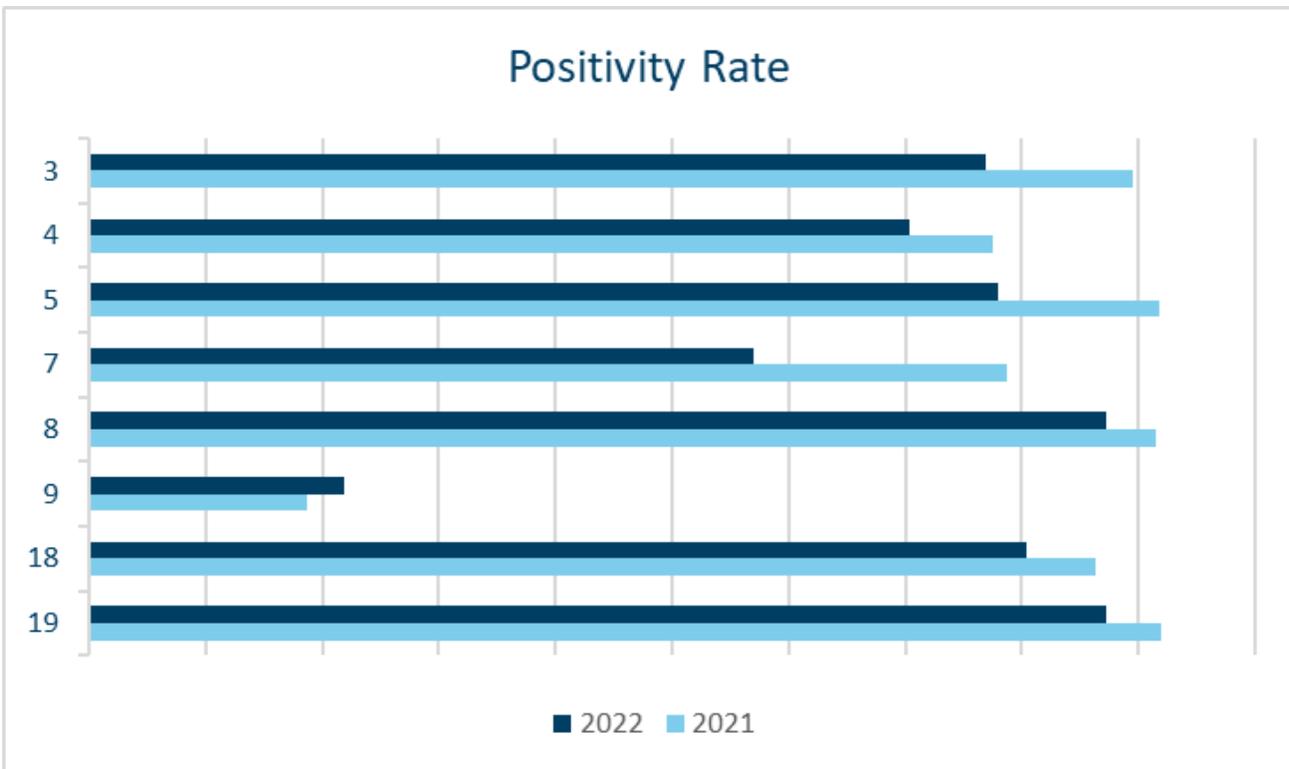
70%
Remain Satisfied
with Product
Selection

60%
Agree with
Healthy Food
Options and
Prices

2022 CUSTOMER SATISFACTION SURVEY RESULTS

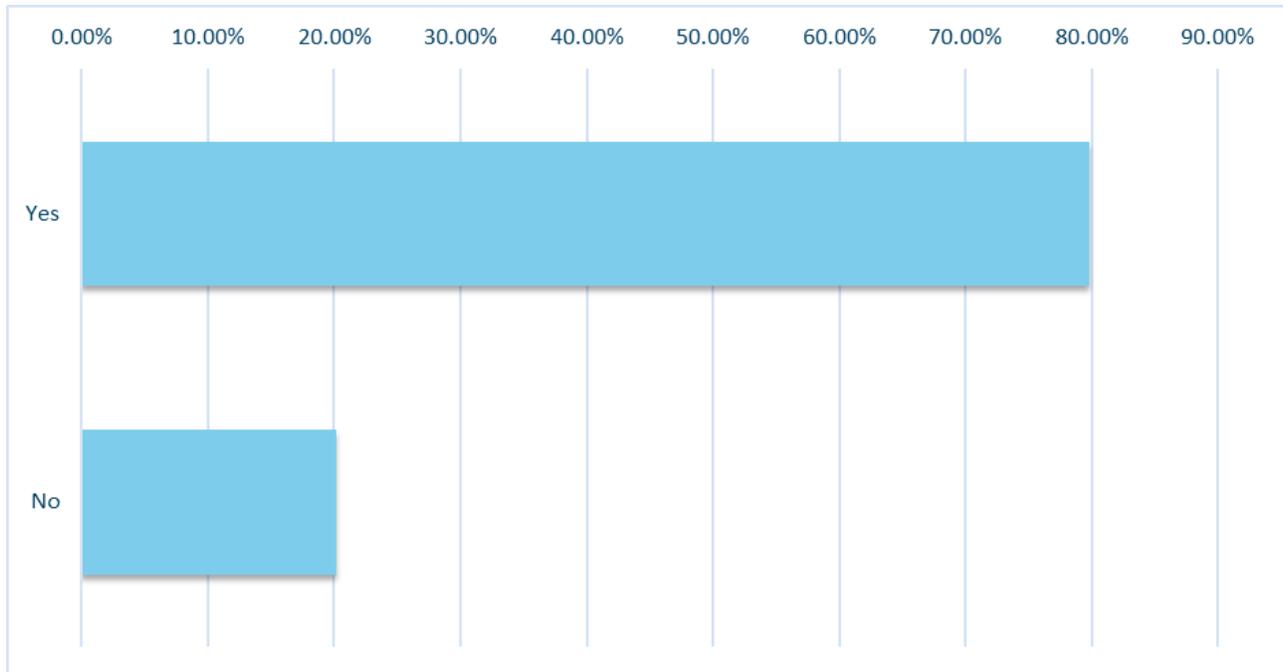
The following tables and graphs reflect the 615 responses to the topics addressed in the survey. For questions remaining consistent from 2021 to 2022, the graphs also reflect 2021 survey results. The graph and the table on the next page demonstrate the rate of positive comments compared to the previous year for questions consistent from 2021 to 2022.

Positivity Rate 2022 Compared to 2021			
Q#	2022	2021	+/-
3	76.96%	89.46%	-12.50%
4	70.34%	77.47%	-7.13%
5	77.99%	91.84%	-13.85%
7	56.92%	78.79%	-21.87%
8	87.16%	91.45%	-4.29%
9	21.82%	18.69%	3.13%
18	80.43%	86.30%	-5.87%
19	87.20%	92.01%	-4.81%
Average	69.85%	78.25%	-8.40%



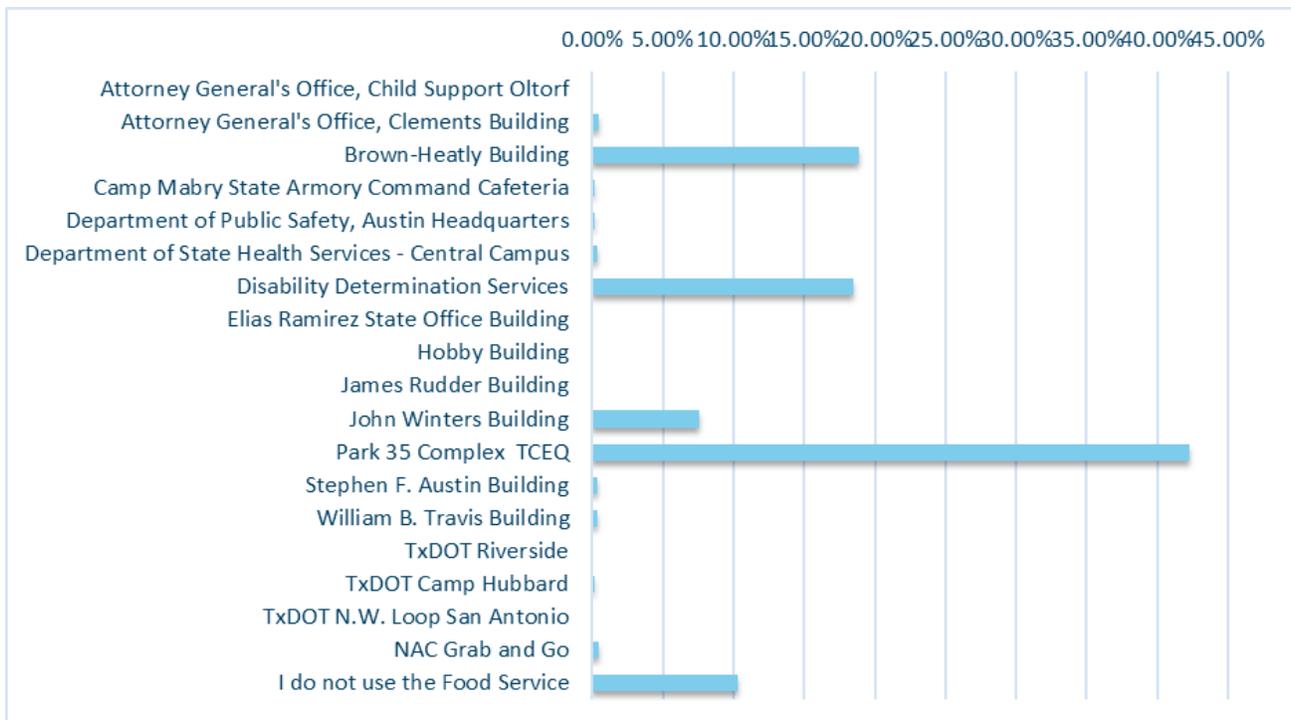
Question 1: Prior to the coronavirus pandemic did you use the food service or vending services offered in your location?

Answer Choices	Response Percent	Response Count
Yes	79.80%	482
No	20.20%	122
Answered		604
Skipped		11



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

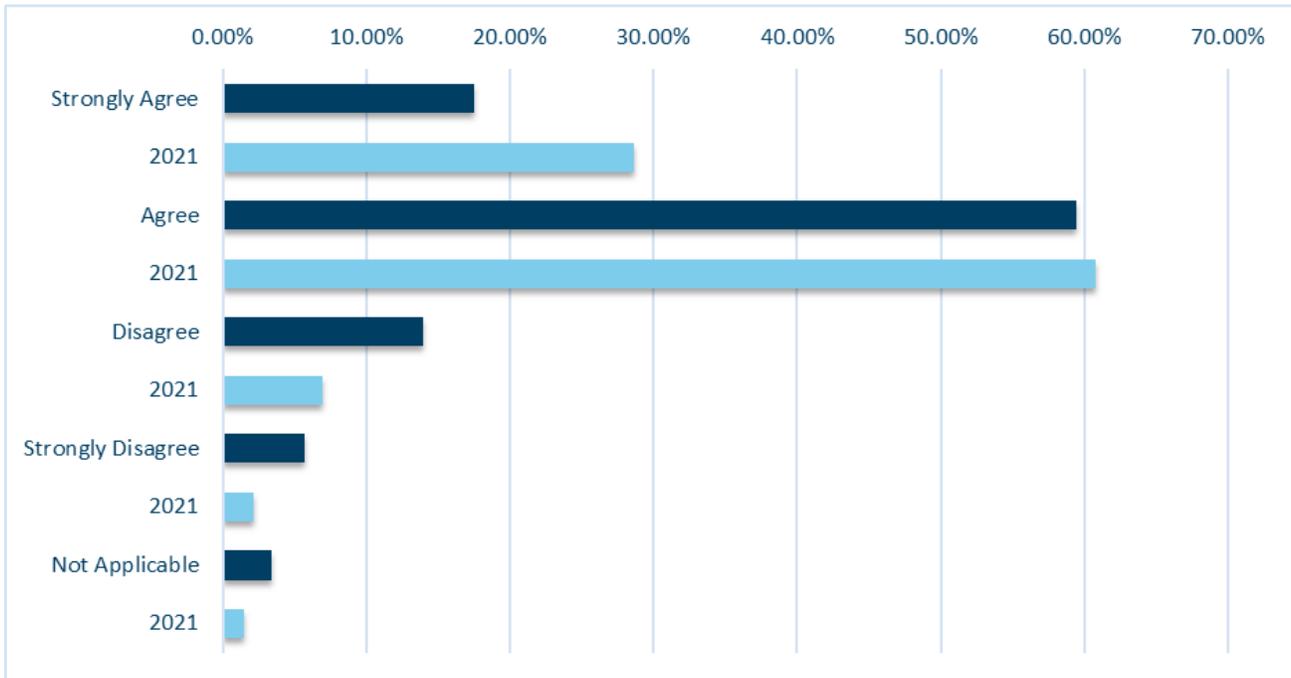
Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support Oltorf	0.00%	0
Attorney General's Office, Clements Building	0.49%	3
Brown-Heatly Building	18.85%	115
Camp Mabry State Armory Command Cafeteria	0.16%	1
Department of Public Safety, Austin Headquarters	0.16%	1
Department of State Health Services - Central Campus	0.33%	2
Disability Determination Services	18.52%	113
Elias Ramirez State Office Building	0.00%	0
Hobby Building	0.00%	0
James Rudder Building	0.00%	0
John Winters Building	7.54%	46
Park 35 Complex TCEQ	42.30%	258
Stephen F. Austin Building	0.33%	2
William B. Travis Building	0.33%	2
TxDOT Riverside	0.00%	0
TxDOT Camp Hubbard	0.16%	1
TxDOT N.W. Loop San Antonio	0.00%	0
NAC Grab and Go	0.49%	3
I do not use the Food Service	10.33%	63
	Answered	610
	Skipped	5



