

Business Enterprises of Texas

Customer Satisfaction Survey and Cost Analysis Report 2025





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INTRODUCTION

The Texas Workforce Commission (TWC) is pleased to present this report in compliance with legislative requirements. The Business Enterprises of Texas (BET) Customer Satisfaction Survey and Cost Analysis Report is submitted pursuant to House Bill 0001, Article VII, TWC, Rider 38, as part of TWC performance reporting for the BET program during the 2024-2025 biennium. Rider 38 reads as follows:

“The Texas Workforce Commission shall submit an annual report by October 1 to the Legislative Budget Board (LBB) and the Governor on:

- a. The results of the survey 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 report shall be prepared in a format specified by the LBB and the Governor.”

The Survey of Customer Satisfaction was distributed to all state agencies located in one of the 14 state buildings in which BET currently operates a food-service cafeteria, snack bar, convenience store, grab-and-go store, or micro market. Some of these locations also include vending machines.

The survey conducted in May 2025 showed an 8 percent decrease in responses. This is potentially due to survey fatigue and a perceived lack of relevance among participants. To mitigate this, TWC increased outreach to building hosts to improve survey distribution and emphasize the value of customer feedback in shaping BET service.

Actions Taken as a Result of the 2024 Customer Satisfaction Survey.

BET distributed survey results to licensed facility managers and reviewed responses with them—both positive and negative—to examine areas needing improvement and recognize commendable practices. Managers were tasked with implementing necessary improvements.

In addition, BET continues to adapt its food service models to better align with customer demand and changing business environments. This includes converting larger cafeterias into more convenient grab-and-go stores or micro markets to cater to evolving consumer wants and needs.

2025 CUSTOMER SATISFACTION SURVEY RESULTS SUMMARY

The 2025 survey indicates an overall positive perception of BET-operated food service facilities, although price value appears to be an area of concern. A total of 83 percent agreed that BET facilities' operating hours are conducive to their daily schedule. Additionally, 81 percent of respondents agreed that BET facilities provide a wide variety of food and beverage choices, and 78 percent of respondents agree that healthy choices are readily available. More than 80 percent of respondents rate the quality of products, quality of service, and atmosphere at three or more stars out of five, expressing positive responses overall regarding their experience in BET facilities.

BET managers remain committed to meeting customer needs by ensuring convenient operating hours, offering a diverse menu to accommodate various tastes and dietary needs, maintaining competitive prices, and providing a welcoming and customer-focused environment.

The 2025 survey results provide feedback that helps BET staff and licensed managers identify new strategies to enhance customer satisfaction. This includes the ongoing exploration and implementation of new food options and food service models tailored to customer preferences.

Business Enterprise of Texas Customer Satisfaction Survey Summary 2025

15
Questions

885
Respondents

81%
Use
BET Services

82%
Indicate Service
Quality is
3+ Stars

81%
Satisfied
with Product
Selection

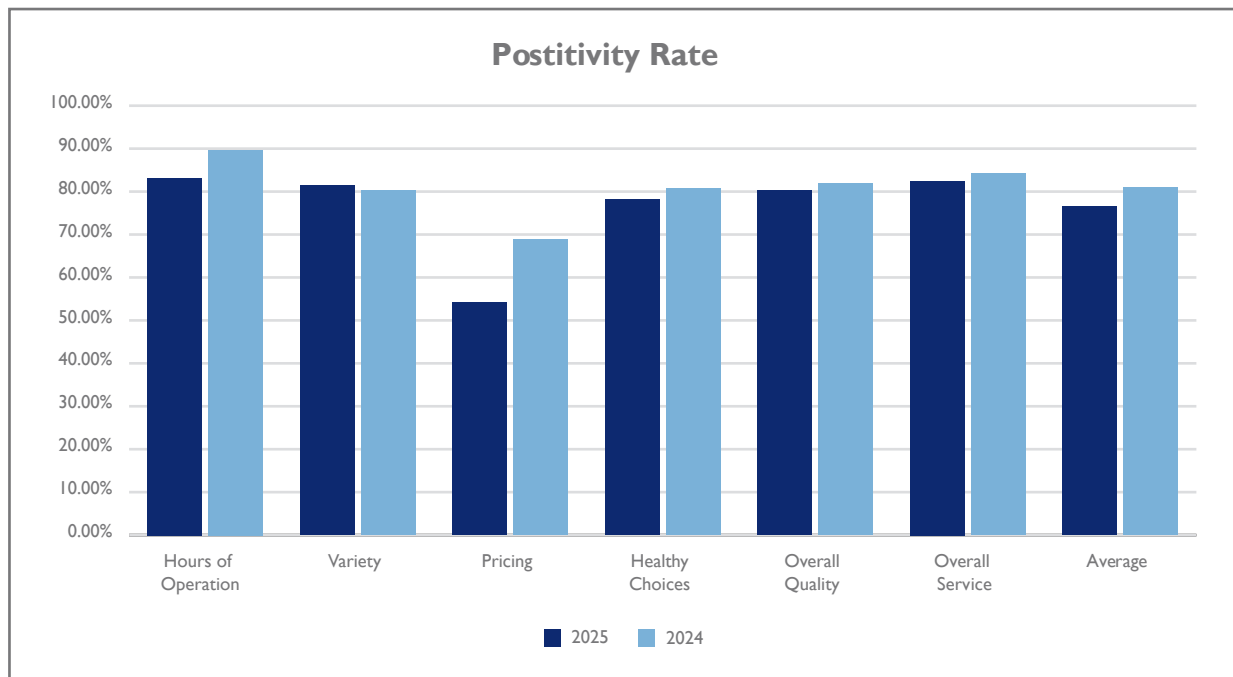
78%
Satisfied
with Healthy
Options

2025 CUSTOMER SATISFACTION SURVEY RESULTS

The following tables and graphs reflect the responses from 885 individuals who participated in the 2025 customer satisfaction survey. The survey featured 15 questions that were consistent from 2024 to 2025 covering key aspects of the food service facilities. Location-specific questions were excluded to ensure comparability. The following tables and graphs present the findings, comparing 2025 results to 2024 data for six key areas.

The following table and corresponding graph demonstrate the rate of positive comments compared to positive responses to the previous year's survey.

| Positivity Rates 2025 Compared to 2024 | | | |
|---|---------------|---------------|---------------|
| Question | 2025 | 2024 | +/- |
| Hours of Operation | 83.16% | 89.67% | -6.51% |
| Variety | 81.44% | 80.20% | +1.24% |
| Pricing | 54.24% | 68.80% | -14.56% |
| Healthy Choices | 78.13% | 80.70% | -2.57% |
| Overall Quality | 80.29% | 81.94% | -1.65% |
| Overall Service | 82.45% | 84.28% | -1.83% |
| Average | 76.62% | 80.93% | -4.31% |



AGENCY AND FACILITY LOCATIONS

Question 1: Which agency do you work for?

