

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

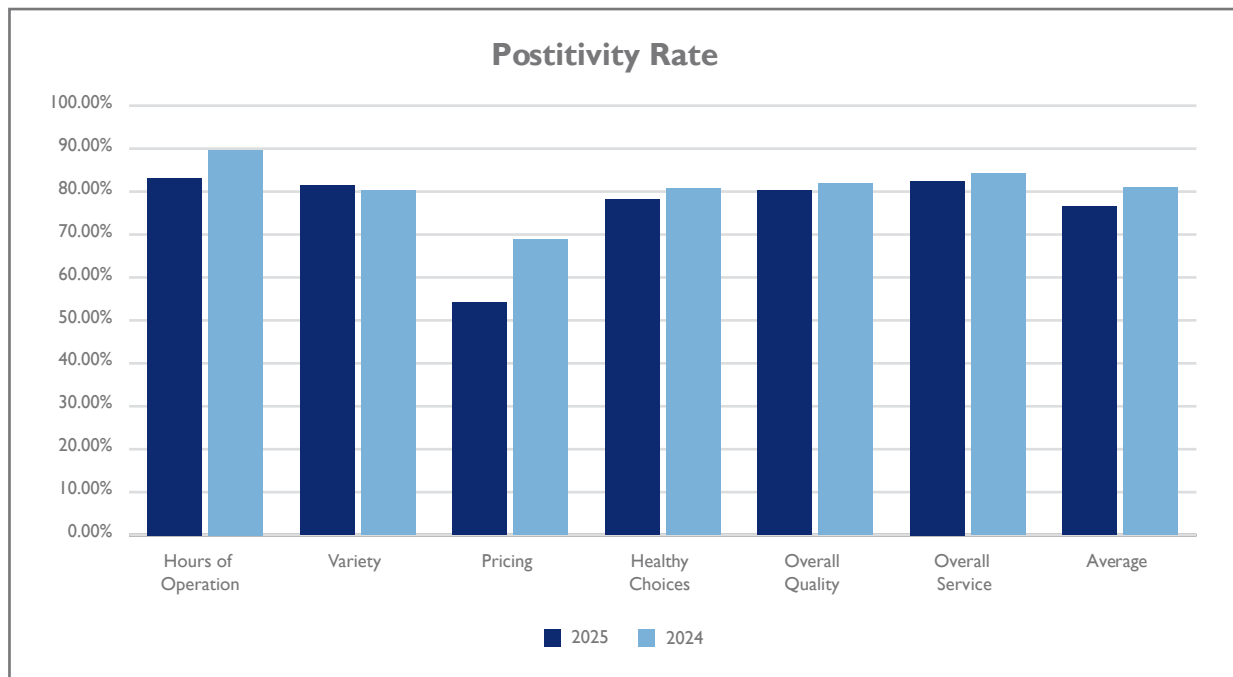
78%
Satisfied
with Healthy
Options

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?