PRICING AND PRODUCTS

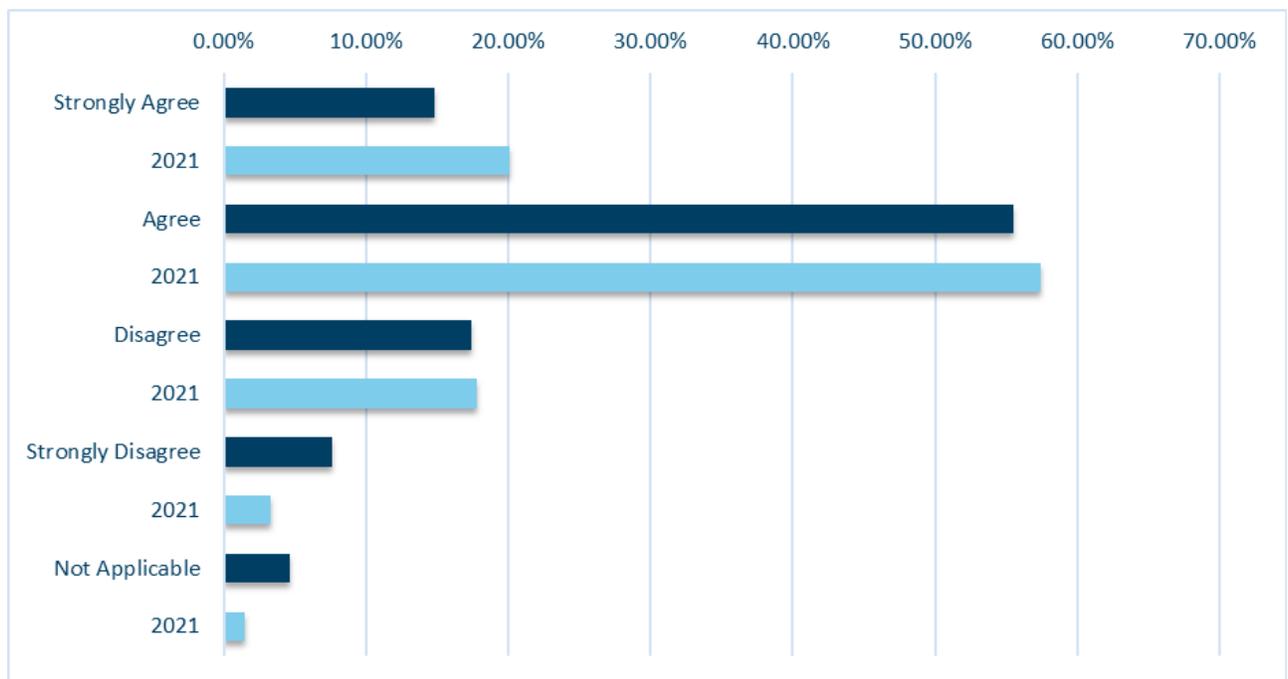
Question 3: The prices offered in the food service and/or vending facility in this building are reasonable compared to other food service operations in the area.

Answer Choices	Response Percent	Response Count
Strongly Agree	17.55%	83
2021	28.67%	174
Agree	59.41%	281
2021	60.79%	369
Disagree	13.95%	66
2021	6.92%	42
Strongly Disagree	5.71%	27
2021	2.14%	13
Not Applicable	3.38%	16
2021	1.48%	9
Answered		473
Skipped		142



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

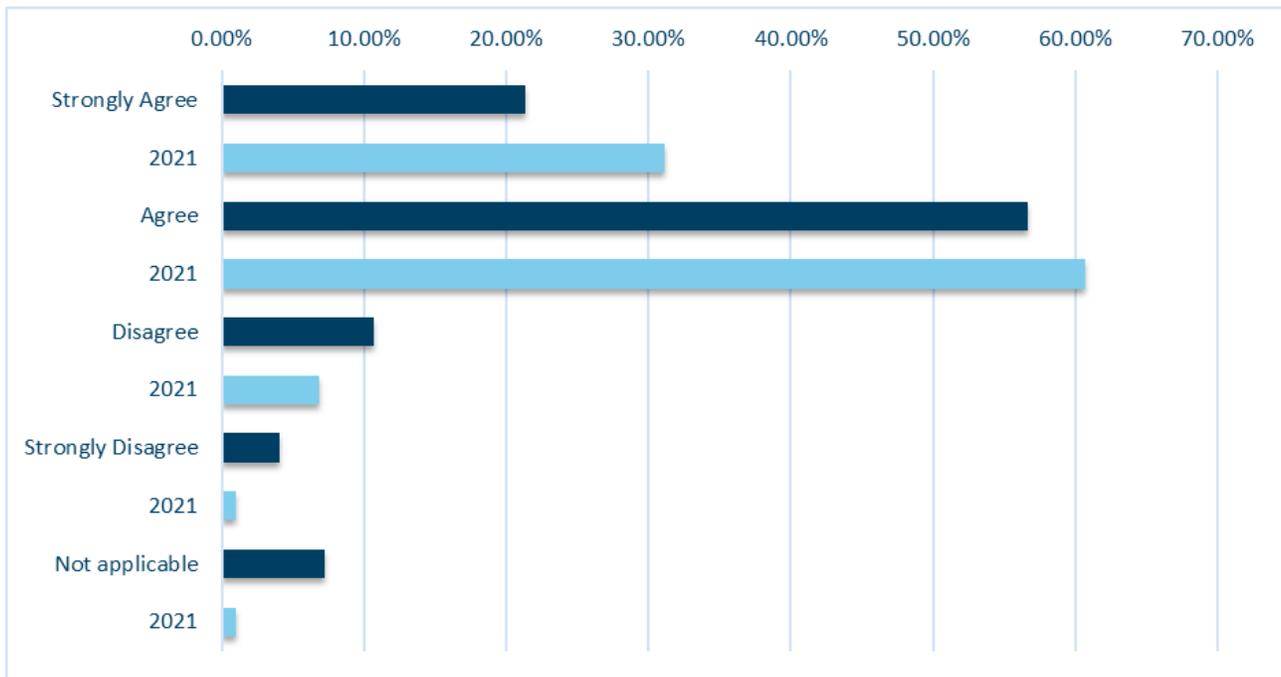
Answer Choices	Response Percent	Response Count
Strongly Agree	14.83%	70
2021	20.07%	122
Agree	55.51%	262
2021	57.40%	349
Disagree	17.37%	82
2021	17.76%	108
Strongly Disagree	7.63%	36
2021	3.29%	20
Not Applicable	4.66%	22
2021	1.48%	9
Answered		472
Skipped		143



HOURS OF OPERATION

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

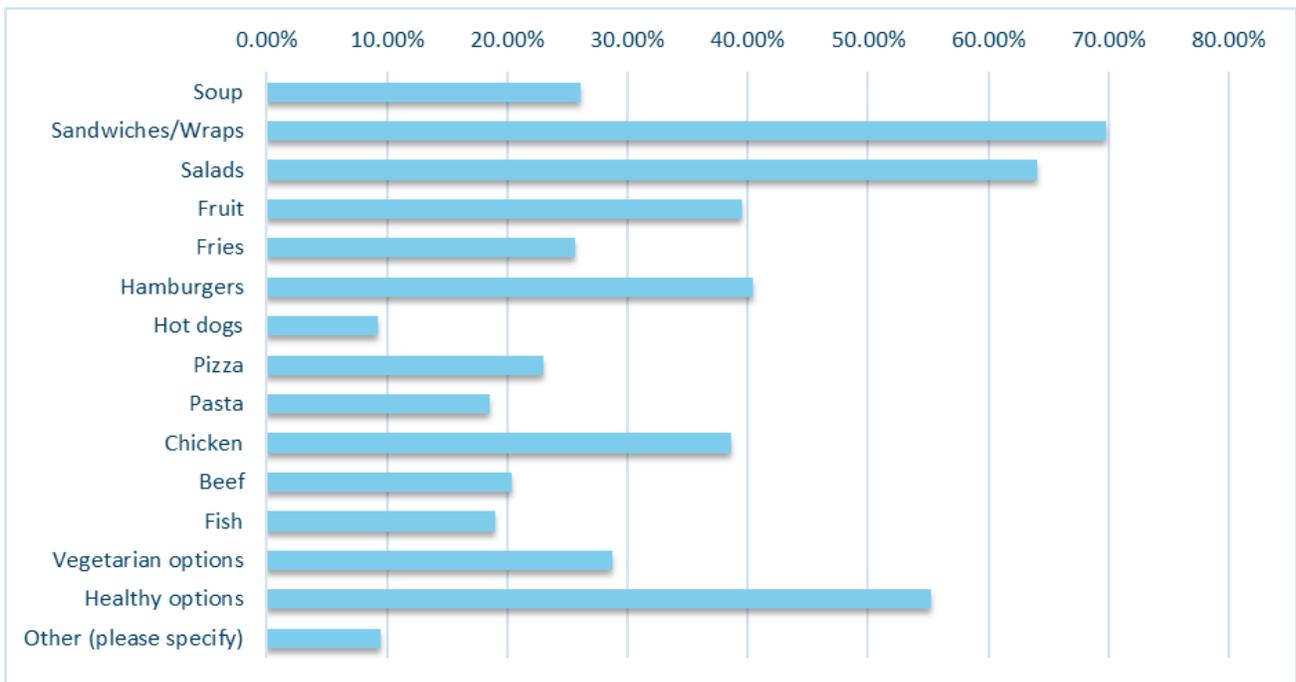
Answer Choices	Response Percent	Response Count
Strongly Agree	21.37%	100
2021	31.14%	189
Agree	56.62%	265
2021	60.70%	348
Disagree	10.68%	50
2021	6.87%	49
Strongly Disagree	4.06%	19
2021	0.99%	8
Not applicable	7.26%	34
2021	0.99%	13
Answered		468
Skipped		147



MENU ITEMS

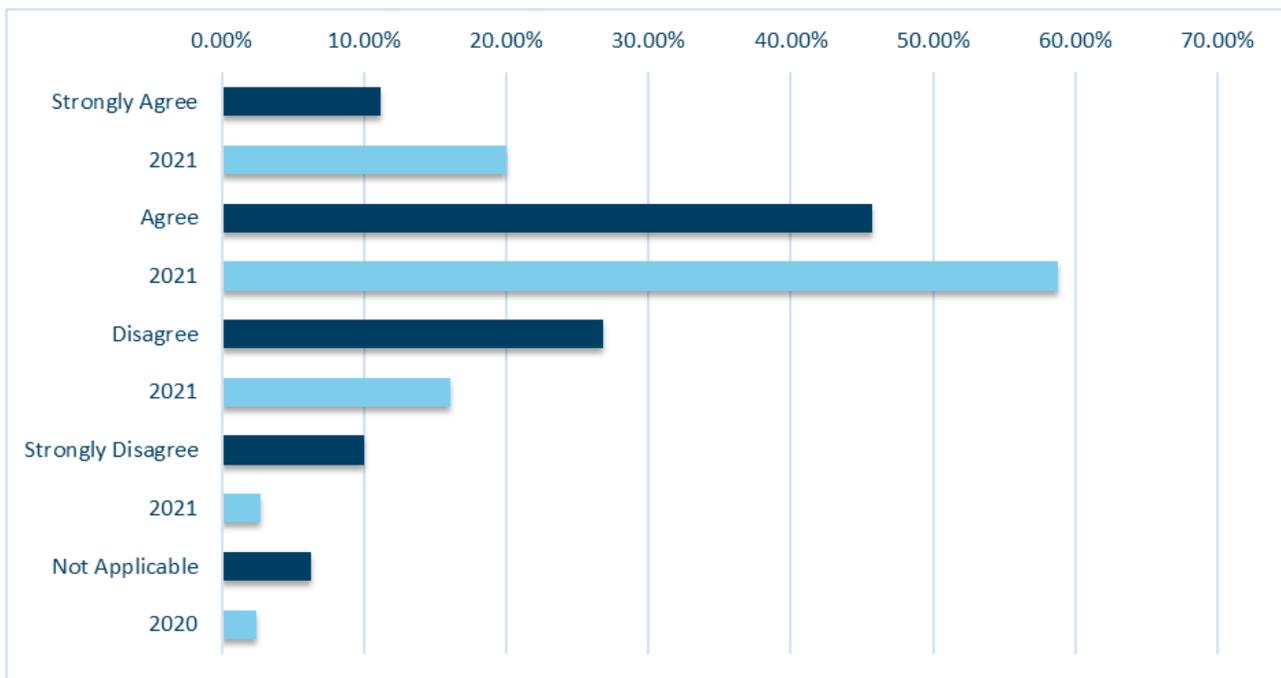
Question 6: If you are creating your own food service menu, select the items you would include. (Please select your top three items.)