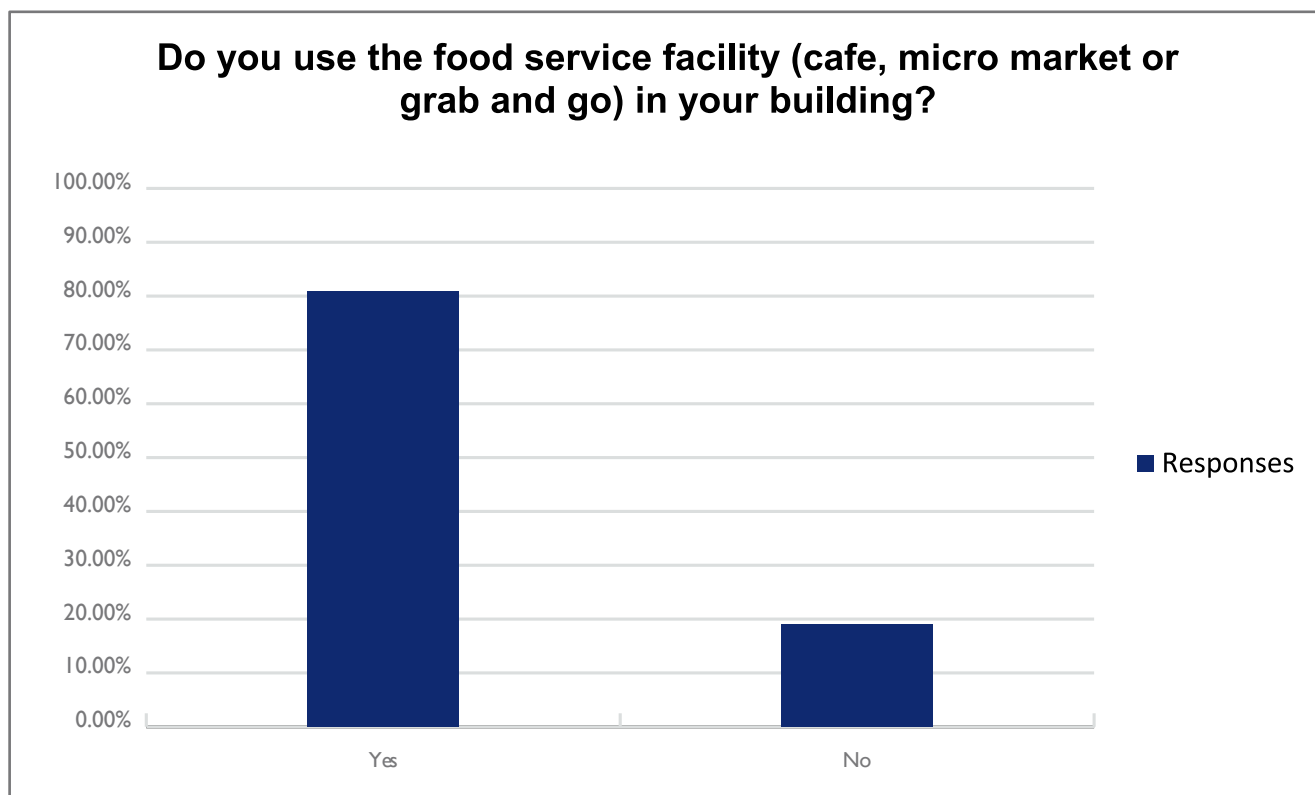
| Answer Choices | Response Percent | Response Count |
|--|------------------|----------------|
| Camp Mabry Army Base | 1.81% | 16 |
| Disability Determination Services (DDS) | 0.34% | 3 |
| Employee Retirement System (ERS) | 0.11% | 1 |
| Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE) | 0.00% | 0 |
| Legislative Budget Board (LBB) | 0.11% | 1 |
| Office of The Attorney General (OAG) | 3.50% | 31 |
| Public Utility Commission of Texas (PUC) | 0.00% | 0 |
| State Office of Administrative Hearings (SOAH) | 0.00% | 0 |
| Texas Appraiser Licensing & Certification Board (TALBC) | 0.00% | 0 |
| Texas Behavioral Health Executive Council (BHEC) | 0.00% | 0 |
| Texas Board of Nursing (BON) | 0.00% | 0 |
| Texas Commission on Environmental Quality (TCEQ) | 8.93% | 79 |
| Texas Commission on Fire Protection (TCFP) | 0.00% | 0 |
| Texas Comptroller of Public Accounts | 0.23% | 2 |
| Texas Department of Agriculture (TDA) | 0.00% | 0 |
| Texas Department of Housing and Community Affairs (TDHCA) | 0.00% | 0 |
| Texas Department of Insurance (TDI) | 22.26% | 197 |
| Texas Department of Motor Vehicles (TxDMV) | 0.23% | 2 |
| Texas Department of Public Safety (DPS) | 0.00% | 0 |
| Texas Department of State Health Services (DSHA) | 0.11% | 1 |
| Texas Department of Transportation (TxDOT) | 46.44% | 411 |

| | | |
|---|--------|-----|
| Texas Division of Emergency Management (TDEM) | 0.00% | 0 |
| Texas Education Agency (TEA) | 0.00% | 0 |
| Texas Facilities Commission (TFC) | 0.11% | 1 |
| Texas General Land Office (GLO) | 0.00% | 0 |
| Texas Health and Human Services Commission (HHS) | 0.00% | 0 |
| Texas Historical Commission (THC) | 0.11% | 1 |
| Texas Legislative Council (TLC) | 0.00% | 0 |
| Texas Lottery Commission | 0.00% | 0 |
| Texas Medical Board (TMB) | 0.00% | 0 |
| Texas Parks and Wildlife (TPWD) | 11.98% | 106 |
| Texas Railroad Commission (RRC) | 0.00% | 0 |
| Texas Real Estate Commission (TREC) | 0.00% | 0 |
| Texas Secretary of State (SOS) | 0.11% | 1 |
| Texas State Board of Dental Examiners (TSBDE) | 0.00% | 0 |
| Texas State Board of Public Accountancy (TSBPA) | 0.00% | 0 |
| Texas State Library and Archives Commission (TSL) | 0.00% | 0 |
| Texas Sunset Advisory Commission | 0.00% | 0 |
| Texas Veterans Commission (TVC) | 0.00% | 0 |
| Texas Veterans Land Board (VLB) | 0.00% | 0 |
| Texas Workforce Commission (TWC) | 0.11% | 1 |

| Answer Choices | Response Percent | Response Count |
|---|-------------------------|----------------|
| Other <ul style="list-style-type: none">Commission on State Emergency CommunicationsElias Ramirez State Office BuildingState Preservation Board (SPB)Texas Department of Licensing and Regulation (TDLR)Texas Office of Injured Counsel (OIEC)Texas Department of Information Resources (DIR)Texas Higher Education Coordinating Board (THECB)Texas Military DepartmentTexas Racing CommissionTexas Water Development Board (TWDB) | | |
| | | |
| | 3.50% | 31 |
| | Number Answered: | 885 |
| | Number Skipped: | 0 |

Question 2: Do you use the food service facility (cafe, micro market or grab-and-go) in your building?