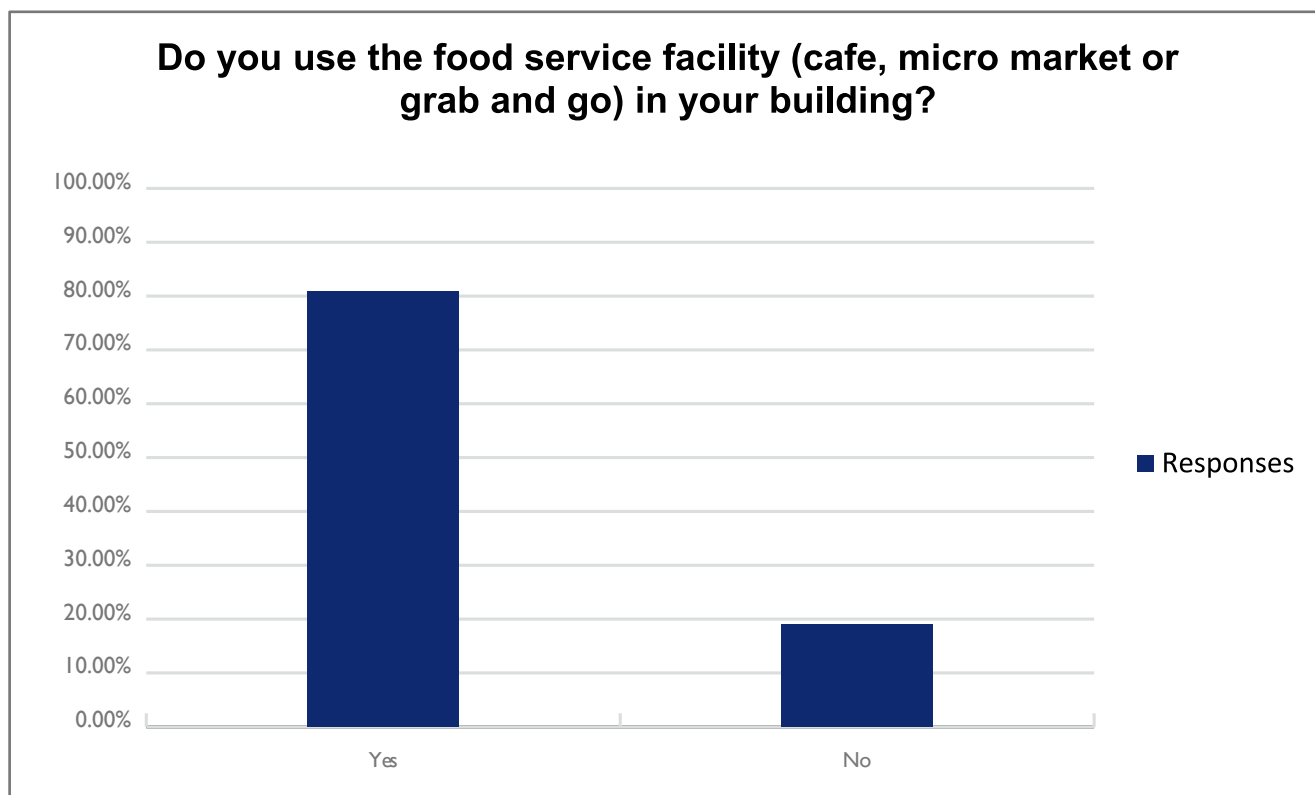
Answer Choices	Response Percent	Response Count
Camp Mabry Army Base	1.81%	16
Disability Determination Services (DDS)	0.34%	3
Employee Retirement System (ERS)	0.11%	1
Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE)	0.00%	0
Legislative Budget Board (LBB)	0.11%	1
Office 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 - Commission on State Emergency Communications - Elias Ramirez State Office Building - State 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 Department - Texas Racing Commission - Texas 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?

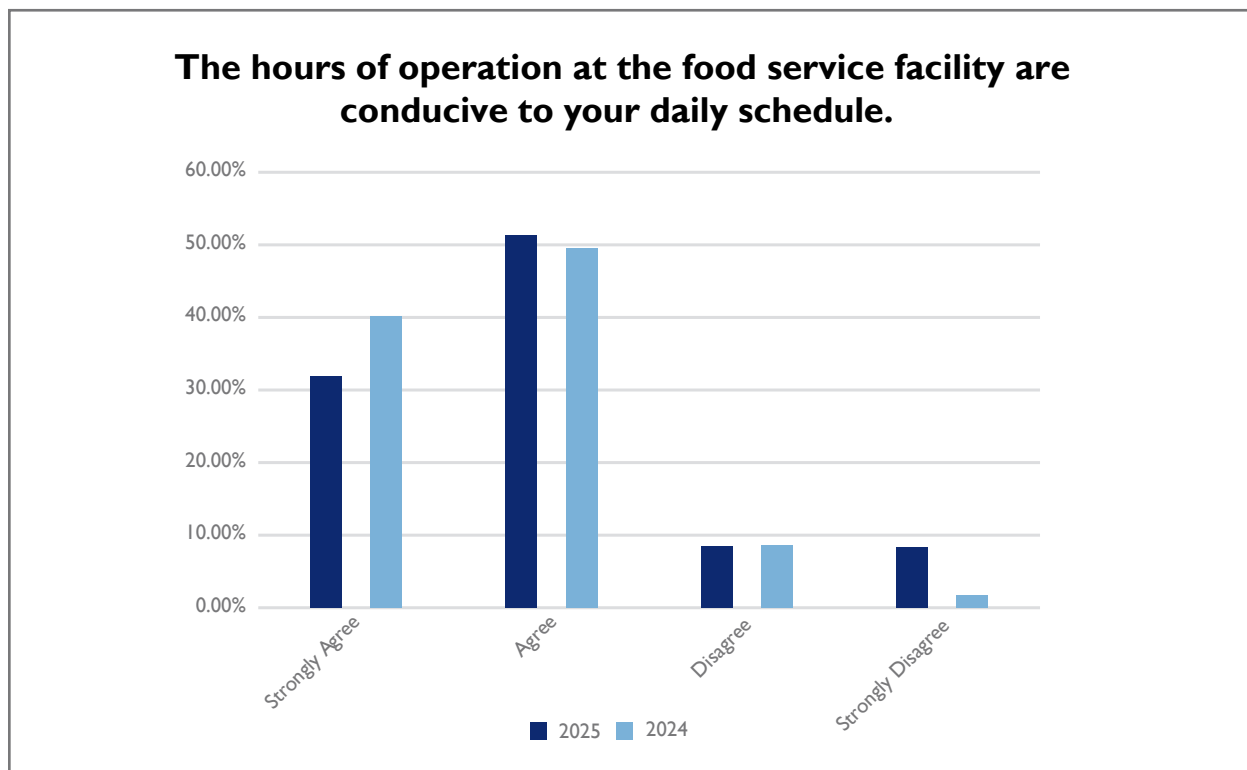
Answer Choices	Response Percent	Response Count
Yes	80.90%	716
No	19.10%	169
Number Answered		885
Number Skipped		0