Answer Choices	Response Percent	Response Count
Soup	26.05%	118
Sandwiches/Wraps	69.76%	316
Salads	64.02%	290
Fruit	39.51%	179
Fries	25.61%	116
Hamburgers	40.40%	183
Hot dogs	9.27%	42
Pizza	22.96%	104
Pasta	18.54%	84
Chicken	38.63%	175
Beef	20.31%	92
Fish	18.98%	86
Vegetarian options	28.70%	130
Healthy options	55.19%	250
Other (please specify)	9.49%	43
Answered		453
Skipped		162



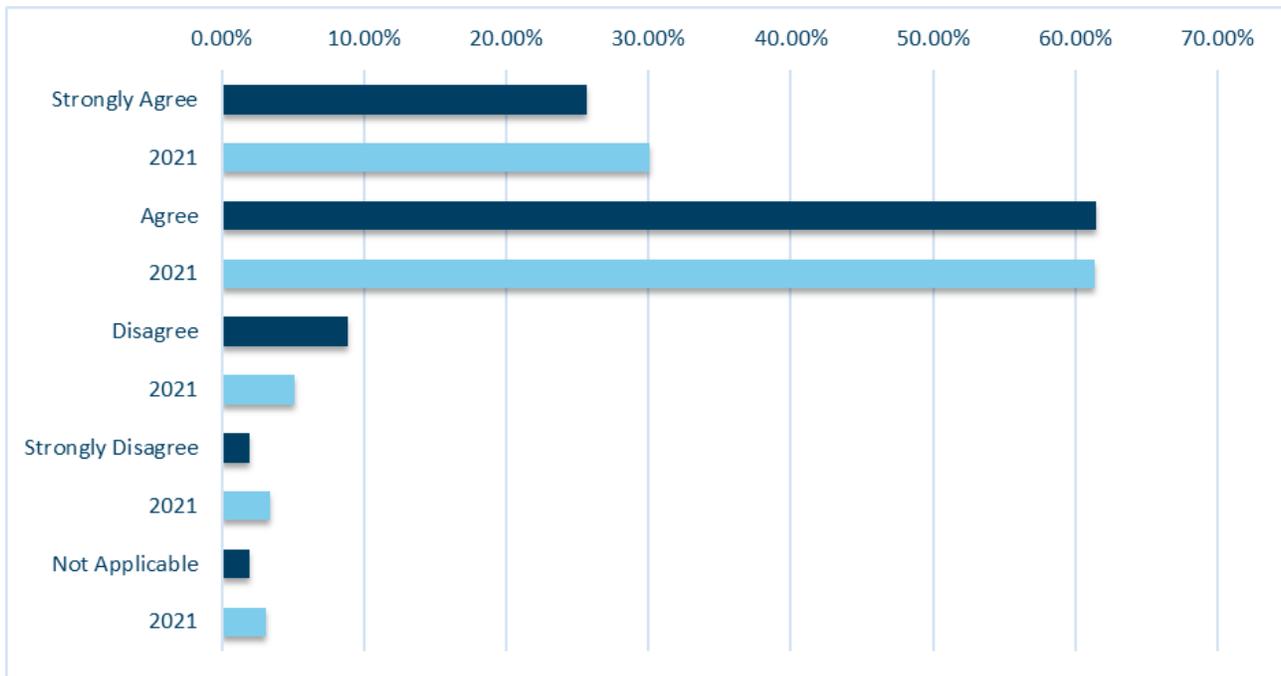
Question 7: There is a wide variety of hot food offered.

Answer Choices	Response Percent	Response Count
Strongly Agree	11.16%	50
2021	20.00%	116
Agree	45.76%	205
2021	58.79%	341
Disagree	26.79%	120
2021	16.03%	93
Strongly Disagree	10.04%	45
2021	2.76%	16
Not Applicable	6.25%	28
2020	2.41%	14
Answered		448
Skipped		167



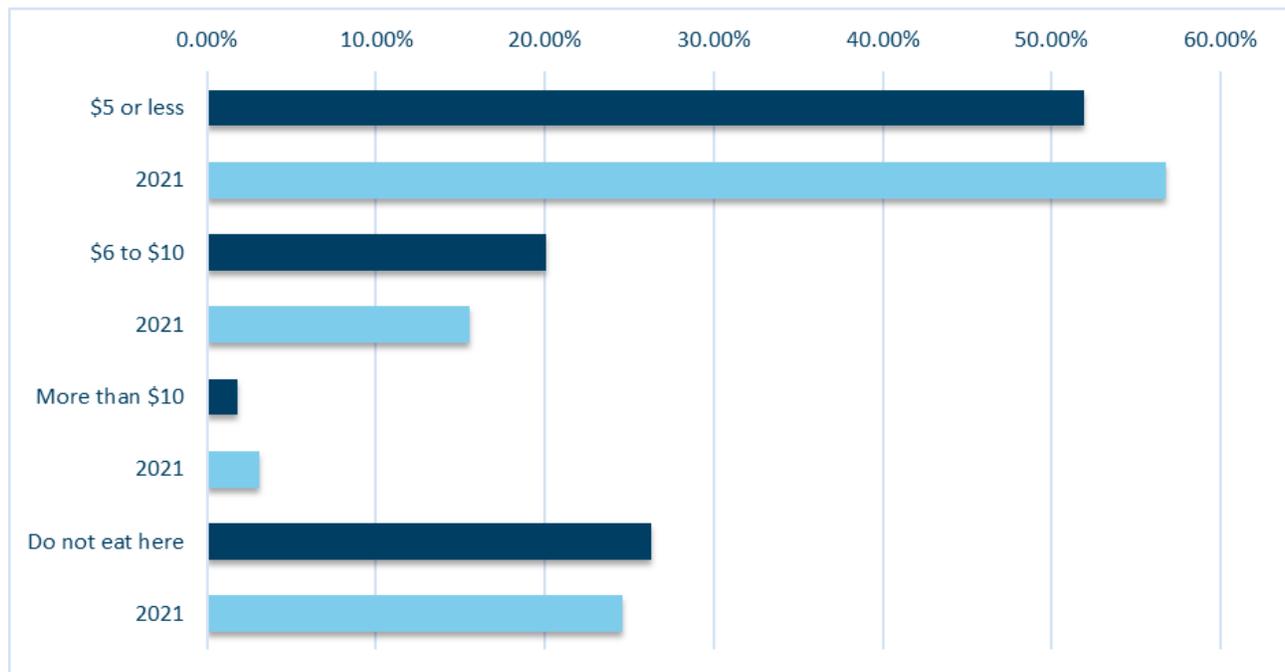
Question 8: There is a wide variety of bottled beverages offered.

Answer Choices	Response Percent	Response Count
Strongly Agree	25.66%	116
2021	30.09%	176
Agree	61.50%	278
2021	61.37%	359
Disagree	8.85%	40
2021	5.13%	30
Strongly Disagree	1.99%	9
2021	3.40%	2
Not Applicable	1.99%	9
2021	3.08%	18
Answered		452
Skipped		163



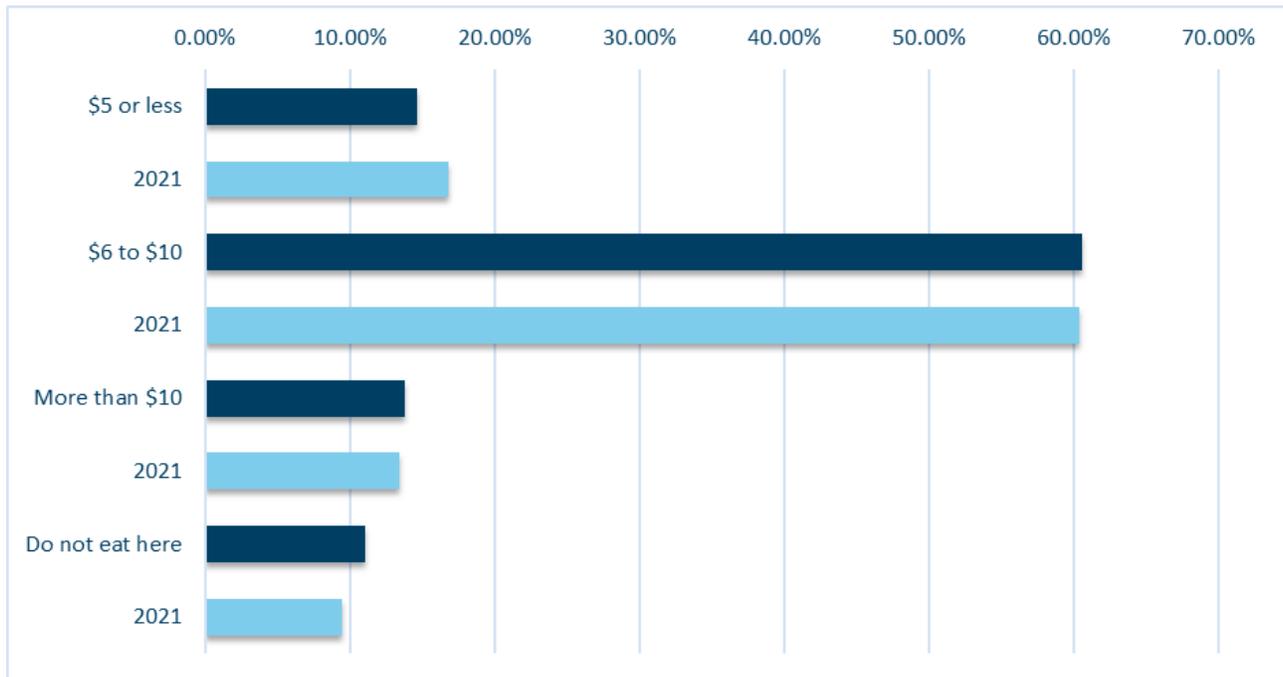
Question 9: During a regular workweek, what do you normally spend for breakfast daily?

Answer Choices	Response Percent	Response Count
\$5 or less	51.89%	233
2021	56.75%	328
\$6 to \$10	20.04%	90
2021	15.57%	90
More than \$10	1.78%	8
2021	3.11%	18
Do not eat here	26.28%	118
2021	24.57%	142
Answered		449
Skipped		166



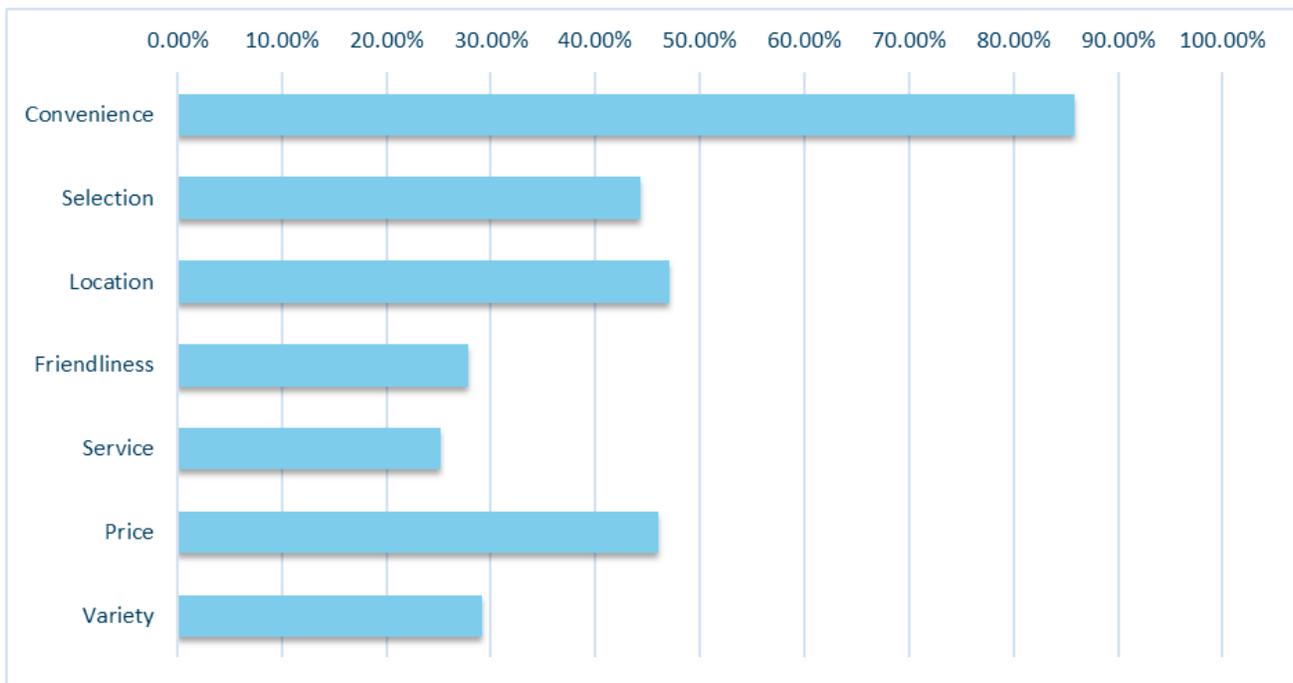
Question 10: During a regular workweek, what do you normally spend for lunch daily?