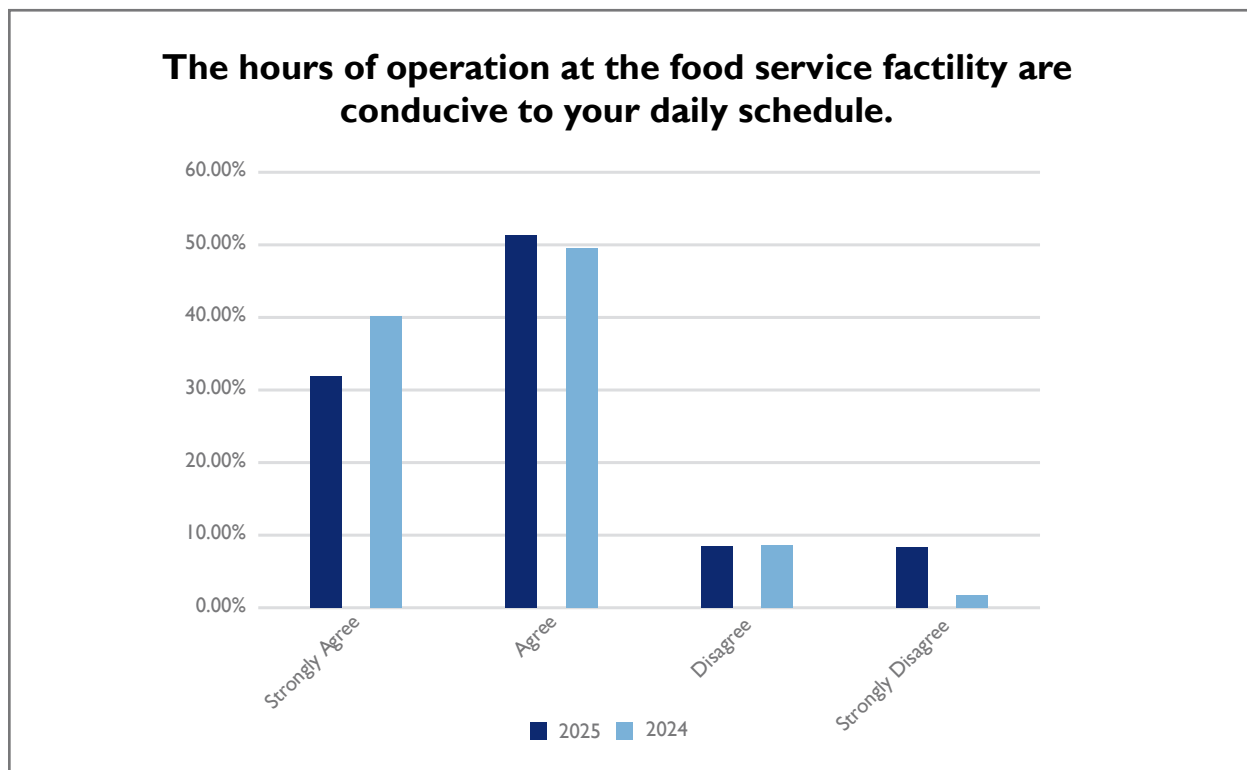
| Answer Choices | Response Percent | Response Count |
|-----------------|------------------|----------------|
| Yes | 80.90% | 716 |
| No | 19.10% | 169 |
| Number Answered | | 885 |
| Number Skipped | | 0 |



HOURS OF OPERATION

Question 3: The hours of operation at the food service facility are conducive to your daily schedule.

| Answer Choices | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly agree | 31.86% | 282 |
| 2024 | 40.19% | 385 |
| Agree | 51.30% | 454 |
| 2024 | 49.48% | 474 |
| Disagree | 8.47% | 75 |
| 2024 | 8.66% | 83 |
| Strongly disagree | 8.36% | 74 |
| 2024 | 1.67% | 16 |
| Number Answered: | | 885 |
| Number Skipped: | | 0 |



Question 4: Which food service location do you visit most?

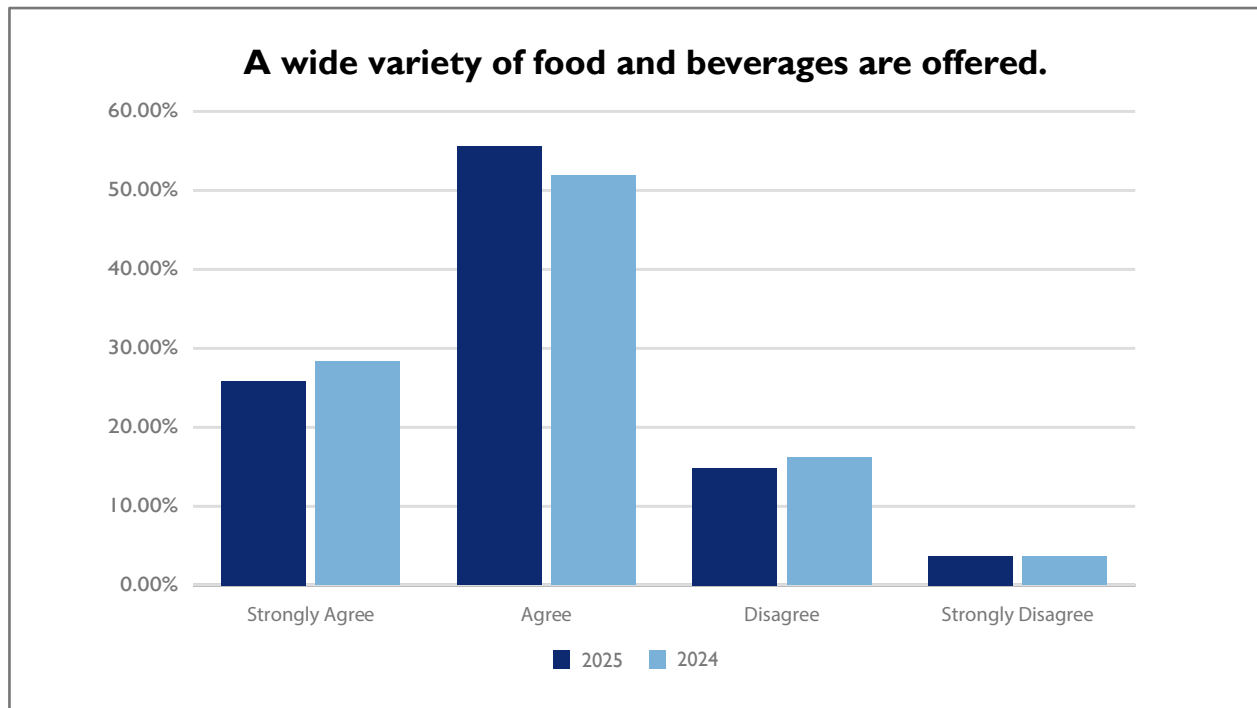
| Answer Choices | Response Percent | Response Count |
|--|------------------|----------------|
| Attorney General's Office, Child Support Division Micromarket | 0.00% | 0 |
| Attorney General's Office, William P. Clements Jr. Building Café | 5.08% | 45 |
| Barbara Jordan Building Grab-and-Go | 22.60% | 200 |
| Camp Mabry State Armory Command Café | 1.81% | 16 |
| Disability Determination Services Micromarket | 0.34% | 3 |
| Elias Ramirez Building Café | 9.83% | 87 |
| George H. W. Bush Building Micromarket | 0.34% | 3 |
| Secretary of State, James E. Rudder Building Snack Bar | 0.11% | 1 |
| John Winters Building, C-Store | 0.00% | 0 |
| Lyndon B. Johnson Building Micromarket | 0.00% | 0 |
| North Austin Complex Grab-and-Go | 0.00% | 0 |
| Stephen F. Austin Building Café | 0.68% | 6 |
| Robert E. Johnson Building Nano market | 0.00% | 0 |
| TWC Main Building Micromarket | 0.23% | 2 |
| TxDOT N.W. Loop San Antonio Micromarket | 0.34% | 3 |
| TxDOT HQ, Stassney Campus, Café | 46.67% | 413 |
| TX Parks & Wildlife Micro Market | 11.30% | 100 |
| William B. Travis Building Café | 0.68% | 6 |
| Number Answered: | | 885 |
| Number Skipped: | | 0 |