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?

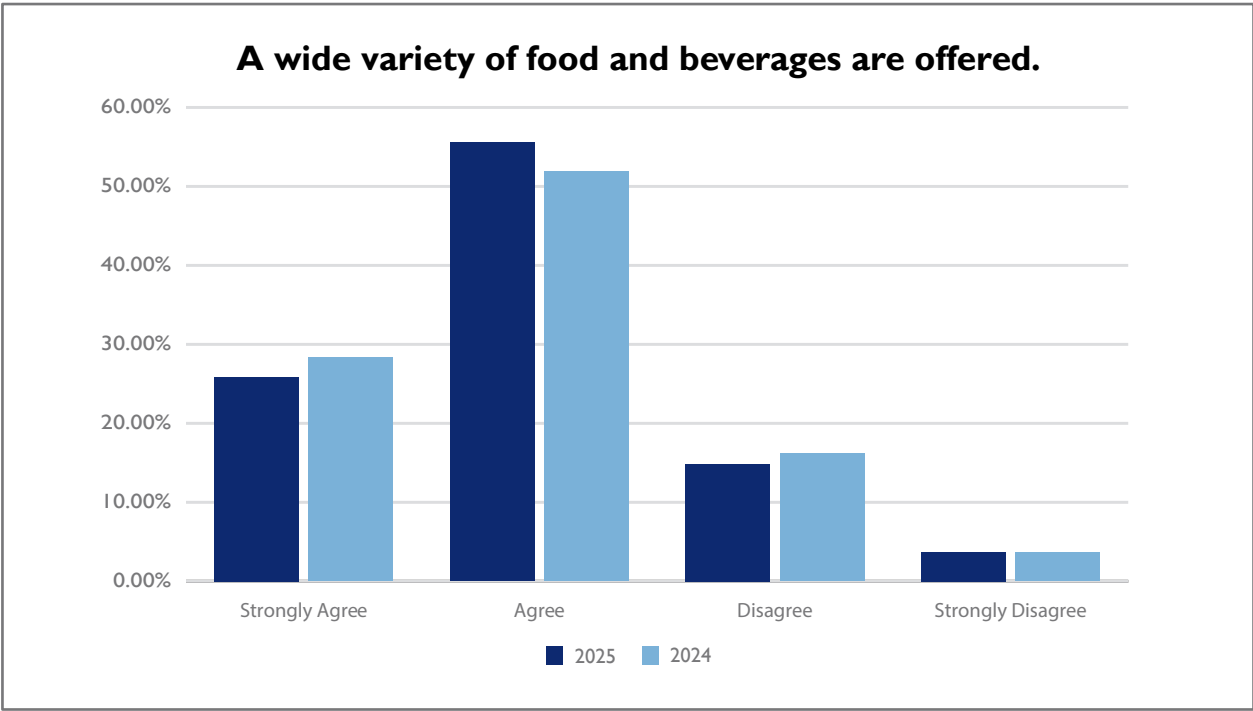
Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support Division Micromarket	0.00%	0
Attorney General's Office, William P. Clements Jr. Building Café	5.08%	45
Barbara Jordan Building Grab-and-Go	22.60%	200
Camp Mabry State Armory Command Café	1.81%	16
Disability Determination 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