Answer Choices	Response Percent	Response Count
\$5 or less	14.63%	66
2021	16.81%	98
\$6 to \$10	60.53%	273
2021	60.38%	352
More than \$10	13.75%	62
2021	13.38%	78
Do not eat here	11.09%	50
2021	9.43%	55
Answered		451
Skipped		164



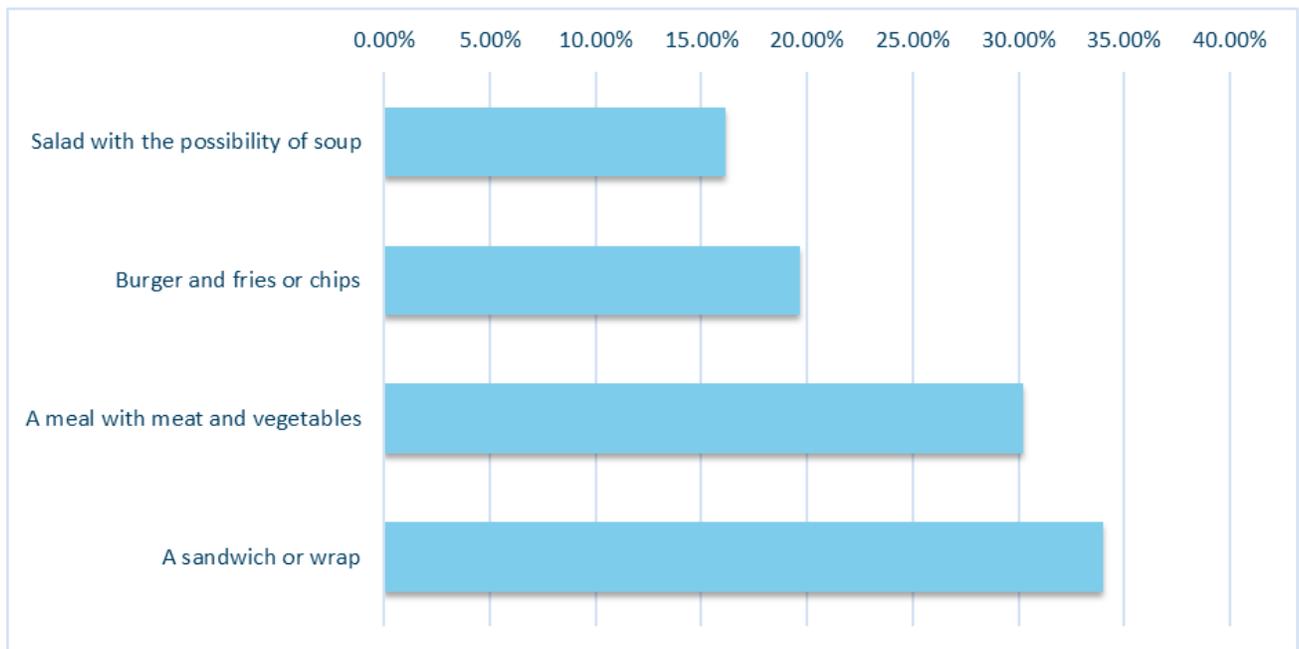
Question 11: Please check the options below that influence your choice to eat at your food service facility.

Answer Choices	Response Percent	Response Count
Convenience	85.84%	388
Selection	44.25%	200
Location	47.12%	213
Friendliness	27.88%	126
Service	25.22%	114
Price	46.02%	208
Variety	29.20%	132
Answered		452
Skipped		163



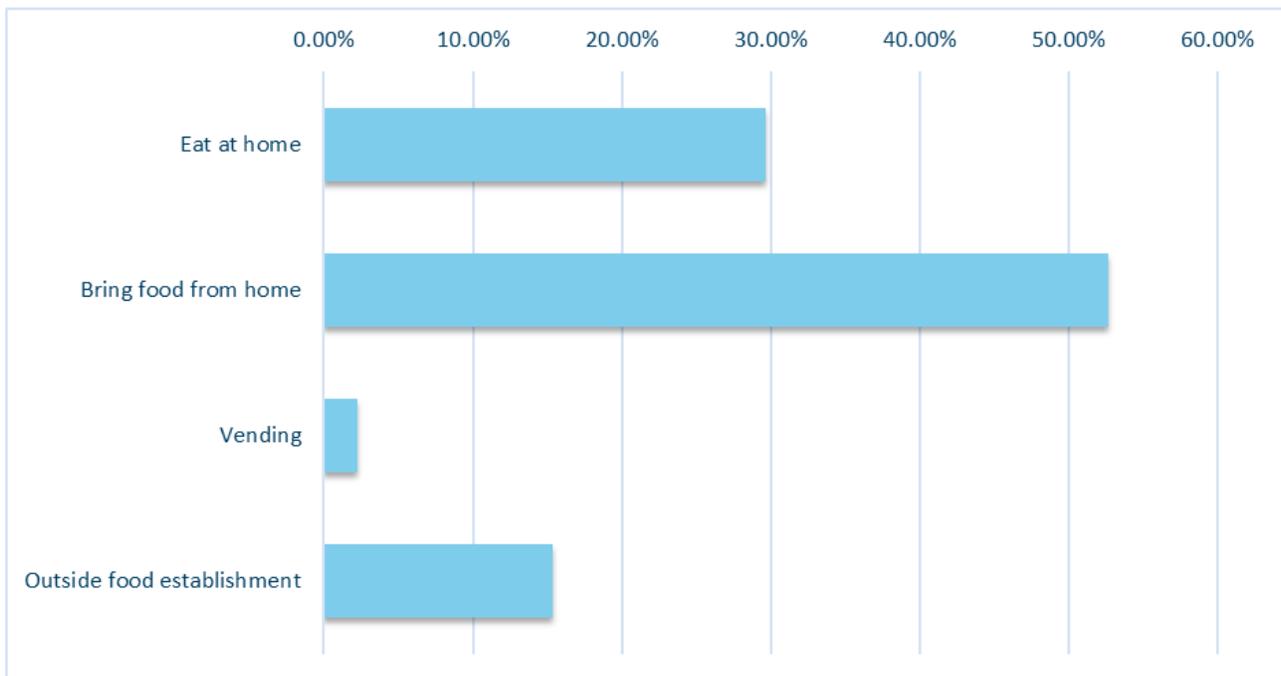
**Question 12: A typical lunch with your colleagues
in your food service facility would consist of:**

Answer Choices	Response Percent	Response Count
Salad with the possibility of soup	16.11%	72
Burger and fries or chips	19.69%	88
A meal with meat and vegetables	30.20%	135
A sandwich or wrap	34.00%	152
Answered		447
Skipped		168



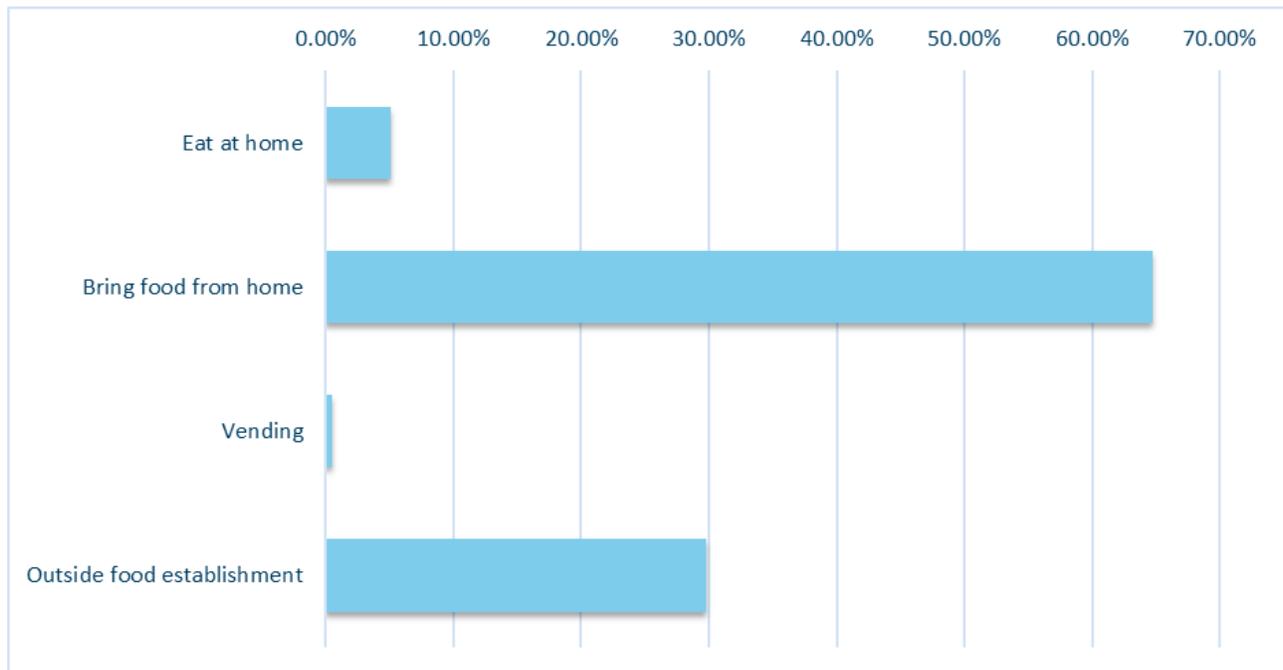
Question 13: The option you choose when not eating breakfast at your food service facility is:

Answer Choices	Response Percent	Response Count
Eat at home	29.69%	133
Bring food from home	52.68%	236
Vending	2.23%	10
Outside food establishment	15.40%	69
Answered		448
Skipped		167



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

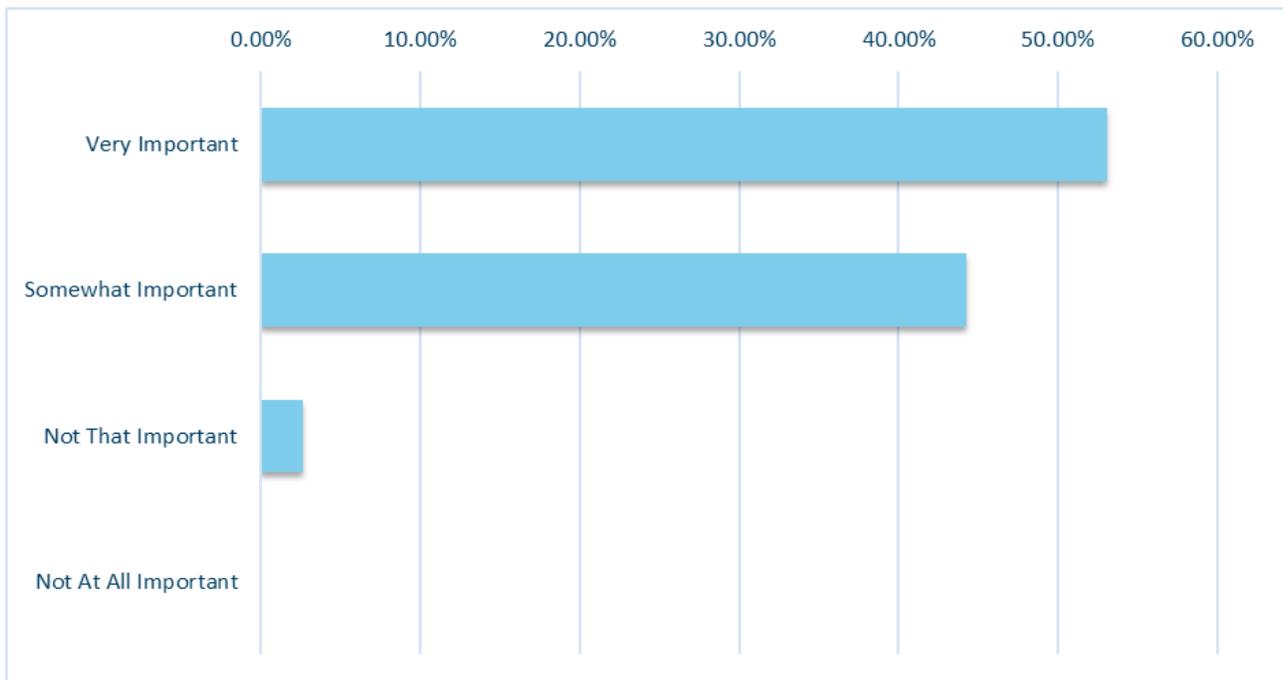
Answer Choices	Response Percent	Response Count
Eat at home	5.07%	23
Bring food from home	64.76%	294
Vending	0.44%	2
Outside food establishment	29.74%	135
Answered		454
Skipped		161