PRICING AND PRODUCTS

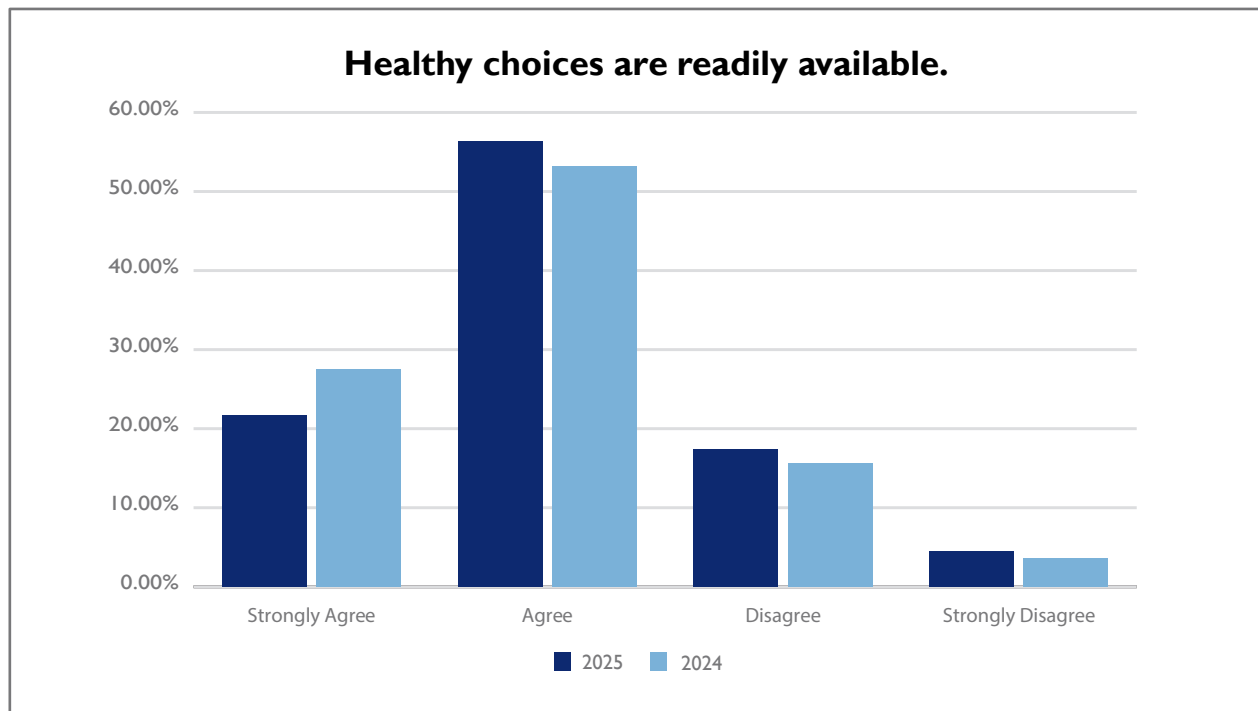
Question 5: A wide variety of food and beverages are offered.

| Answer Choices | | Response Percent | Response Count |
|-------------------|------|------------------|----------------|
| Strongly agree | | 25.90% | 180 |
| | 2024 | 28.32% | 226 |
| Agree | | 55.54% | 386 |
| | 2024 | 51.88% | 414 |
| Disagree | | 14.82% | 103 |
| | 2024 | 16.17% | 129 |
| Strongly disagree | | 3.74% | 26 |
| | 2024 | 3.63% | 29 |
| Number Answered | | | 695 |
| Number Skipped | | | 190 |



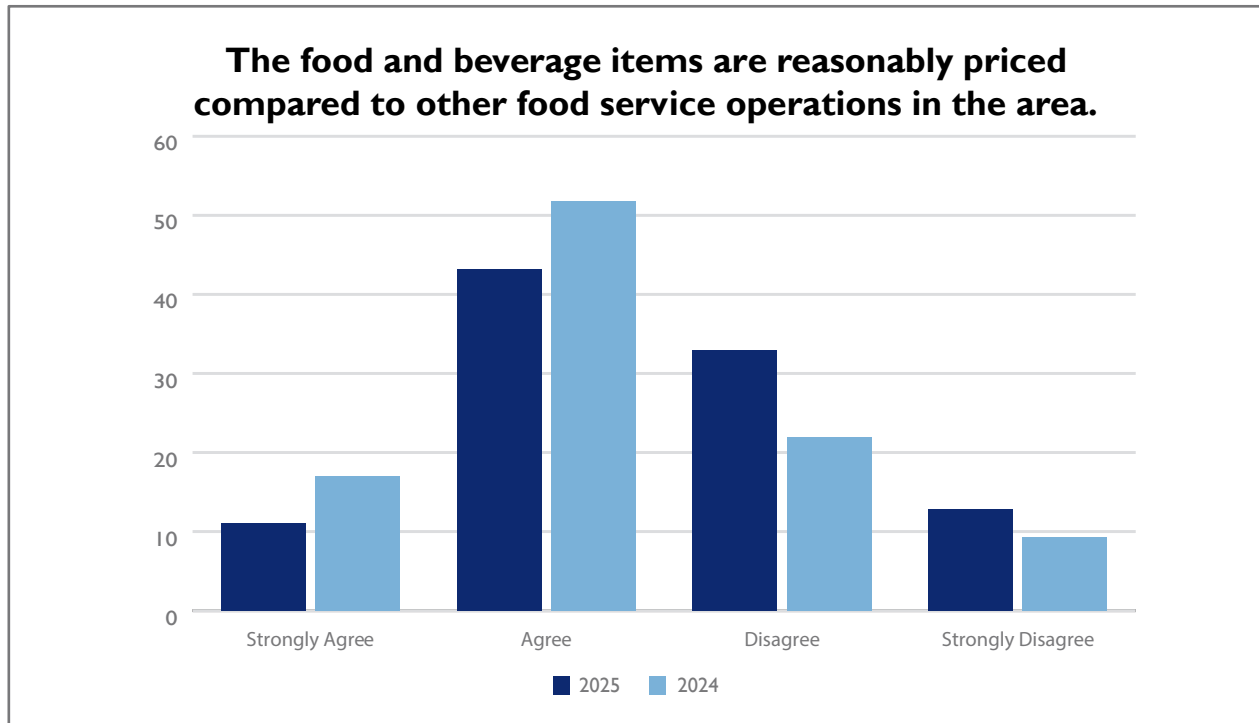
Question 6: Healthy choices are readily available.