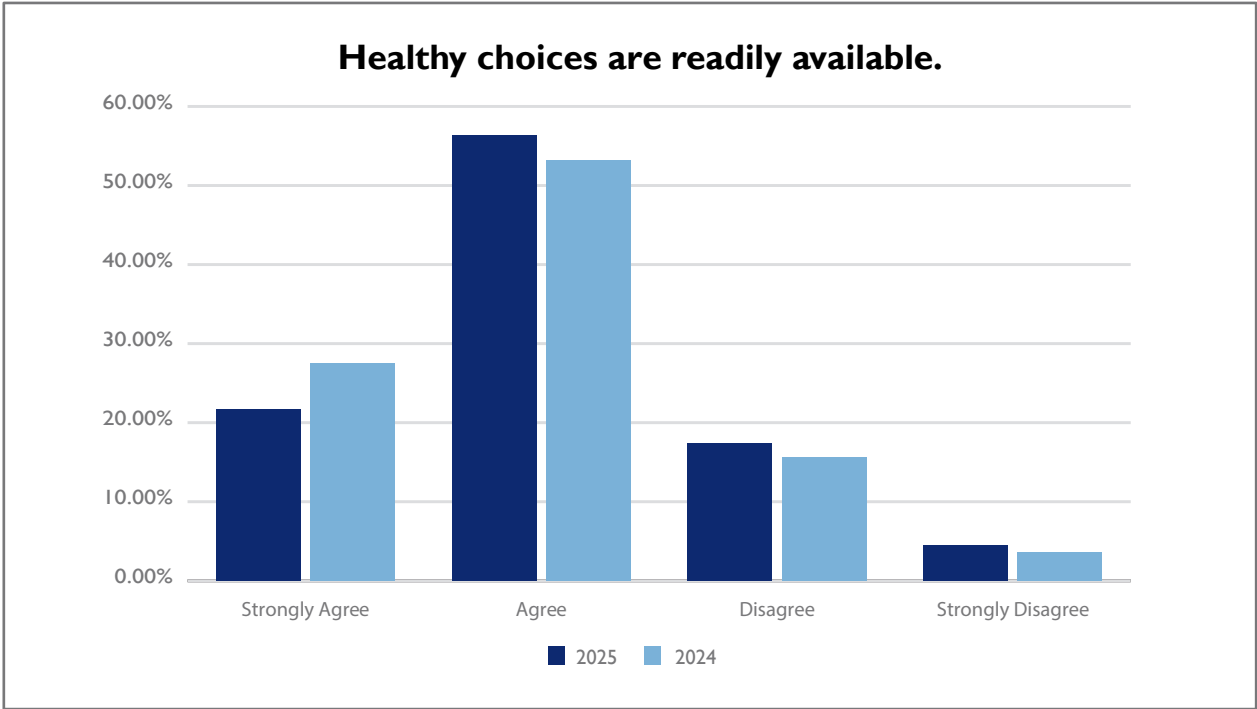
Question 5: A wide variety of food and beverages are offered.