HEALTHY OPTIONS

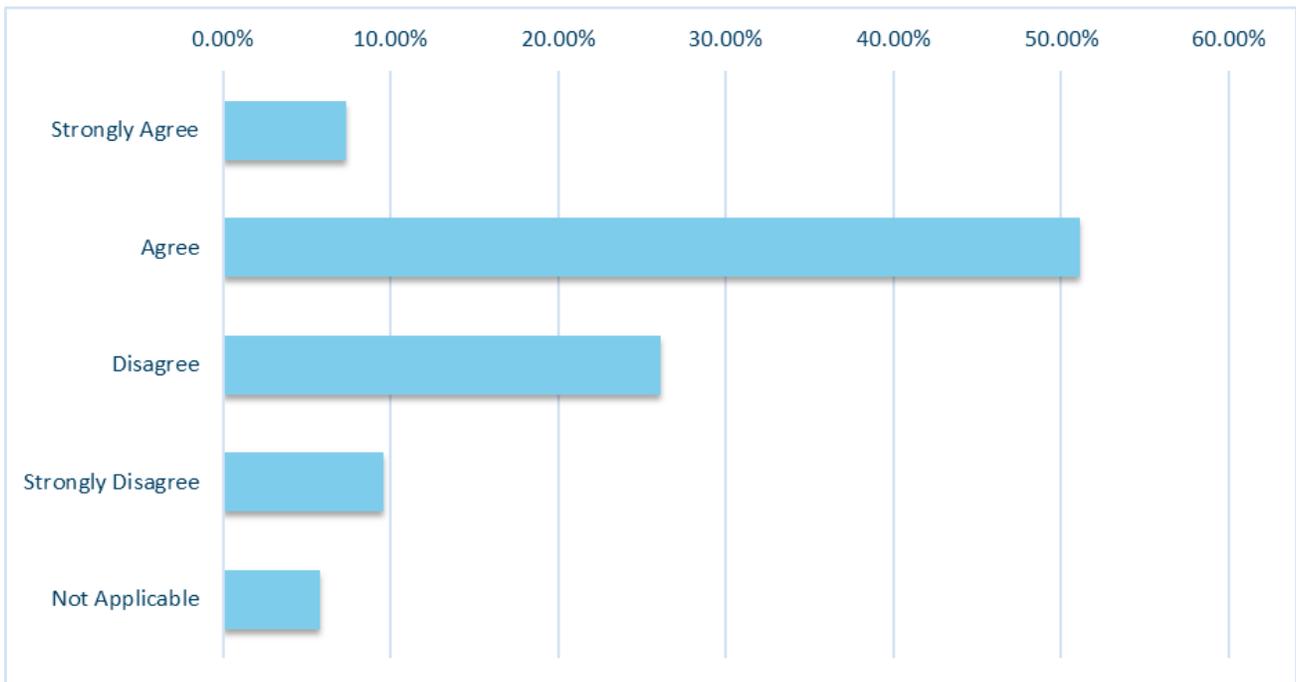
Question 15: Rate how important it is to you to eat healthy foods on a daily basis.

Answer Choices	Response Percent	Response Count
Very Important	53.10%	240
Somewhat Important	44.25%	200
Not That Important	2.65%	12
Not At All Important	0.00%	0
Answered		452
Skipped		163



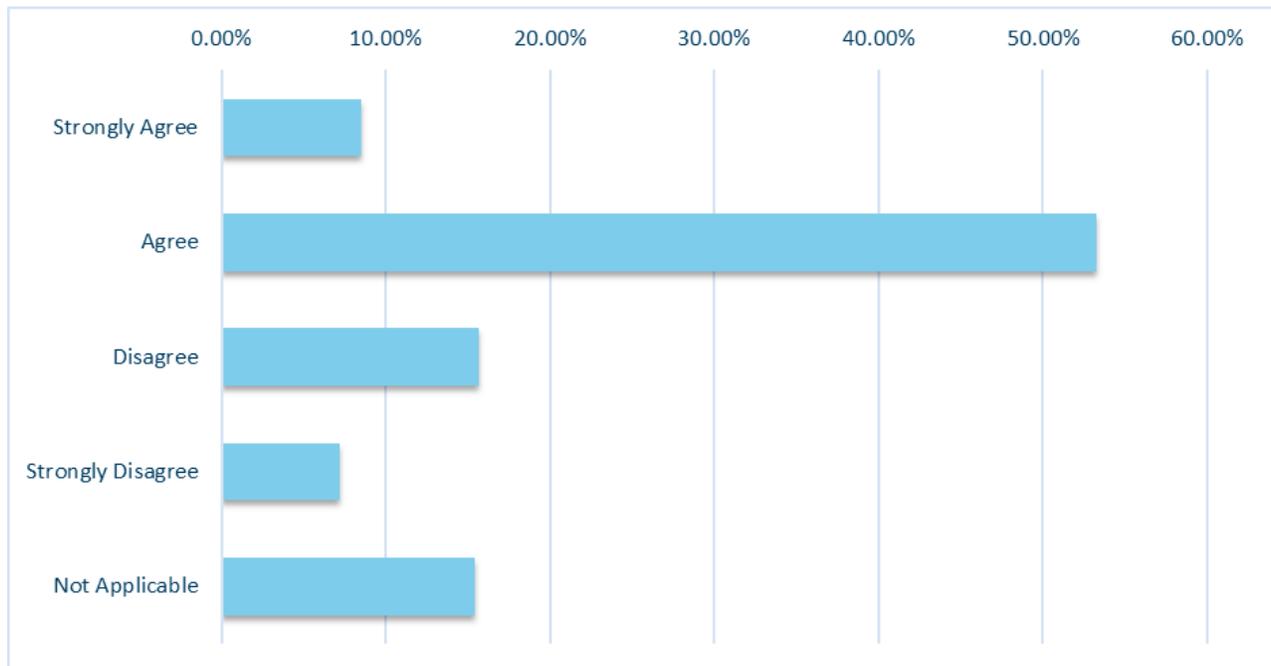
Question 16: Healthy choices are readily available at your food service facility.

Answer Choices	Response Percent	Response Count
Strongly Agree	7.37%	33
Agree	51.12%	229
Disagree	26.12%	117
Strongly Disagree	9.60%	43
Not Applicable	5.80%	26
Answered		448
Skipped		167



Question 17: The healthy choices offered are reasonably priced.

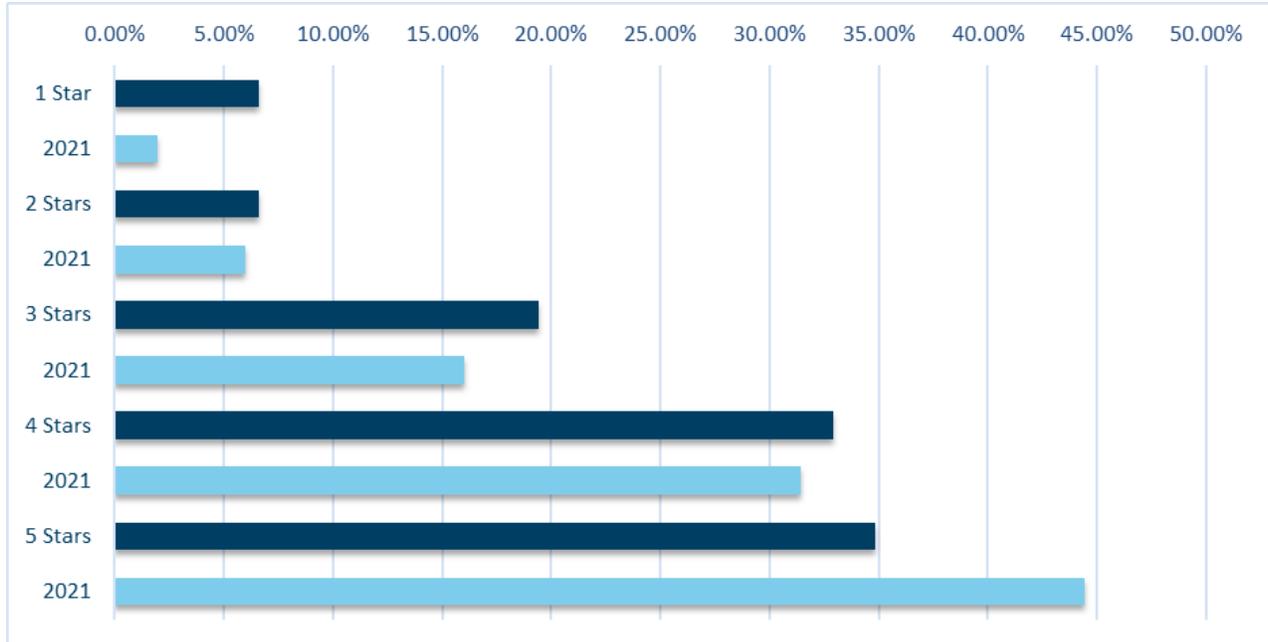
Answer Choices	Response Percent	Response Count
Strongly Agree	8.50%	38
Agree	53.24%	238
Disagree	15.66%	70
Strongly Disagree	7.16%	32
Not Applicable	15.44%	69
Answered		447
Skipped		168



OVERALL SATISFACTION

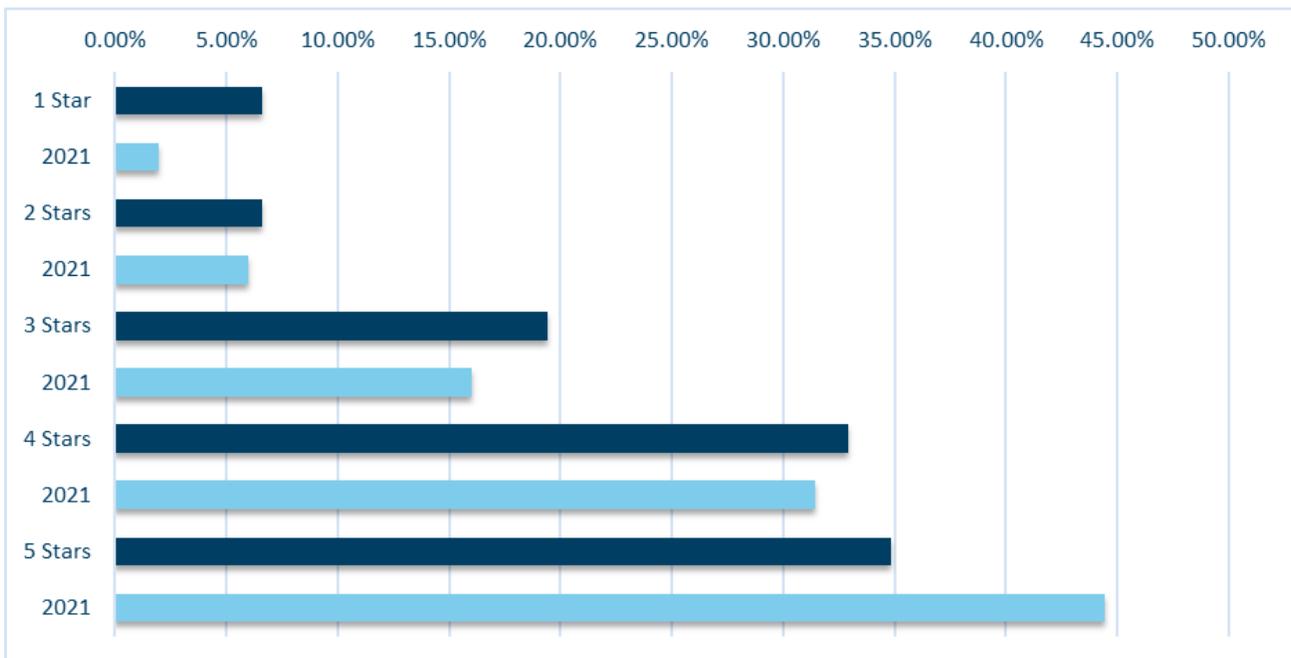
**Question 18: Please rate the quality of food offered at your food service facility.
(1 Star is lowest, and 5 Stars is highest.)**

Answer Choices	Response Percent	Response Count
1 Star	9.67%	41
2021	4.08%	23
2 Stars	9.91%	42
2021	10.24%	51
3 Stars	30.66%	130
2021	29.90%	190
4 Stars	34.20%	145
2021	37.09%	206
5 Stars	15.57%	66
2021	19.31%	94
Weighted Average		3.36
2021		3.53
Answered		424
Skipped		191



Question 19: Please indicate the quality of service offered in your food service facility. (1 Star is lowest, and 5 Stars is highest.)

