

Business Enterprises of Texas

Customer Satisfaction Survey and Cost Analysis Report 2026





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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 Senate Bill I, Article VII, TWC, Rider 37, as part of TWC performance reporting for the BET program during the 2026–2027 biennium.

Rider 37 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 13 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 2026 yielded 631 responses. While this represents a decrease in total respondents compared to 2025, the proportion of respondents who actively use BET facilities increased from 80.90% to 87.64%. TWC continues outreach to building hosts to improve survey distribution and emphasize the value of customer feedback.

Actions Taken as a Result of the 2025 Survey

Following the 2025 survey, BET management distributed survey results to licensed facility managers to review both positive and negative feedback. 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.

2026 CUSTOMER SATISFACTION SURVEY RESULTS SUMMARY

The 2026 survey indicates a highly positive and significantly improved perception of BET-operated food service facilities. Average positivity across all major metrics increased by nearly 5% over the previous year. An overwhelming 91% of respondents agreed that BET facilities' operating hours are conducive to their daily schedule. Additionally, 82% of respondents agreed that BET facilities provide a wide variety of food and beverage choices, and nearly 81% of respondents agree that healthy choices are readily available. Perception of pricing saw the largest year-over-year improvement. Overall, more than 85% of respondents rated the quality of products, quality of service, and atmosphere at three or more stars out of five.

BET managers remain committed to sustaining these positive trends by catering to evolving customer wants, maintaining competitive pricing, and providing a welcoming environment. The 2026 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.

Key Performance Indicators (2026 Survey Summary):

Business Enterprise of Texas Customer Satisfaction Survey Summary 2026

15
Questions

631
Respondents

88%
Use
BET Services

87%
Indicate Service
Quality is
3+ Stars

82%
Satisfied
with Product
Selection

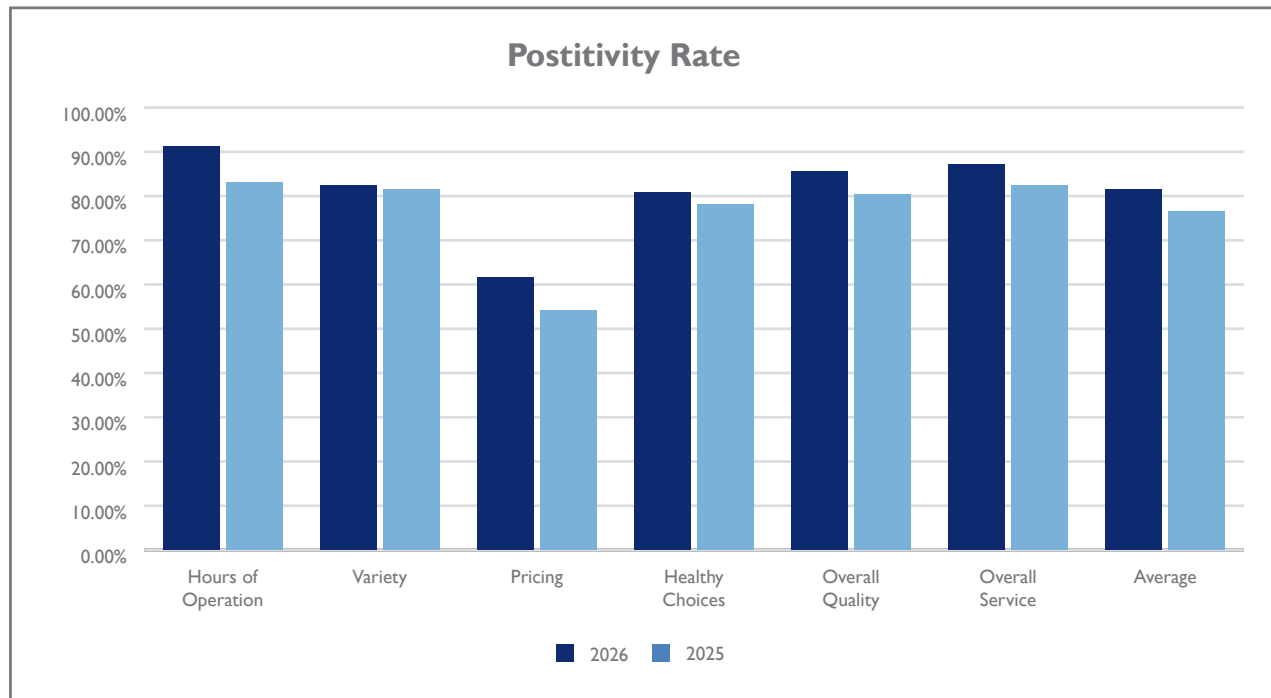
81%
Satisfied
with Healthy
Options

2026 CUSTOMER SATISFACTION SURVEY RESULTS DATA

The following tables reflect the responses from 631 individuals who participated in the 2026 customer satisfaction survey. The survey featured 15 questions that were consistent from 2025 to 2026 covering key aspects of the food service facilities. Location-specific questions were excluded to ensure comparability. The following tables present the findings, comparing 2026 results to 2025 data for six key areas.