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



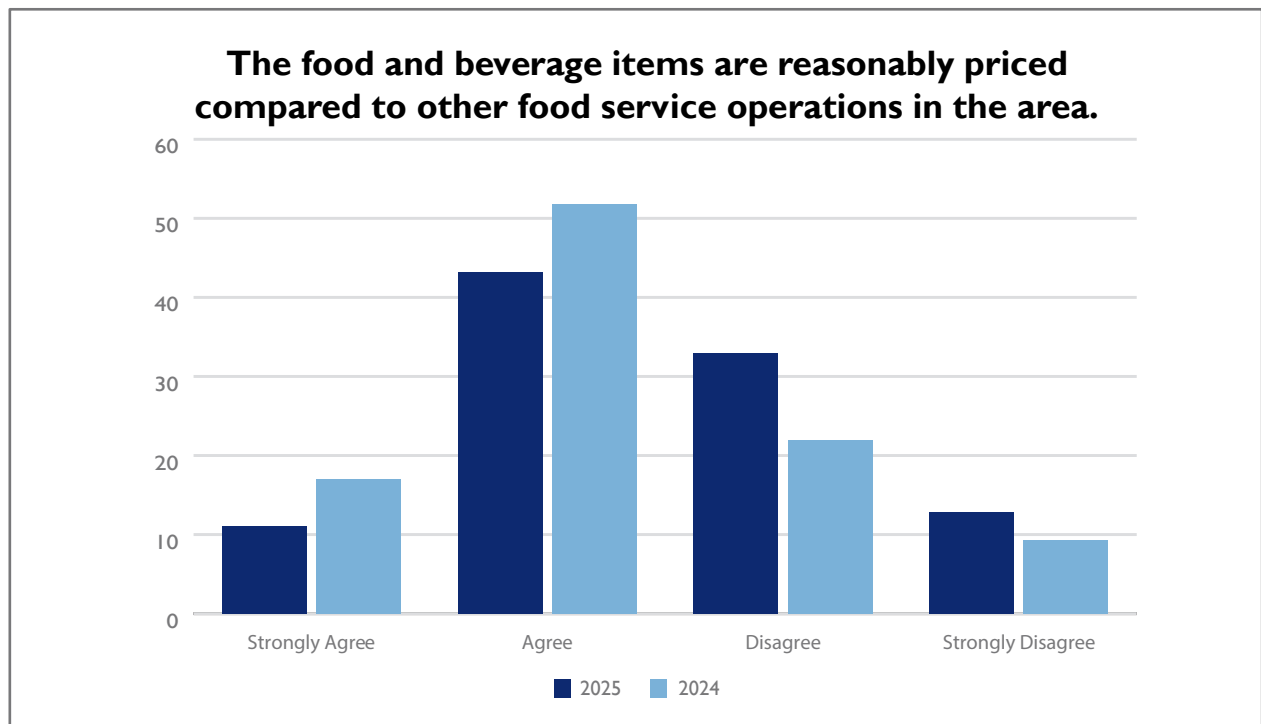
Question 6: Healthy choices are readily available.

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



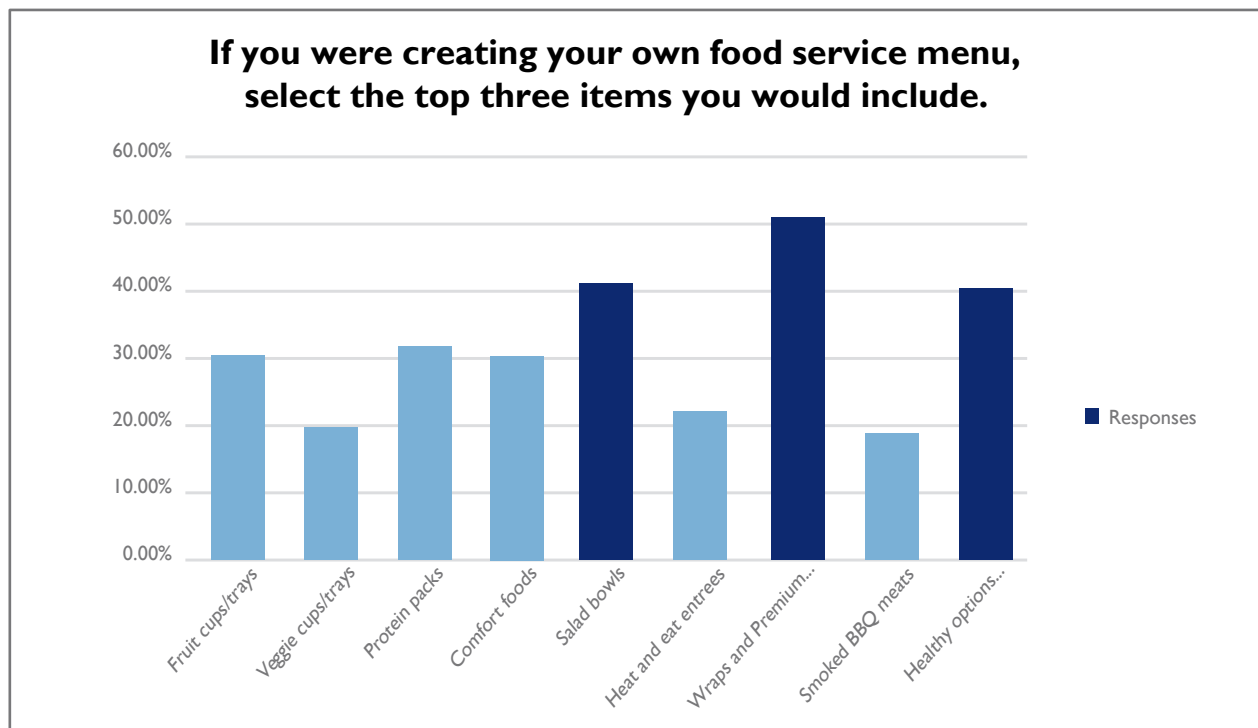
Question 7: The food and beverage items are reasonably priced compared to other food service operations in the area.