| Answer Choices | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly agree | 21.73% | 151 |
| 2024 | 27.57% | 220 |
| Agree | 56.40% | 392 |
| 2024 | 53.13% | 424 |
| Disagree | 17.41% | 121 |
| 2024 | 15.66% | 125 |
| Strongly disagree | 4.46% | 31 |
| 2024 | 3.63% | 38 |
| Number Answered: | | 695 |
| Number Skipped: | | 190 |



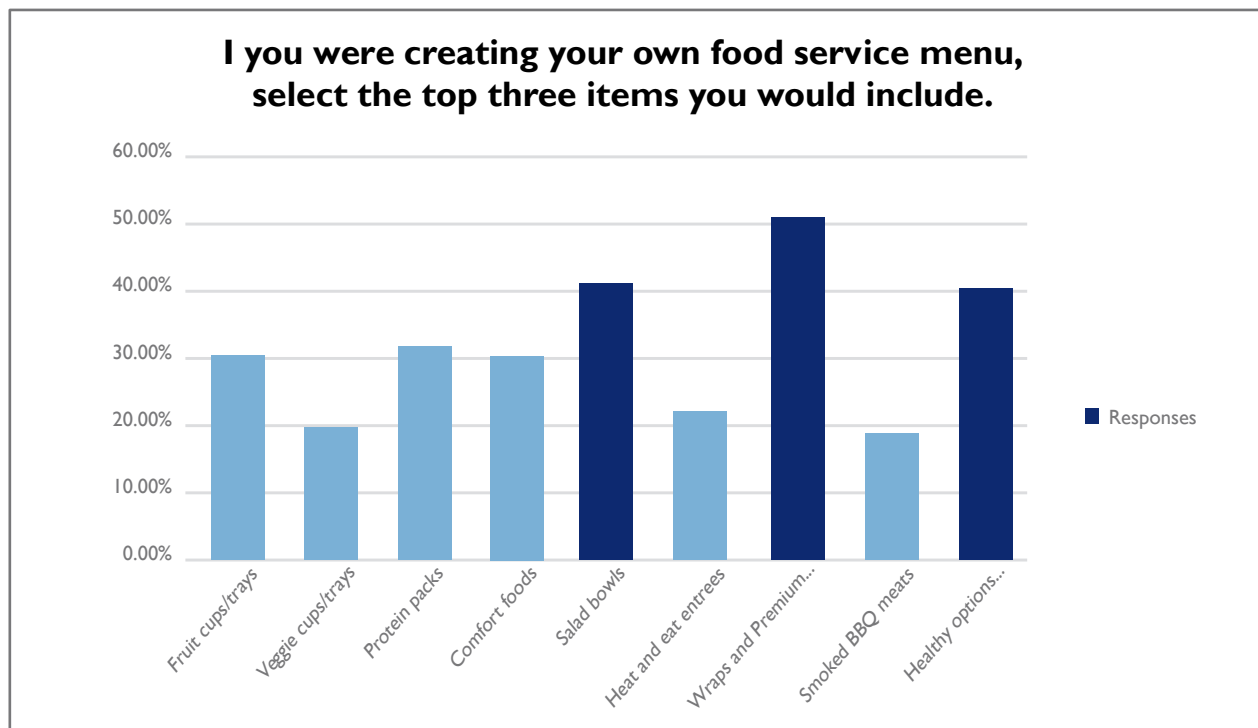
Question 7: The food and beverage items are reasonably priced compared to other food service operations in the area.

| Answer Choices | | Response Percent | Response Count |
|-------------------|------|-------------------------|----------------|
| Strongly agree | | 11.08% | 77 |
| | 2024 | 17.04% | 136 |
| Agree | | 43.17% | 300 |
| | 2024 | 51.75% | 413 |
| Disagree | | 32.95% | 229 |
| | 2024 | 21.93% | 175 |
| Strongly disagree | | 12.81% | 89 |
| | 2024 | 9.27% | 74 |
| | | Number Answered: | 695 |
| | | Number Skipped: | 190 |



Question 8: If you are creating your own food service menu, select the top three items you would include.

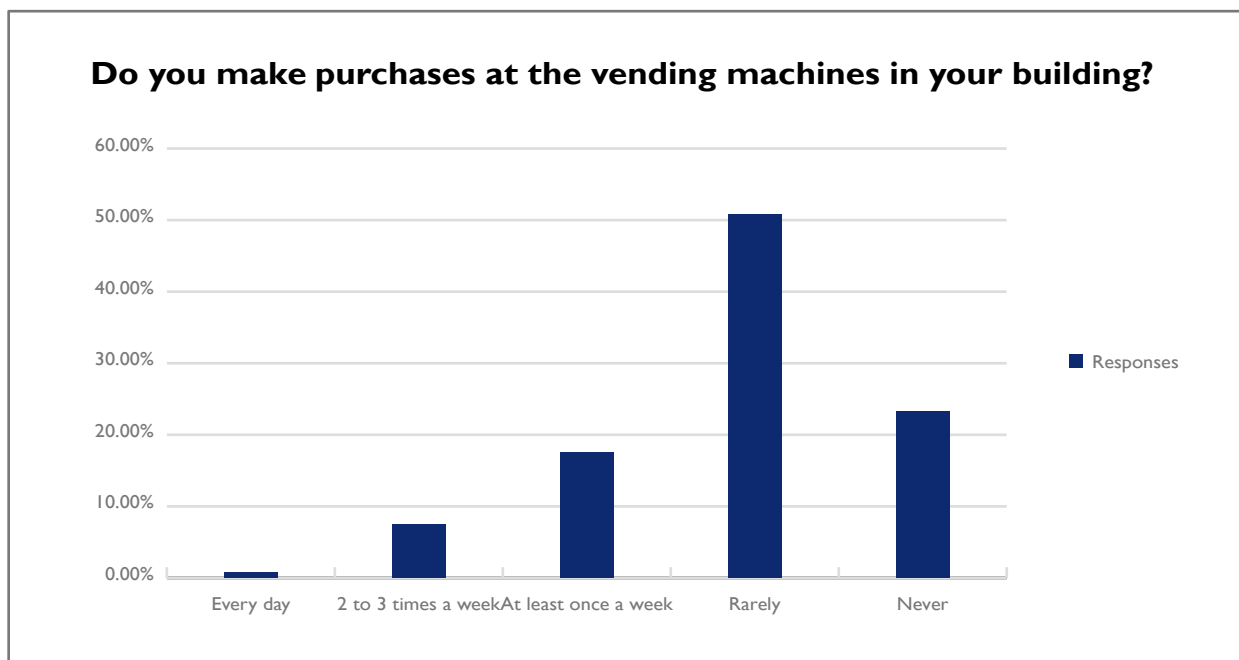
| Answer Choices | Response Percent | Response Count |
|--|------------------|----------------|
| Fruit cups/trays | 30.50% | 212 |
| Veggie cups/trays | 19.71% | 137 |
| Protein packs | 31.80% | 221 |
| Comfort foods | 30.36% | 211 |
| Salad bowls | 41.15% | 286 |
| Heat-and-eat entrees | 22.16% | 154 |
| Wraps and premium sandwiches | 50.94% | 354 |
| Smoked BBQ meats | 18.85% | 131 |
| Healthy options (low salt, low sugar, gluten free, calorie balanced) | 40.43% | 281 |
| Number Answered: | | 695 |
| Number Skipped: | | 190 |