Table I: Positivity Rates 2026 Compared to 2025 Across Key Service Metrics

Question / Metric	2026 Rate	2025 Rate	Variance
Hours of Operation	91.28%	83.16%	+8.12%
Variety of Choices	82.41%	81.44%	+0.97%
Competitive Pricing	61.67%	54.24%	+7.43%
Healthy Choices	80.89%	78.13%	+2.76%
Overall Product Quality	85.52%	80.29%	+5.23%
Overall Service Quality	87.19%	82.45%	+4.74%
Average Positivity	81.49%	76.62%	+4.87%



AGENCY AND FACILITY LOCATIONS

Respondent Distribution by Agency

Question 1: Which agency do you work for?

Table 2: Breakdown of Survey Respondents by Employing Agency

Answer Choices	Response Percent	Response Count
Camp Mabry Army Base	0.48%	3
Disability Determination Services (DDS)	0.95%	6
Employee Retirement System (ERS)	0.00%	0
Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE)	0.00%	0
Legislative Budget Board (LBB)	0.00%	0
Office of The Attorney General (OAG)	0.48%	3
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)	0.16%	1
Texas Board of Nursing (BON)	0.16%	1
Texas Commission on Environmental Quality (TCEQ)	0.00%	0
Texas Commission on Fire Protection (TCFP)	0.63%	4
Texas Comptroller of Public Accounts	0.95%	6
Texas Department of Agriculture (TDA)	0.16%	1
Texas Department of Housing and Community Affairs (TDHCA)	0.16%	1
Texas Department of Insurance (TDI)	16.96%	107
Texas Department of Motor Vehicles (TxDMV)	0.00%	0
Texas Department of Public Safety (DPS)	0.16%	1
Texas Department of State Health Services (DSHA)	0.00%	0
Texas Department of Transportation (TxDOT)	54.36%	343
Texas Division of Emergency Management (TDEM)	0.00%	0
Texas Education Agency (TEA)	0.00%	0