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.

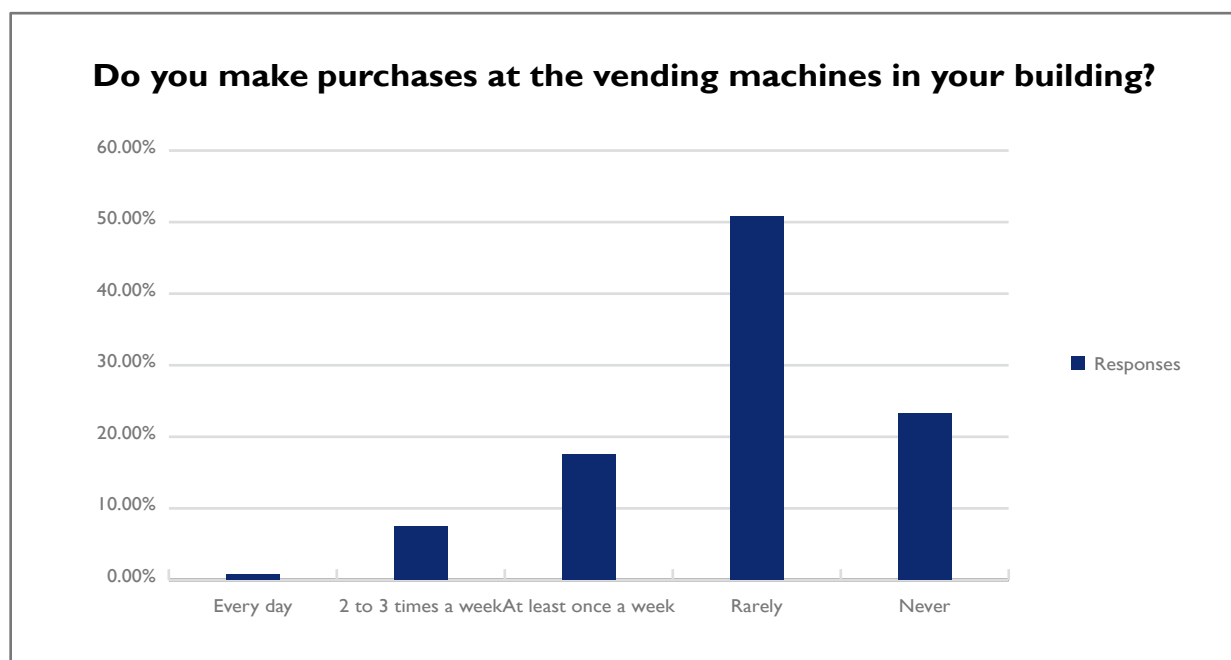
Answer Choices	Response Percent	Response Count
Fruit cups/trays	30.50%	212
Veggie cups/trays	19.71%	137
Protein packs	31.80%	221
Comfort foods	30.36%	211
Salad bowls	41.15%	286
Heat-and-eat entrees	22.16%	154
Wraps and premium sandwiches	50.94%	354
Smoked BBQ meats	18.85%	131
Healthy options (low salt,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