VENDING

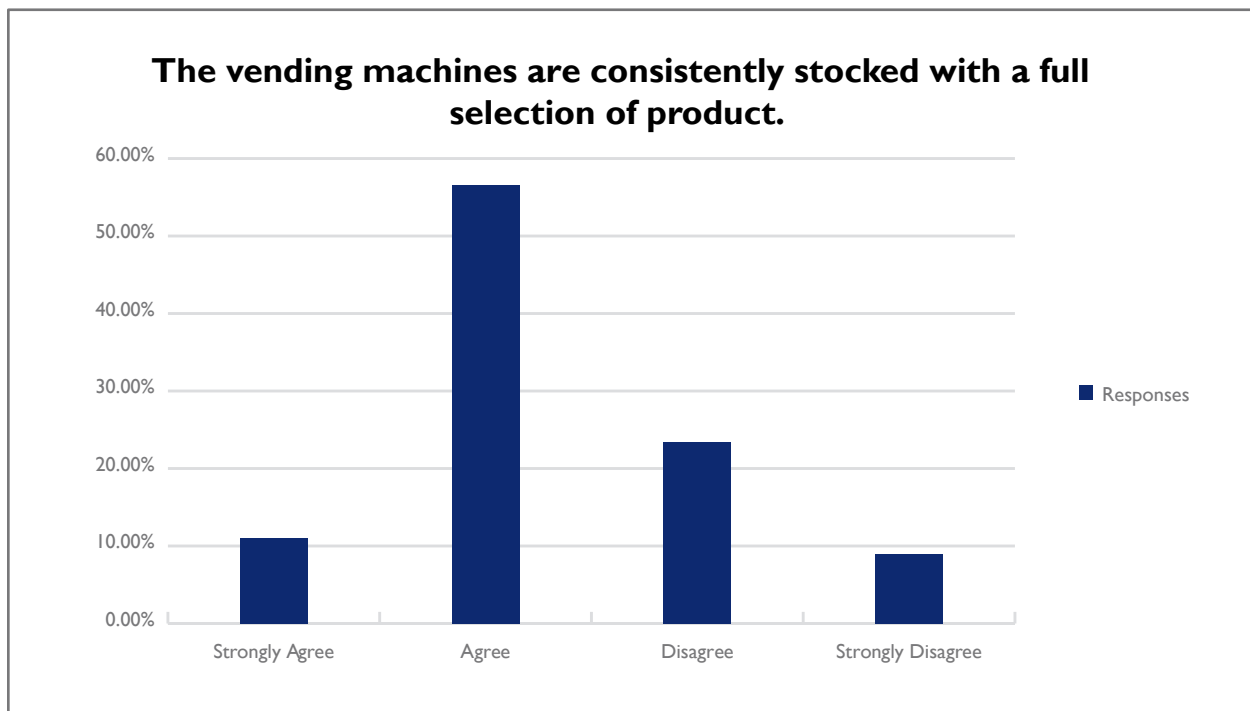
Question 9: Do you make purchases at the vending machines in your building?

| Answer Choices | Response Percent | Response Count |
|----------------------|------------------|----------------|
| Every day | 0.82% | 7 |
| 2 to 3 times a week | 7.53% | 64 |
| At least once a week | 17.53% | 149 |
| Rarely | 50.82% | 432 |
| Never | 23.29% | 198 |
| Number Answered: | | 850 |
| Number Skipped: | | 35 |



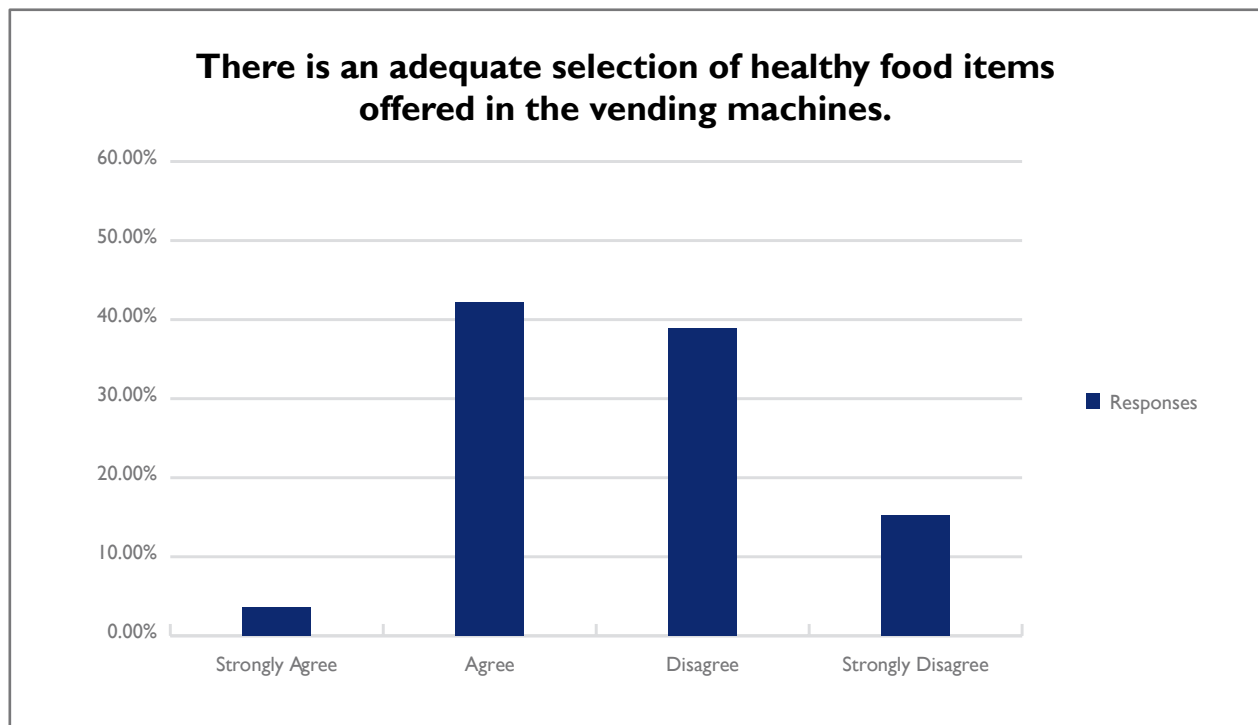
Question 10: The vending machines are consistently stocked with a full selection of product.