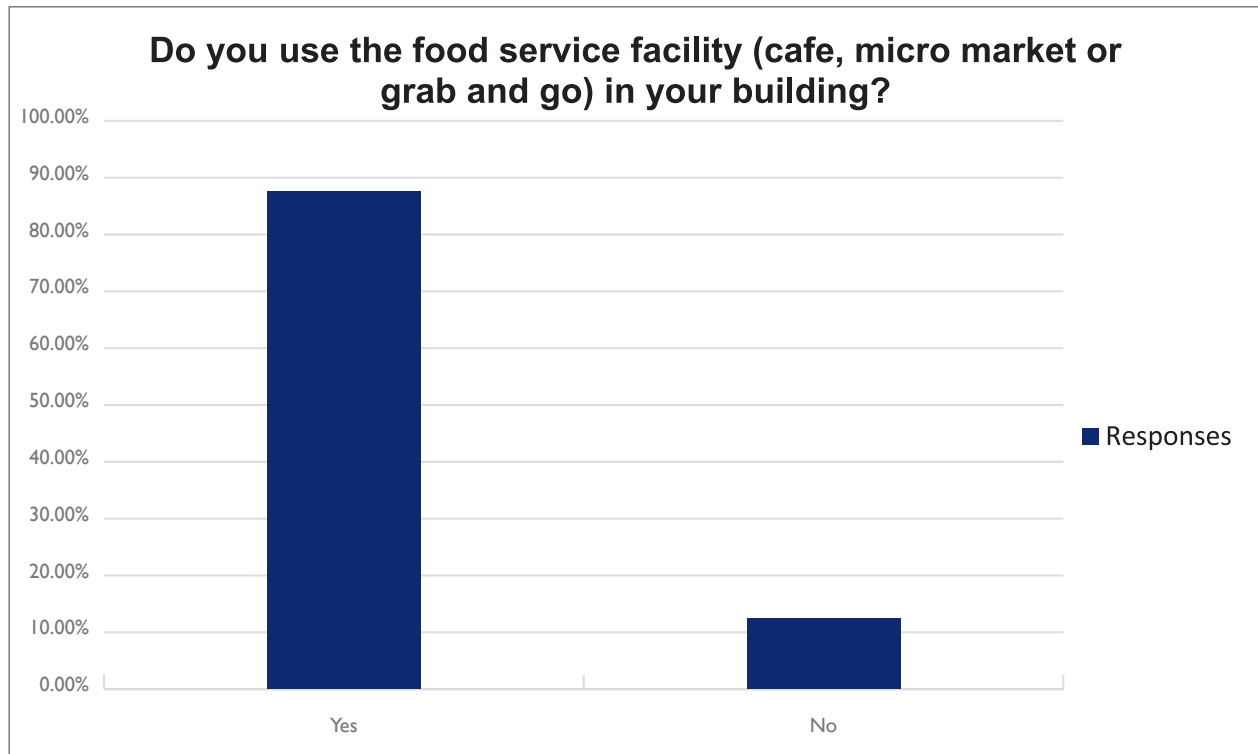
Texas Facilities Commission (TFC)	0.48%	3
Texas General Land Office (GLO)	0.16%	1
Texas Health and Human Services Commission (HHS)	1.43%	9
Texas Historical Commission (THC)	0.16%	1
Texas Legislative Council (TLC)	0.79%	5
Texas Lottery Commission	0.32%	2
Texas Medical Board (TMB)	0.00%	0
Texas Parks and Wildlife (TPWD)	0.16%	1
Texas Railroad Commission (RRC)	0.00%	0
Texas Real Estate Commission (TREC)	0.00%	0
Texas Secretary of State (SOS)	0.00%	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)	19.65%	124
Other • Commission on State Emergency Communications • Elias Ramirez State Office Building • State Preservation Board (SPB) • Texas Health and Human Services (HHS) • Texas Department of Licensing and Regulation • Texas Office of Injured Counsel (OIEC) • Texas Department of Information Resources • Texas Higher Education Coordinating Board (THECB) • Texas Military Department • Texas Racing Commission • Texas Water Development Board	1.27%	8
Number Answered:		631
Number Skipped:		0

FACILITY USAGE RATES

Question 2: Do you use the food service facility in your building?

Table 3: Usage Rates of Building Food Service Facilities

Answer Choices	Response Percent	Response Count
Yes	87.64%	553
No	12.36%	78
Numbered Answered:		631
Numbered Skipped:		0