VENDING

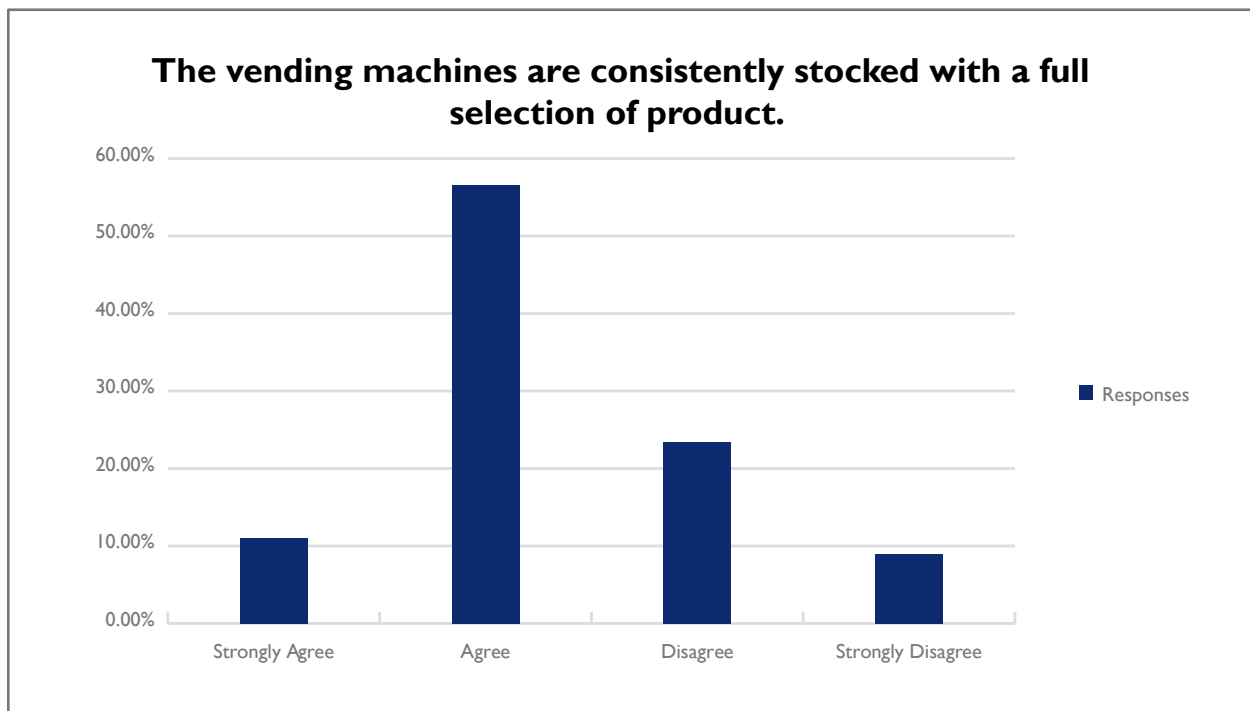
Question 9: Do you make purchases at the vending machines in your building?

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



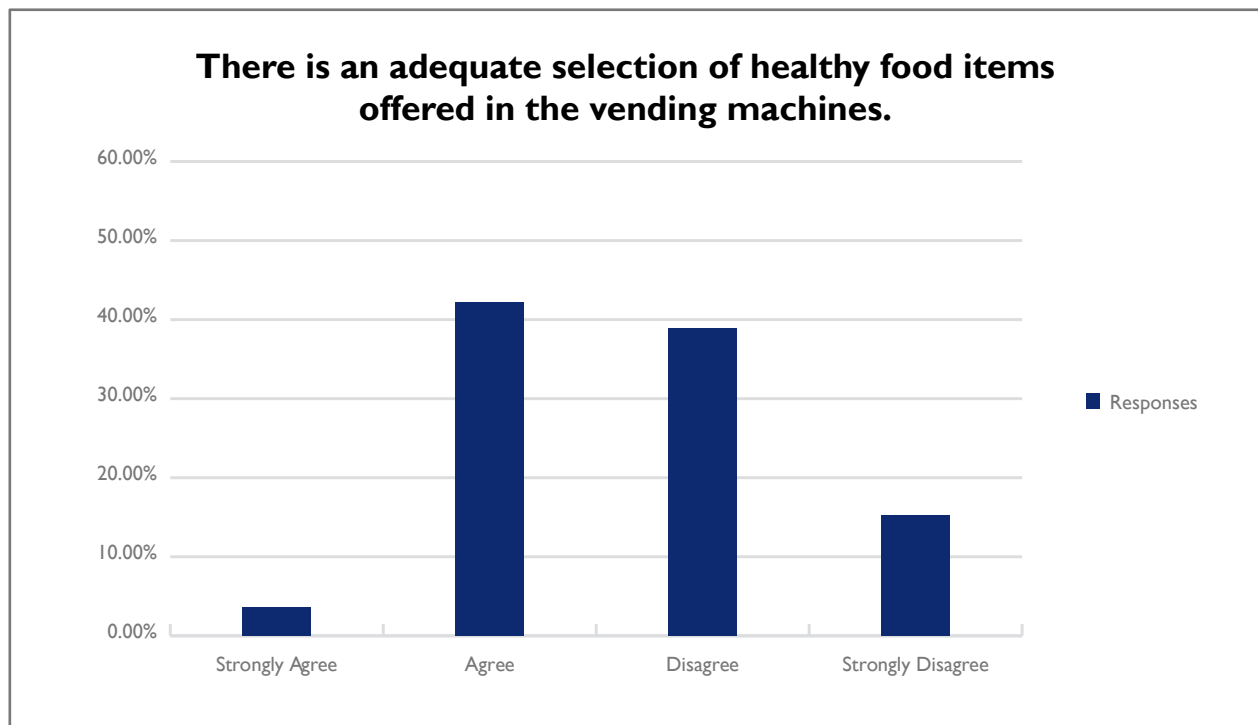
Question 10: The vending machines are consistently stocked with a full selection of product.