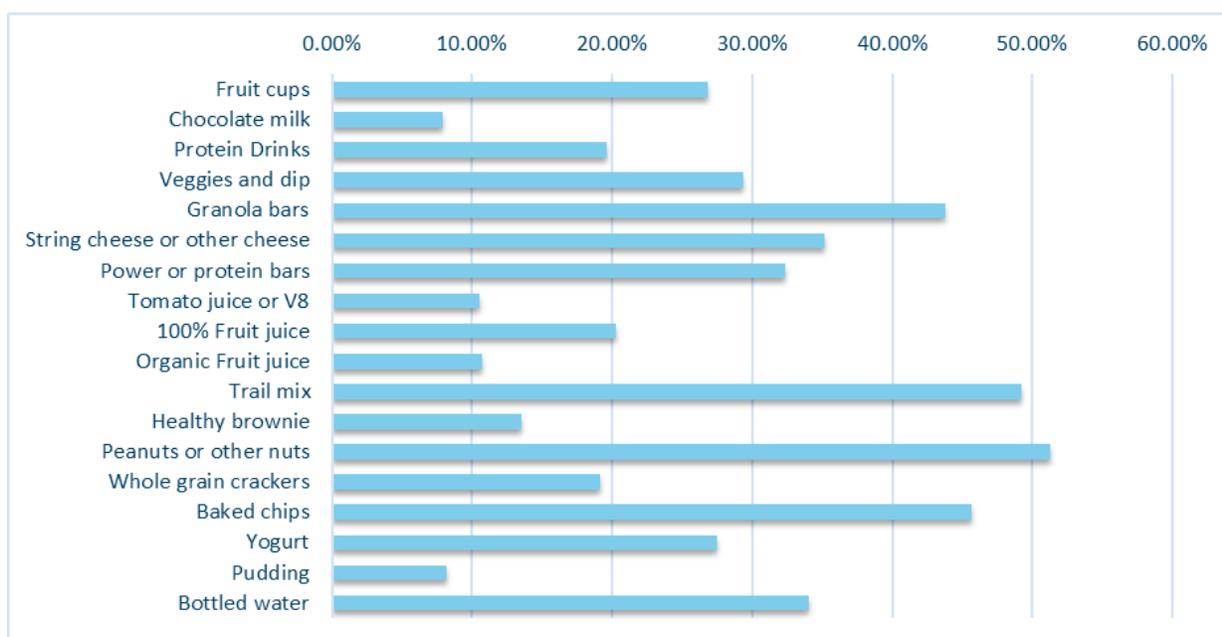
Answer Choices	Response Percent	Response Count
1 Star	6.64%	28
2021	2.00%	18
2 Stars	6.61%	26
2021	5.99%	27
3 Stars	19.43%	82
2021	16.05%	112
4 Stars	32.94%	139
2021	31.45%	183
5 Stars	34.83%	147
2021	44.42%	221
Weighted Average		3.83
2021		4.10
Answered		422
Skipped		193



VENDING

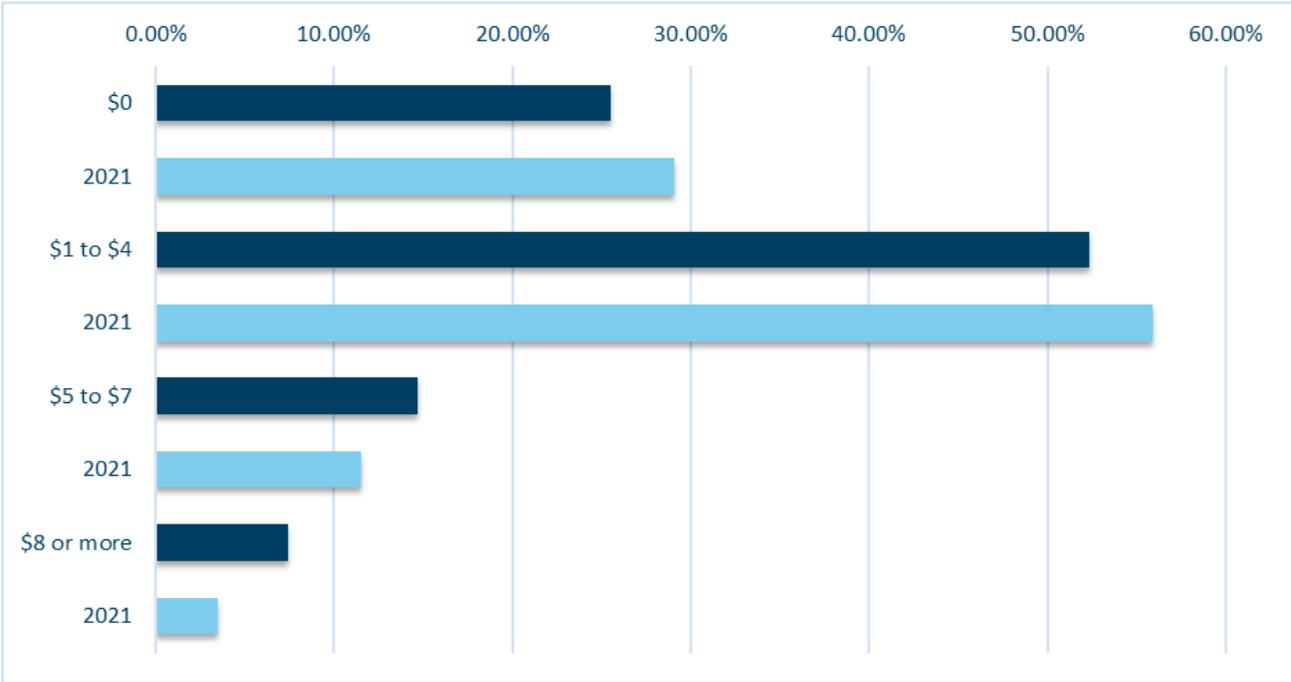
Question 20: Please tell us which five products listed below you would be most likely to purchase:

Answer Choices	Response Percent	Response Count
Fruit cups	26.81%	115
Chocolate milk	7.93%	34
Protein Drinks	19.58%	84
Veggies and dip	29.37%	126
Granola bars	43.82%	188
String cheese or other cheese	35.20%	151
Power or protein bars	32.40%	139
Tomato juice or V8	10.49%	45
100% Fruit juice	20.28%	87
Organic Fruit juice	10.72%	46
Trail mix	49.18%	211
Healthy brownie	13.52%	58
Peanuts or other nuts	51.28%	220
Whole grain crackers	19.11%	82
Baked chips	45.69%	196
Yogurt	27.51%	118
Pudding	8.16%	35
Bottled water	34.03%	146
	Answered	429
	Skipped	186



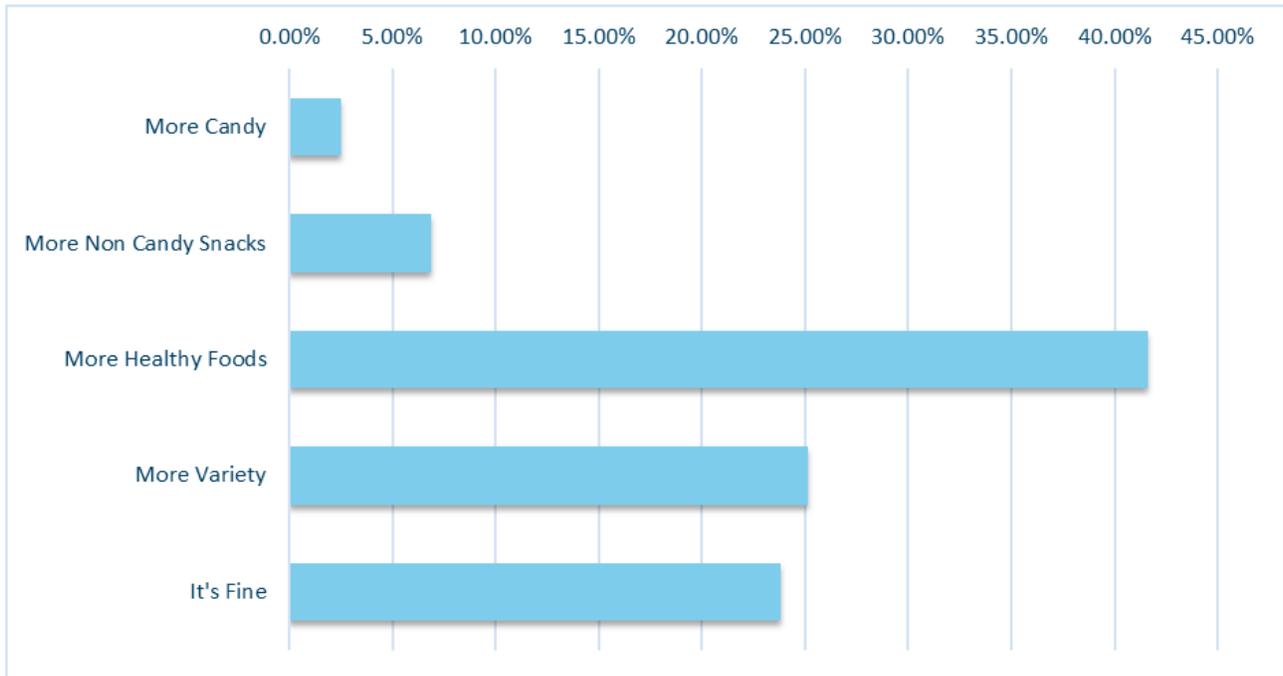
Question 21: The amount of purchases I make during a workweek from vending machines in my building usually totals:

Answer Choices	Response Percent	Response Count
\$0	25.51%	113
2021	29.09%	167
\$1 to \$4	52.37%	232
2021	55.92%	321
\$5 to \$7	14.67%	65
2021	11.50%	66
\$8 or more	7.45%	33
2021	3.48%	20
Answered		443
Skipped		172



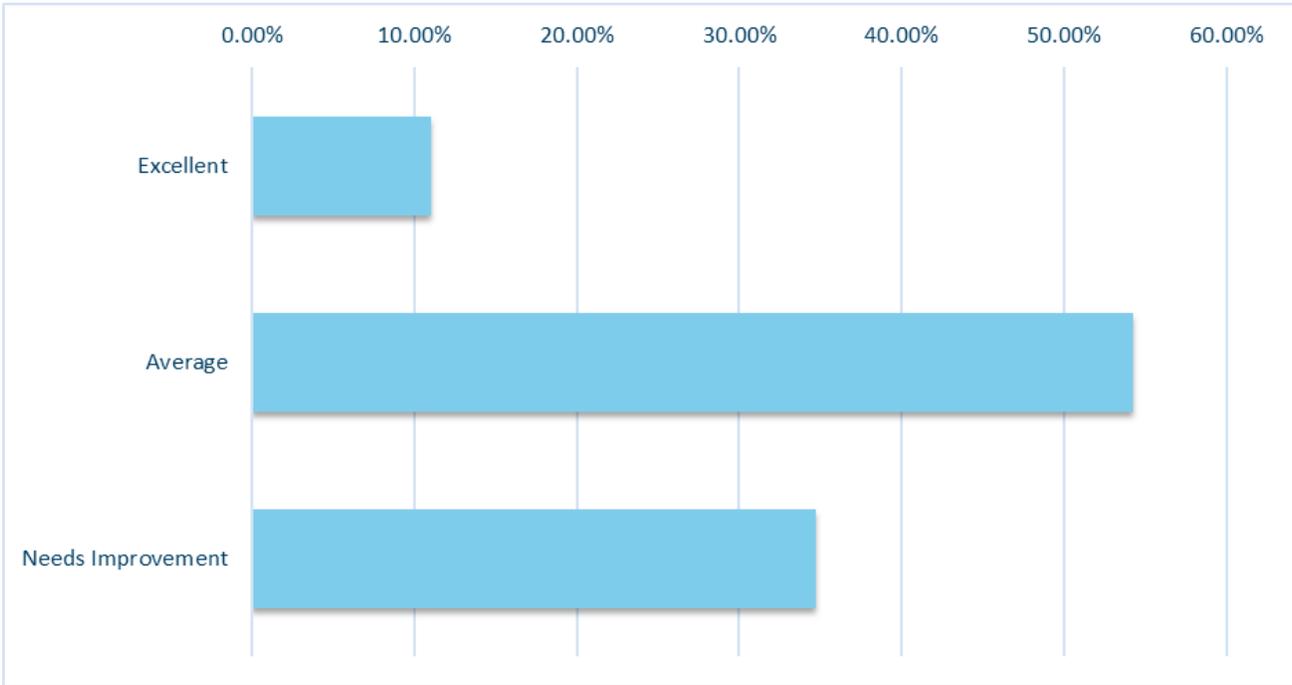
Question 22: I would like the following to be available in vending machines.