| Answer Choices | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly agree | 11.05% | 94 |
| Agree | 56.64% | 482 |
| Disagree | 23.38% | 199 |
| Strongly disagree | 8.93% | 76 |
| Number Answered: | | 851 |
| Number Skipped: | | 34 |



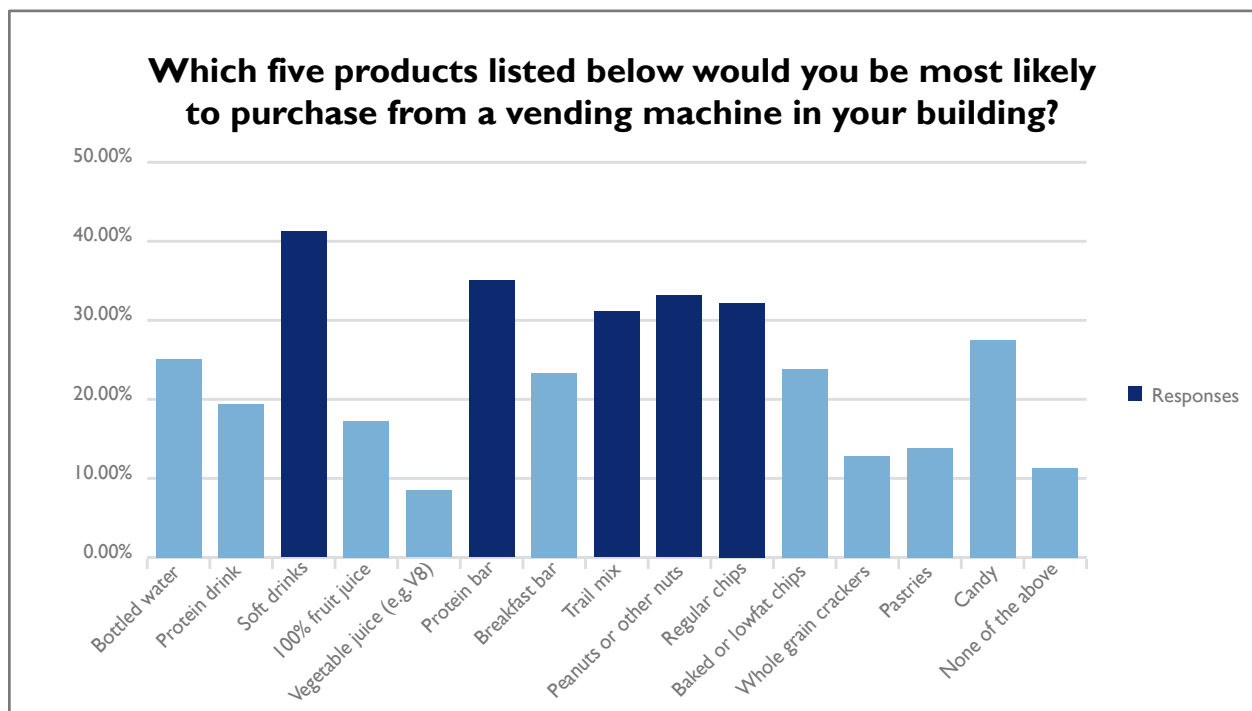
Question 11: There is an adequate selection of healthy food items offered in the vending machines.

| Answer Choices | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly agree | 3.64% | 31 |
| Agree | 42.19% | 359 |
| Disagree | 38.90% | 331 |
| Strongly disagree | 15.28% | 130 |
| Number Answered: | | 851 |
| Number Skipped: | | 34 |



Question 12: Which five products listed below would you be most likely to purchase from a vending machine in your building?

| Answer Choices | Response Percent | Response Count |
|-----------------------------------|------------------|----------------|
| Bottled water | 25.15% | 211 |
| Protein drink | 19.43% | 163 |
| Soft drinks | 41.24% | 346 |
| 100% fruit juice | 17.28% | 145 |
| Vegetable juice (for example, V8) | 8.46% | 71 |
| Protein bar | 35.04% | 294 |
| Breakfast bar | 23.36% | 196 |
| Trail mix | 31.11% | 261 |
| Peanuts or other nuts | 33.13% | 278 |
| Regular chips | 32.18% | 270 |
| Baked or low-fat chips | 23.84% | 200 |
| Whole grain crackers | 12.87% | 108 |
| Pastries | 13.83% | 116 |
| Candy | 27.53% | 231 |
| None of the above | 11.32% | 95 |
| Number Answered: | | 839 |
| Number Skipped: | | 46 |



OVERALL SATISFACTION

Question 13: Please rate the quality of food offered in your food service facility (1 star is lowest, 5 stars is highest).



3.4

| Answer Choices | Response Percent | Response Count |
|------------------|------------------|----------------|
| 1 Star | 11.54% | 96 |
| 2024 | 5.80% | 52 |
| 2 Stars | 8.17% | 68 |
| 2024 | 7.25% | 65 |
| 3 Stars | 26.44% | 220 |
| 2024 | 11.93% | 107 |
| 4 Stars | 32.69% | 272 |
| 2024 | 26.09% | 234 |
| 5 Stars | 21.15% | 176 |
| 2024 | 48.94% | 439 |
| Number Answered: | | 832 |
| Number Skipped: | | 53 |

Weighted Average: 3.44

Weighted Average (2024): 3.64

Question 14: Please indicate the quality of service offered in your food service facility (1 star is lowest, 5 stars is highest).

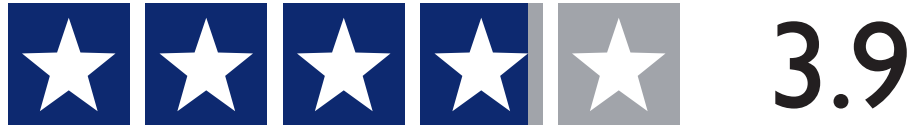


| Answer Choices | Response Percent | Response Count |
|------------------|------------------|----------------|
| 1 Star | 12.50% | 104 |
| 2024 | 6.91% | 62 |
| 2 Stars | 5.05% | 42 |
| 2024 | 8.81% | 79 |
| 3 Stars | 18.39% | 153 |
| 2024 | 16.61% | 149 |
| 4 Stars | 29.21% | 243 |
| 2024 | 25.31% | 227 |
| 5 Stars | 34.86% | 290 |
| 2024 | 42.36% | 380 |
| Number Answered: | | 832 |
| Number Skipped: | | 53 |

Weighted Average: 3.69

Weighted Average (2024): 3.87

Question 15: How would you rate the atmosphere (e.g. décor, layout, cleanliness) of your food service facility?



| Answer Choices | Response Percent | Response Count |
|------------------|------------------|----------------|
| 1 Star | 7.81% | 65 |
| 2024 | 8.36% | 75 |
| 2 Stars | 5.41% | 45 |
| 2024 | 9.70% | 87 |
| 3 Stars | 16.11% | 134 |
| 2024 | 21.07% | 189 |
| 4 Stars | 28.97% | 241 |
| 2024 | 31.33% | 281 |
| 5 Stars | 41.71% | 347 |
| 2024 | 29.54% | 265 |
| Number Answered: | | 832 |
| Number Skipped: | | 53 |

Weighted Average: 3.91

Weighted Average (2024): 4.05

COST ANALYSIS REPORT 2025

In 2025, an inquiry was distributed to 14 state agencies that host BET-operated food service facilities such as cafeterias, snack bars, grab-and-go markets, and micro market facilities.