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



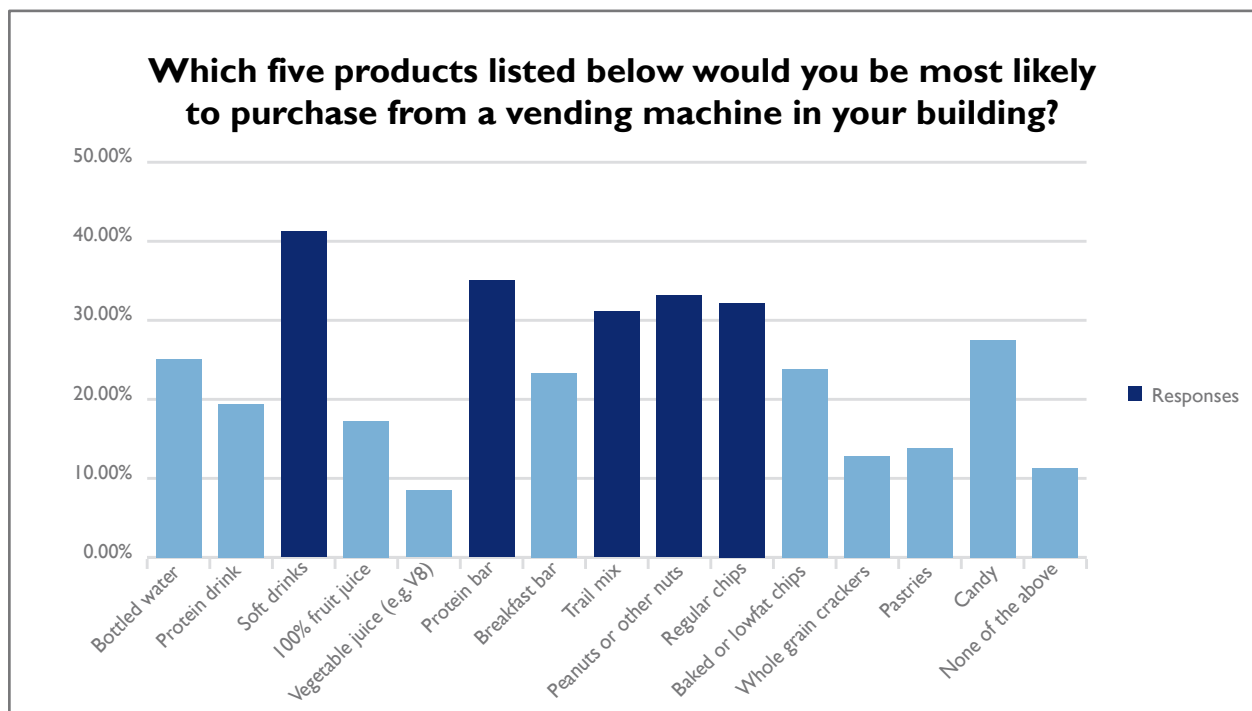
Question 11: There is an adequate selection of healthy food items offered in the vending machines.

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?



3.9

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





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