Answer Choices	Response Percent	Response Count
More Candy	2.52%	11
More Non-Candy Snacks	6.86%	30
More Healthy Foods	41.65%	182
More Variety	25.17%	110
It's Fine	23.80%	104
	Answered	437
	Skipped	178



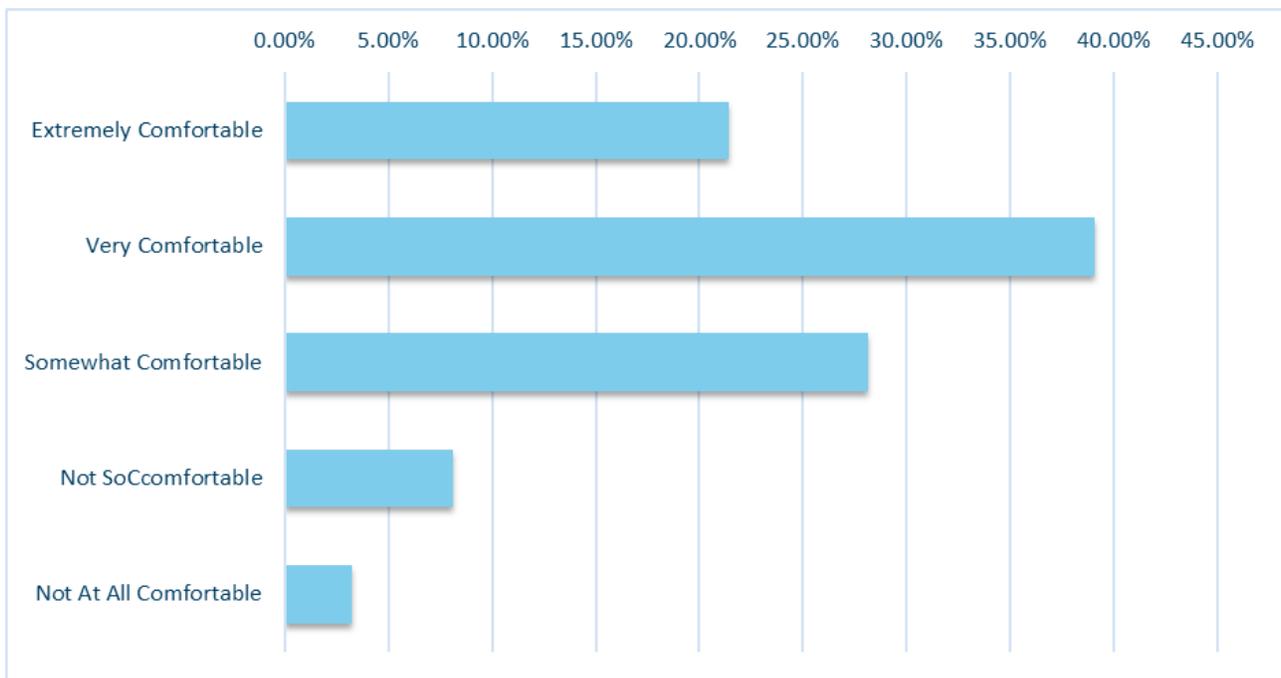
Question 23: Vending machines are consistently stocked with a full selection of product:

Answer Choices	Response Percent	Response Count
Excellent	11.03%	48
Average	54.25%	236
Needs Improvement	34.71%	151
Answered		435
Skipped		180



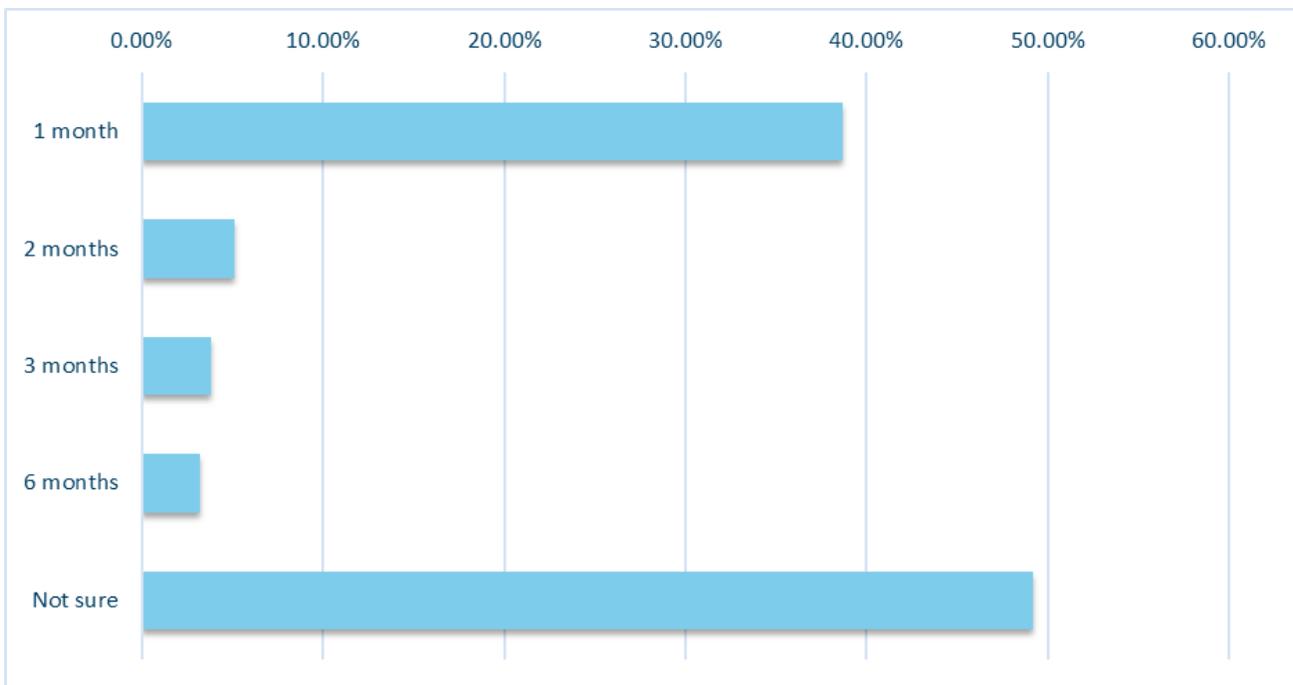
Question 24: Considering the coronavirus outbreak do you feel comfortable dining in your building café for breakfast or lunch when your building reopens?

Answer Choices	Response Percent	Response Count
Extremely Comfortable	21.40%	92
Very Comfortable	39.07%	168
Somewhat Comfortable	28.14%	121
Not So Comfortable	8.14%	35
Not At All Comfortable	3.26%	14
Answered		430
Skipped		185



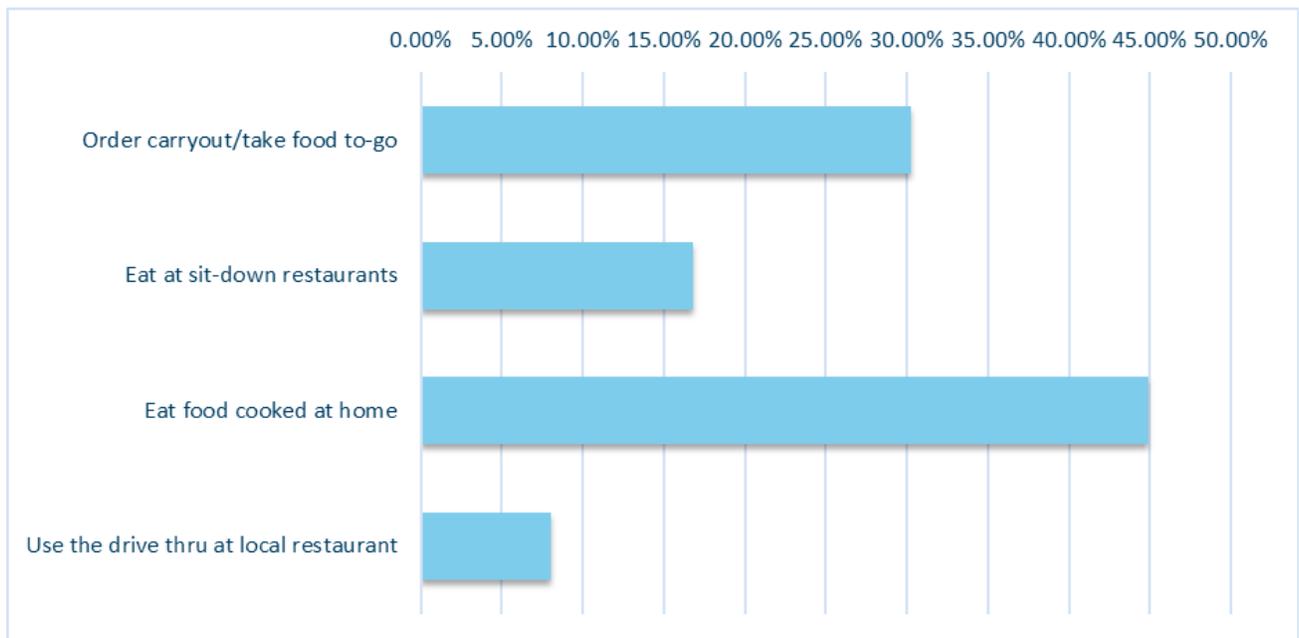
Question 25: Understanding the future is uncertain; if you are not comfortable dining in your building café, when do you think you might feel comfortable to do so?

Answers Choices	Response Percent	Response Count
1 month	38.66%	121
2 months	5.11%	16
3 months	3.83%	12
6 months	3.19%	10
Not sure	49.20%	154
Answered		313
Skipped		302



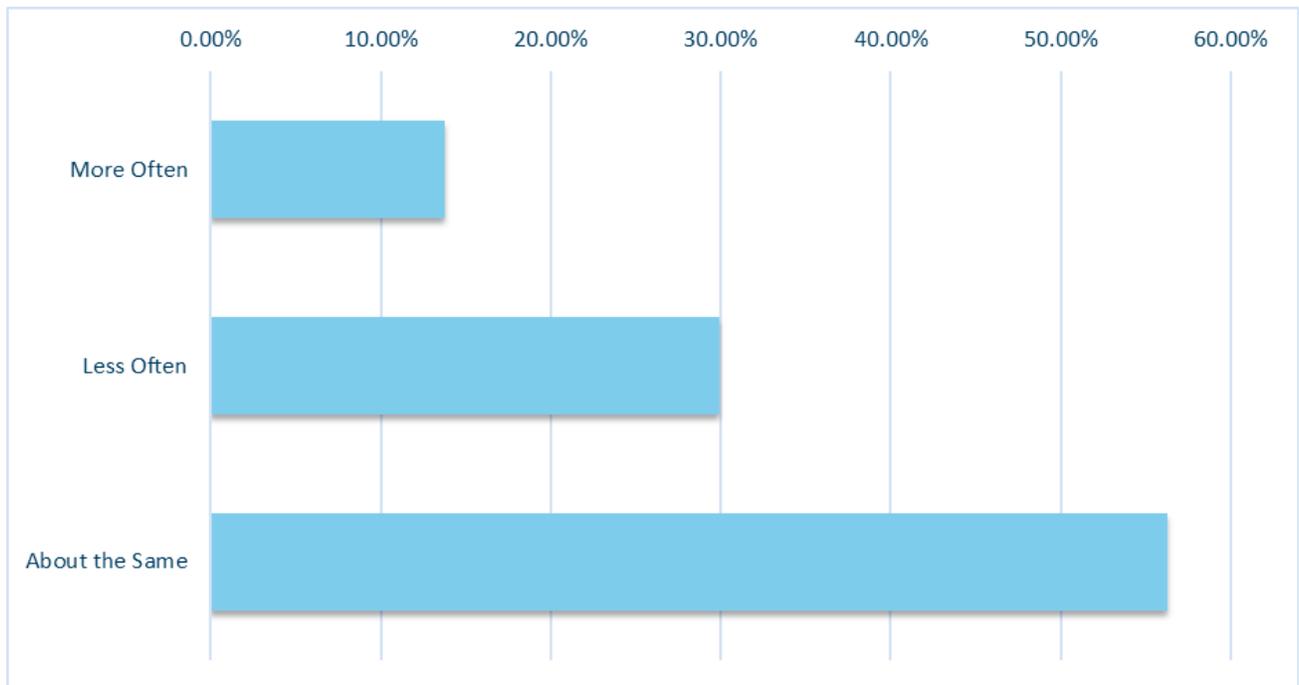
Question 26: When considering your mealtime options in the wake of the coronavirus outbreak are you more likely to:

Answer Choices	Response Percent	Response Count
Order carryout/take food to-go	30.26%	128
Eat at sit-down restaurants	16.78%	71
Eat food cooked at home	44.92%	190
Use the drive thru at local restaurant	8.04%	34
Answered		423
Skipped		192



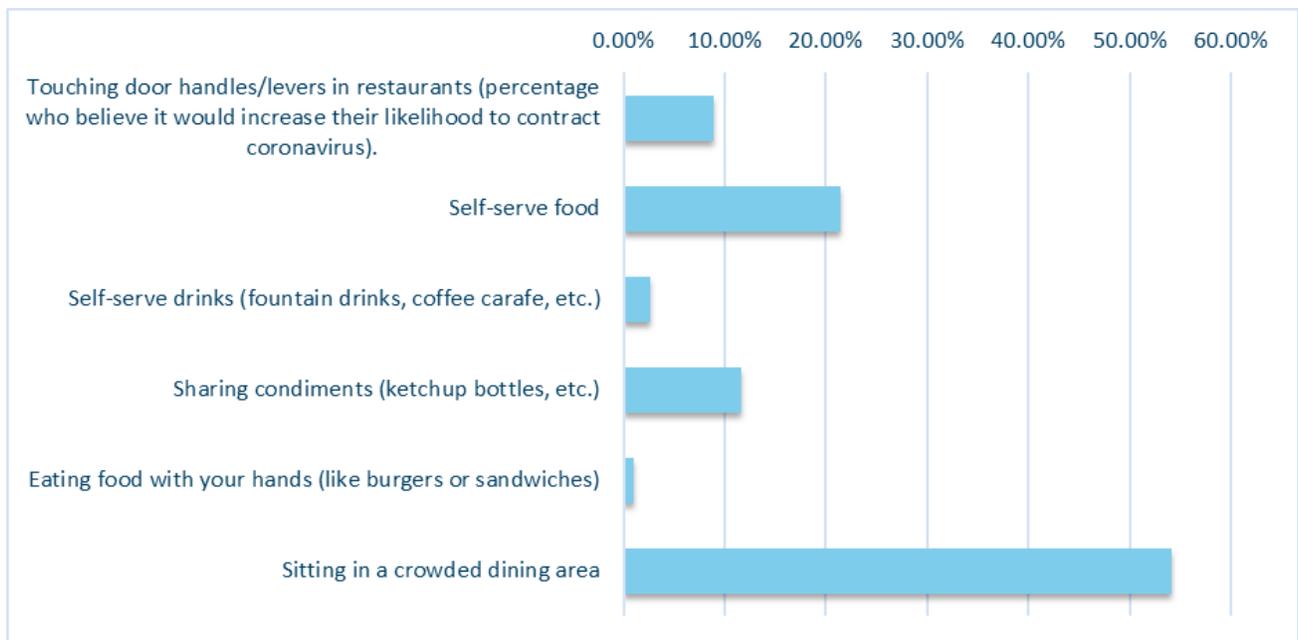
Question 27: In the wake of the coronavirus outbreak, are you more likely to order food from the building café:

Answer Choices	Response Percent	Response Count
More Often	13.78%	58
Less Often	29.93%	126
About the Same	56.29%	237
Answered		560
Skipped		163



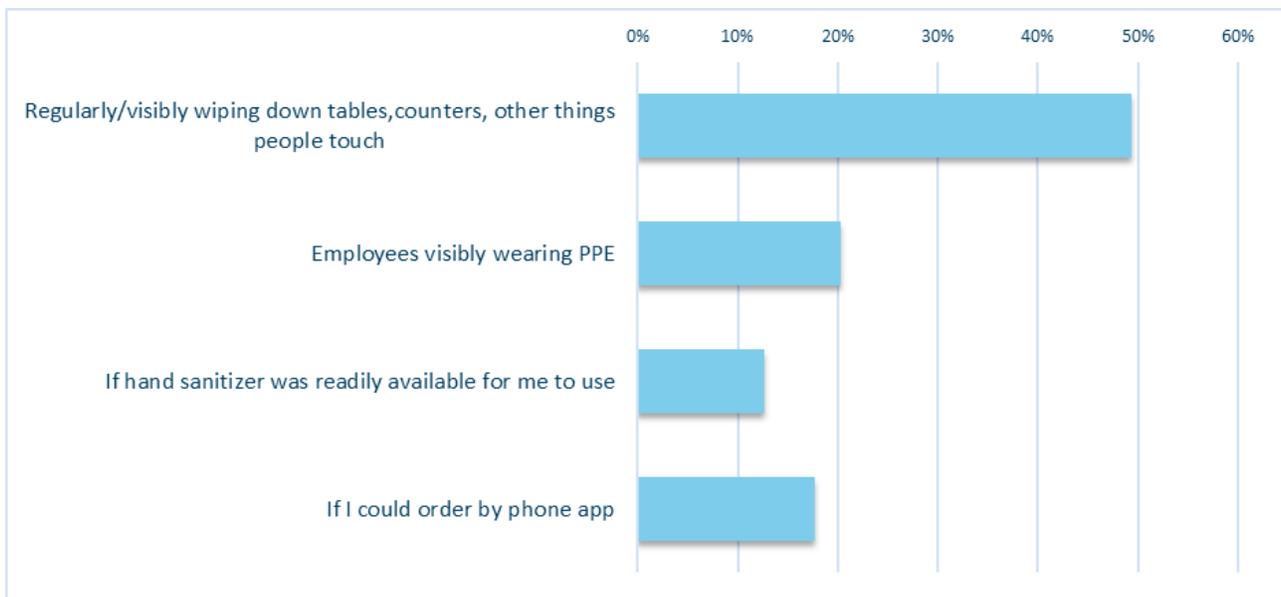
Question 28: What makes you most uncomfortable about returning to the food service facility in your building in the wake of the coronavirus outbreak?

Answer Choices	Response Percent	Response Count
Touching door handles/levers in restaurants (percentage who believe it would increase their likelihood to contract coronavirus).	8.94%	33
Self-serve food	21.41%	79
Self-serve drinks (fountain drinks, coffee carafe, etc.)	2.71%	10
Sharing condiments (ketchup bottles, etc.)	11.65%	43
Eating food with your hands (like burgers or sandwiches)	1.08%	4
Sitting in a crowded dining area	54.20%	200
	Answered	369
	Skipped	246



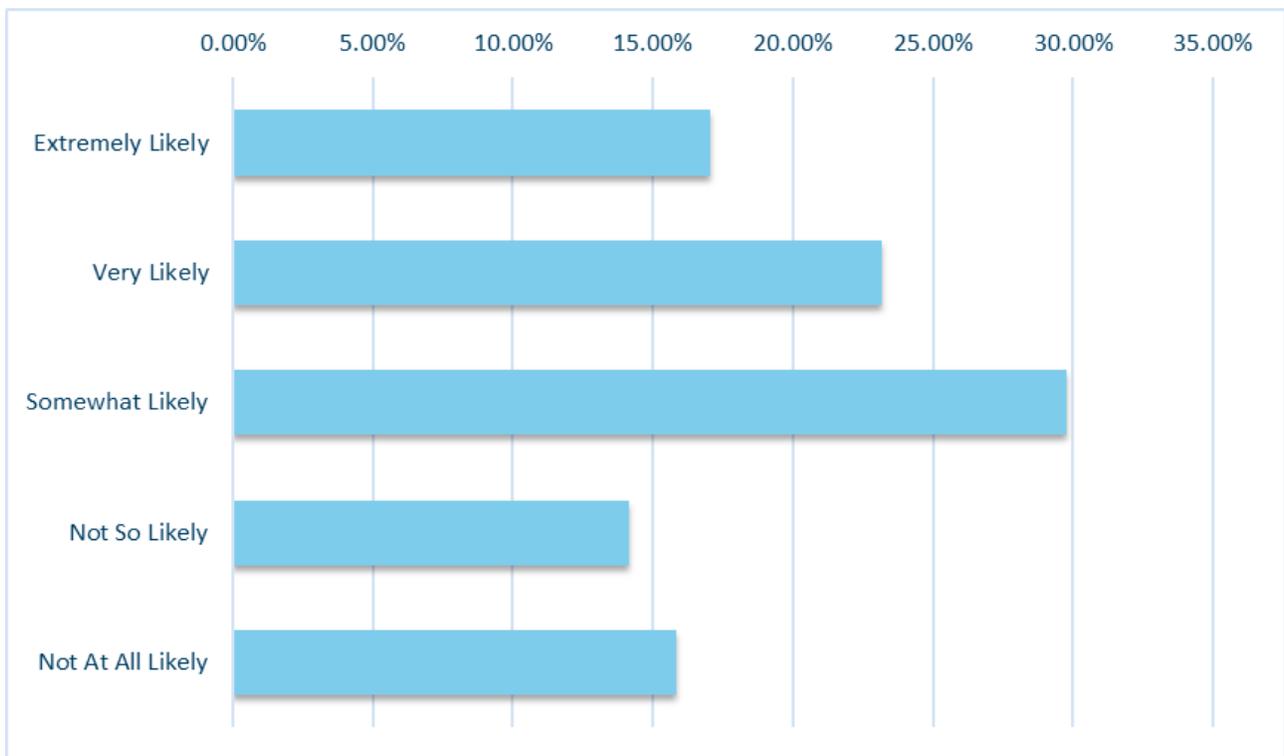
Question 29: What would make you more comfortable about dining in your building café in the wake of the coronavirus outbreak?

Answer Choices	Response Percent	Response Count
Regularly/visibly wiping down tables, counters, other things people touch	49.36%	192
Employees visibly wearing PPE	20.31%	79
If hand sanitizer was readily available for me to use	12.60%	49
If I could order by phone app	17.74%	69
	Answered	389
	Skipped	226



Question 30: 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	17.07%	70
Very Likely	23.17%	95
Somewhat Likely	29.76%	122
Not So Likely	14.15%	58
Not At All Likely	15.85%	65
Answered		410
Skipped		205



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	2.39%	13
Chiropractic Examiners	0.00%	0
Commission on Fire Protection	0.00%	0
Comptroller of Public Accounts	0.00%	0
Department of Aging and Disability Services	0.00%	0
Department of Agriculture	0.00%	0
Department of Family and Protective Services	29.60%	161
Department of Insurance	0.00%	0
Department of Public Safety	0.00%	0
Department of Rehabilitative Services	0.00%	0
Department of State Health Services	0.18%	1
Disability Determination Services	16.73%	91
Emergency Communications	0.00%	0
Employee Retirement System	0.00%	0
General Land Office	0.00%	0
Health and Human Services Commission	1.47%	8
Historical Commission	0.00%	0
Housing and Community Affairs	0.00%	0
Legislative Budget Board	0.00%	0
Legislative Council	0.00%	0
Library and Archives	0.00%	0
Office of Attorney General, Child Support	0.00%	0
Office of Attorney General, Clements State Office Building	0.00%	0

Table continued on page 37

Answer Choices	Response Percent	Response Count
Physical/Occupational Therapy Board	0.00%	0
Public Utility Commission	0.00%	0
Railroad Commission	0.00%	0
Secretary of State	0.00%	0
State Board of Public Accountancy	0.00%	0
State office of Administrative Hearings	0.00%	0
Sunset Advisory Commission	0.00%	0
Texas Commission on Environmental Quality	44.49%	242
Texas Education Agency	0.00%	0
Texas Facilities Commission	0.00%	0
Texas Lottery Commission	0.00%	0
Texas Parks and Wildlife	0.00%	0
Texas Workforce Commission	0.00%	0
TxDOT, Camp Hubbard, Austin	0.00%	0
TxDOT, Riverside, Austin	0.00%	0
Veterans Commission	0.00%	0
Veterans Land Board	0.00%	0
Workers Compensation	0.00%	0
Other (please specify)	5.15%	28
	Answered	544
	Skipped	71

COST ANALYSIS REPORT

An inquiry was submitted to all 16 state host agencies in 2022 in which BET operates a cafeteria, snack bar, and/or convenience store.

FY'21 TWC Food Service Location and Type	Address	Sq. Ft./ Annual Value of Space Used 2019*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Brown-Heatly Building Café	4900 Lamar Blvd., Austin, TX	4061 sq. ft. \$72,976.17	\$8,523.90	\$4,789.62	\$3,450.16	State General Revenue and Federal Funding
Attorney General Child Support Division Deli	5500 E. Oltorf St. Austin, TX	3,850 sq. ft. \$69,184.50	included in lease	\$2,349.60	\$4,111.80	100% SSA Federal Funds
Department of Public Safety HQ, Café	5805 N. Lamar Blvd., Austin, TX	5,202 sq. ft. \$93,479.94	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	2,691 sq. ft. \$48,357.27	\$2,664.09	\$9,956.70	\$296.01	State General Revenue and Federal Funding
Department of Transportation, Riverside Café	200 Riverside Dr., Austin, TX	5,500 sq. ft. \$98,835.00	\$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	5,709 sq. ft. \$102,590.73	\$18,907.00	\$9,534.00	\$5,376.00	Highway Transportation Fund 6
Department of Transportation, S.A. Café	4615 NW Loop 410, San Antonio, TX	1,255 sq. ft. \$22,552.35	\$0.00	\$6,445.00	\$12,850.00	Highway Transportation Fund 6
Disability Determination Services Café	6101 E. Oltorf St. Austin TX	3,850 sq. ft. \$69,184.50	included in lease	\$6,265.70	\$4,197.65	SSA, 100% Federal Funds

Table continued on page 39

FY'21 TWC Food Service Location and Type	Address	Sq. Ft./ Average Annual Value of Space Used 2019*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Elias Ramirez State Office Bldg. Café	5425 Polk St., Houston, TX	3,992 sq. ft. \$71,736.24	\$7,385.20	\$3,473.04	\$2,195.60	State General Revenue
James E. Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX	1,092 sq. ft. \$19,623.24	\$1,354.08	\$1,157.52	\$895.44	State General Revenue and Federal Funding
John H. Winters Bldg. Café and Convenience Store	701 W. 51st St. Austin, TX	6,645 sq. ft. \$119,410.65	\$15,217.05	\$17,343.45	\$4,452.15	State General Revenue and Federal Funding
Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX	3,893 sq. ft. \$69,687.66	\$3,931.93	\$8,953.90	\$2,841.89	State General Revenue and Federal Funding
Texas Commission of Environmental Quality Café	12100 N. IH 35, Austin, TX	3,522 sq. ft. \$63,290.34	\$9,861.60	\$4,120.74	\$2,888.04	State General Revenue and Federal Funding
Wm. B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX	3,934 sq. ft. \$70,693.98	\$2,989.84	\$3,107.86	\$2,557.10	State General Revenue and Federal Funding
Wm. P. Clements Bldg. Café	300 W. 15th St., Austin, TX	3,239 sq. ft. \$58,204.83	\$2,979.88	\$5,506.30	\$1,554.72	State General Revenue and Federal Funding
Wm. P. Hobby Bldg. Café	333 Guadalupe St., Austin, TX	2,266 sq. ft. \$40,720.02	\$5,642.34	\$4,599.98	\$1,427.58	State General Revenue and Federal Funding
Totals		\$1,090,527.42	\$95,558.91	\$96,898.41	\$60,186.13	

* In order to establish consistency in reporting, the estimated value of space was based on average square footage lease costs of \$17.97 per square foot in Fiscal Year 2019 for space leased by state agencies, as reported by the Texas Facilities Commission Master Facilities Plan Report 2020, page 15.

Master Facilities Plan Report_10 2020_FINAL.pdf (state.tx.us)

STATE PROPERTY LOCATIONS COST ANALYSIS SURVEY SENT TO:

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

BET would like to thank the state agencies that took the time and effort to participate in the cost analysis section of the survey.

- Department of State Health Services
- Health and Human Services Commission
- Child Protective Services
- Disability Determination Services
- Department of Family and Protective Services
- Commission on Environmental Quality



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