Properties Managed by the Texas Facilities Commission (TFC)

| FY'25 TFC Food Service Location and Type | Address | Sq. Ft./Annual Value of Space Used 2025* | Estimated Maintenance Costs | Estimated Utility Costs per Sq. Ft. | Estimated Janitorial Costs per Sq. Ft. | Method of Finance |
|--|---|--|-----------------------------|-------------------------------------|--|---|
| Barbara Jordan Building Grab and Go | 1601 Congress, Austin, TX 78701 | 4,233 sq. ft./ \$11,811.42 | \$0.84/ \$3,555.72 | \$1.01/ \$4,275.33 | \$0.94/ \$3,979.02 | State General Revenue and Federal Funding |
| North Austin Complex Grab and Go | 4601 W. Guadalupe St., Austin, TX 78751 | 2,626 sq. ft./ \$5,123.00 | \$0.36/ \$945.36 | \$1.62/ \$4,254.12 | \$0.03/ \$78.78 | State General Revenue and Federal Funding |
| George HW Bush Micro Market | 1801 Congress Austin, TX 78701 | 4,713 sq. ft./ \$11,096.69 | \$0.68/ \$3,204.84 | \$0.79/ \$3,723.27 | \$0.89/ \$4,194.57 | State General Revenue and Federal Funding |
| Lyndon B. Johnson Micro Market | 111 E. 17th St Austin, TX 78701 | 2,465 sq. ft./ \$33,837.15 | \$5.51/ \$13,582.15 | \$3.45/ \$8,504.25 | \$4.76/ \$11,733.40 | State General Revenue and Federal Funding |
| James E. Rudder Bldg. Snack Bar | 1019 Brazos St., Austin, TX 78701 | 1,092 sq. ft./ \$4,291.52 | \$1.42/ \$1,550.64 | \$1.49/ \$1,627.08 | \$1.02/ \$1,113.84 | State General Revenue and Federal Funding |
| Stephen F. Austin Bldg. Café | 1700 N. Congress Ave., Austin, TX 78701 | 3,893 sq. ft./ \$27,372.55 | \$1.26/ \$4,905.18 | \$4.84/ \$18,842.12 | \$0.93/ \$3,620.49 | State General Revenue and Federal Funding |

| FY'25 TFC Food Service Location and Type | Address | Sq. Ft./Annual Value of Space Used 2025* | Estimated Maintenance Costs Per SQ FT | Estimated Utility Costs per Sq. Ft. | Estimated Janitorial Costs per Sq. Ft. | Method of Finance |
|---|---|---|--|--|---|---|
| Wm. B. Travis Bldg. Café | 1701 N. Congress Ave., Austin, TX 78701 | 3,934 sq. ft./ \$9,554.46 | \$0.72/ \$2,832.48 | \$0.76/ \$2,989.84 | \$0.95/ \$3,737.30 | State General Revenue and Federal Funding |
| Wm. P. Clements Bldg. Café | 300 W. 15th St., Austin, TX 78701 | 3,227 sq. ft./ \$14,947.95 | \$2.02/ \$6,518.54 | \$1.78/ \$5,744.06 | \$0.84/ \$2,710.68 | State General Revenue and Federal Funding |
| Elias Ramirez State Office Bldg. Café | 5425 Polk St., Houston, TX 77023 | 3,992 sq. ft./ \$19,513.27 | \$2.67/ \$10,658.64 | \$1.38/ \$5,508.96 | \$0.84/ \$3,353.28 | State General Revenue |
| Section Total | N/A | \$137,720.32 | \$47,753.55 | \$55,469.03 | \$34,521.36 | N/A |

The overall market rate for leased office space in Austin and Houston was \$39.80 per square foot (sq. ft.) in the fourth quarter of fiscal year (FY) 2023, while the overall average for state leases in these cities was \$19.65 per sq. ft.

Reference: Texas Facilities Commission FY'25–29 Strategic Plan

NON-TEXAS FACILITIES COMMISSION PROPERTIES

| FY'25 Non-TFC Food Service Location and Type | Address | Sq. Ft./Average Annual Value of Space Used 2025** | Estimated Maintenance Costs | Estimated Utility Costs | Estimated Janitorial Costs | Method of Finance |
|--|---|---|-----------------------------|--------------------------|----------------------------|---|
| Disability Determination Services Micro Market | 6101 E. Oltorf St., Austin, TX 78741 | 3,850 sq. ft./ \$66,210.29 | Included in Lease | \$1.42/ \$5,459.56 | \$1.71/ \$6,571.57 | SSA, 100% Federal Funds |
| TWC Micro Market | 101 E. 15th St., Austin, TX 78701 | 933 sq. ft./ \$1,833.45 | \$0.28/ \$264.99 | \$1.53/ \$1,428.11 | \$2.67/ \$2,491.13 | Allocated by all programs in Main Bldg. |
| Department of Transportation Micro Market | 4615 NW Loop 410, San Antonio, TX 78229 | 1,255 sq. ft./ \$37,964.00 | \$12.71/ \$15,945.00 | \$2.12/ \$2,662.00 | Paid by Facility Manager | Highway Transportation Fund 6 |
| Department of Transportation Cafeteria (TxDOT) | 6320 E. Stassney Ln., Austin, TX 78744 | 9,742 sq. ft./ \$294,696.00 | \$12.70/ \$123,772.00 | \$1.96/ \$19,080.00 | Paid by Facility Manager | Highway Transportation Fund 6 |
| TX Parks & Wildlife Micro Market* | 4200 Smith School Rd., Austin, TX 78744 | 96 sq. ft./ \$1,886.40 | \$62.90/ \$6,038.87 | \$175.97/ \$16,892.90 | \$111.87/ \$10,739.70 | State General Revenue and Federal Funding |
| Section Total | N/A | \$402,590.14 | \$146,020.86 | \$45,522.57 | \$19,802.40 | N/A |
| Grand Total | N/A | \$540,310.00 | \$193,774.00 | \$100,992.00 | \$54,324.00 | N/A |

*New Location





101 East 15th Street
Austin, Texas 78778-0001
(512) 463-2222
twc.texas.gov

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 800-735-2989 (TTY) and 711 (Voice).