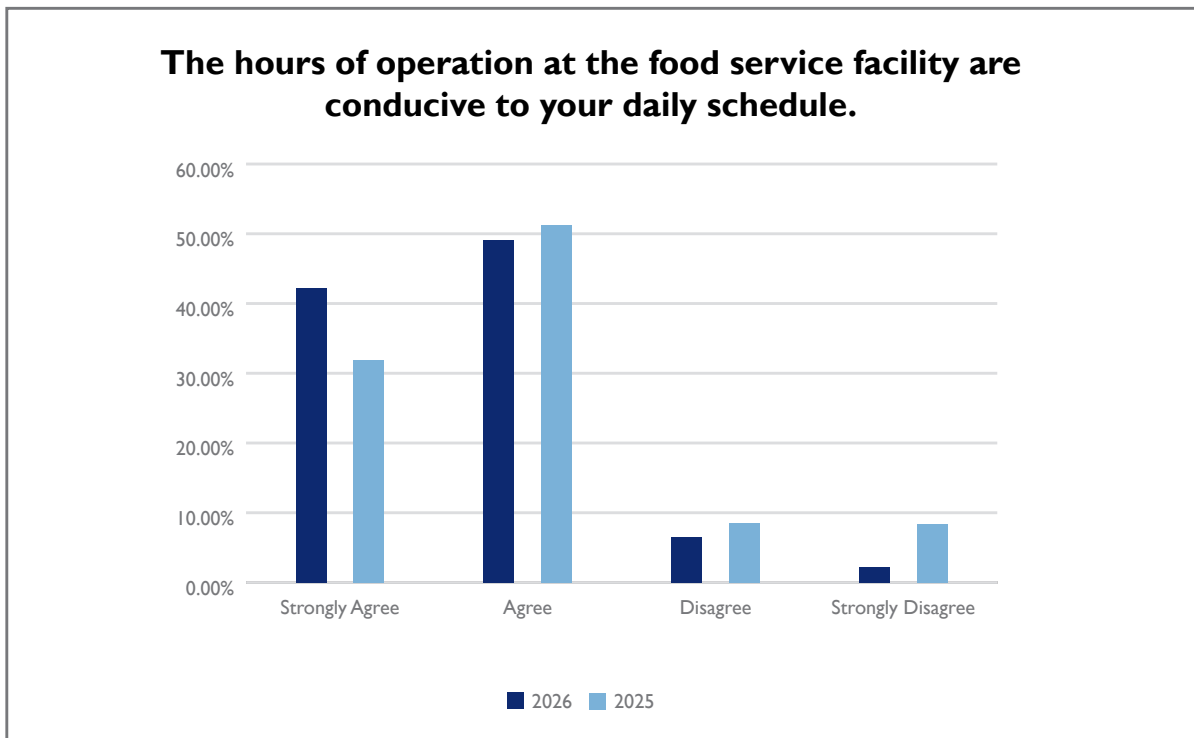
HOURS OF OPERATION

Operating Hours Convenience

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

Table 4: Convenience of Operating Hours at Food Service Facilities

Answer Choices	Response Percent	Response Count
Strongly Agree	42.16%	266
2025	31.86%	282
Agree	49.13%	310
2025	51.30%	454
Disagree	6.50%	41
2025	8.47%	75
Strongly Disagree	2.22%	14
2025	8.36%	74
Numbered Answered:		631
Numbered Skipped:		0

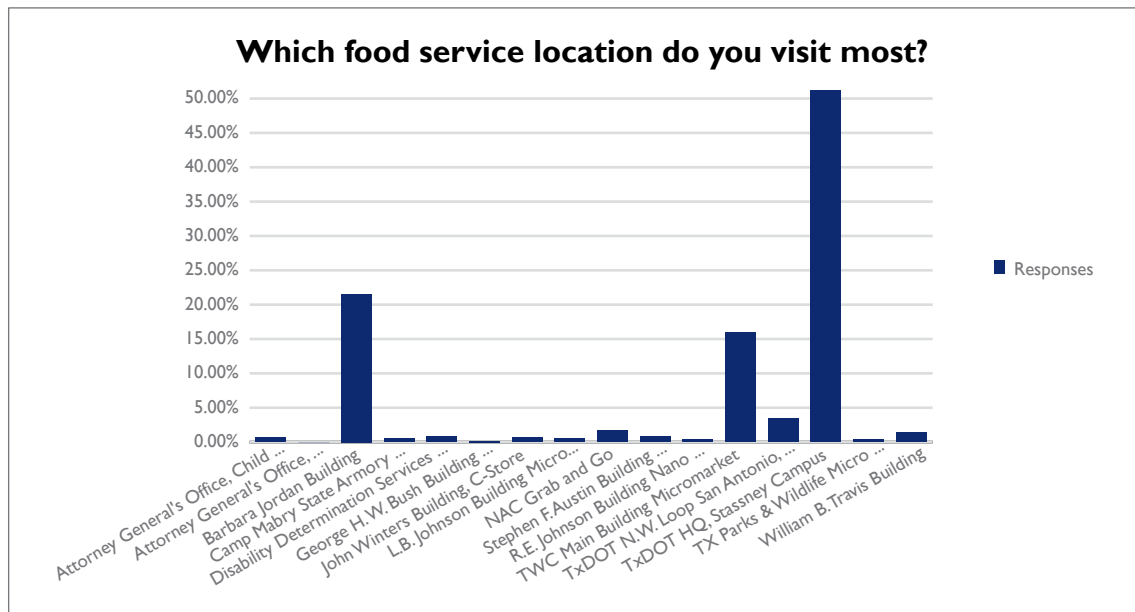


Food Service Location Frequency

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

Table 5: Frequency Rates of Food Service Facility Locations

Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support	0.63%	4
Attorney General's Office, Clements Building	0.00%	0
Barbara Jordan Building	21.55%	136
Camp Mabry Army Base	0.48%	3
Disability Determination Services	0.79%	5
George W. Bush Building	0.16%	1
John Winters Building, C-Store	0.63%	4
L.B. Johnson Building, Micro Market	0.48%	3
NAC Grab and Go	1.74%	11
Stephen F. Austin Building	0.79%	5
R.E. Johnson Building, Nano Market	0.32%	2
TWC, Micro Market	16.01%	101
TxDOT N.W. Loop San Antonio, Micro Market	3.49%	22
TxDOT HQ, Stassney Campus	51.19%	323
TX Parks & Wildlife Micro Market	0.32%	2
William B. Travis Building	1.43%	9
Numbered Answered:		631
Numbered Skipped:		0



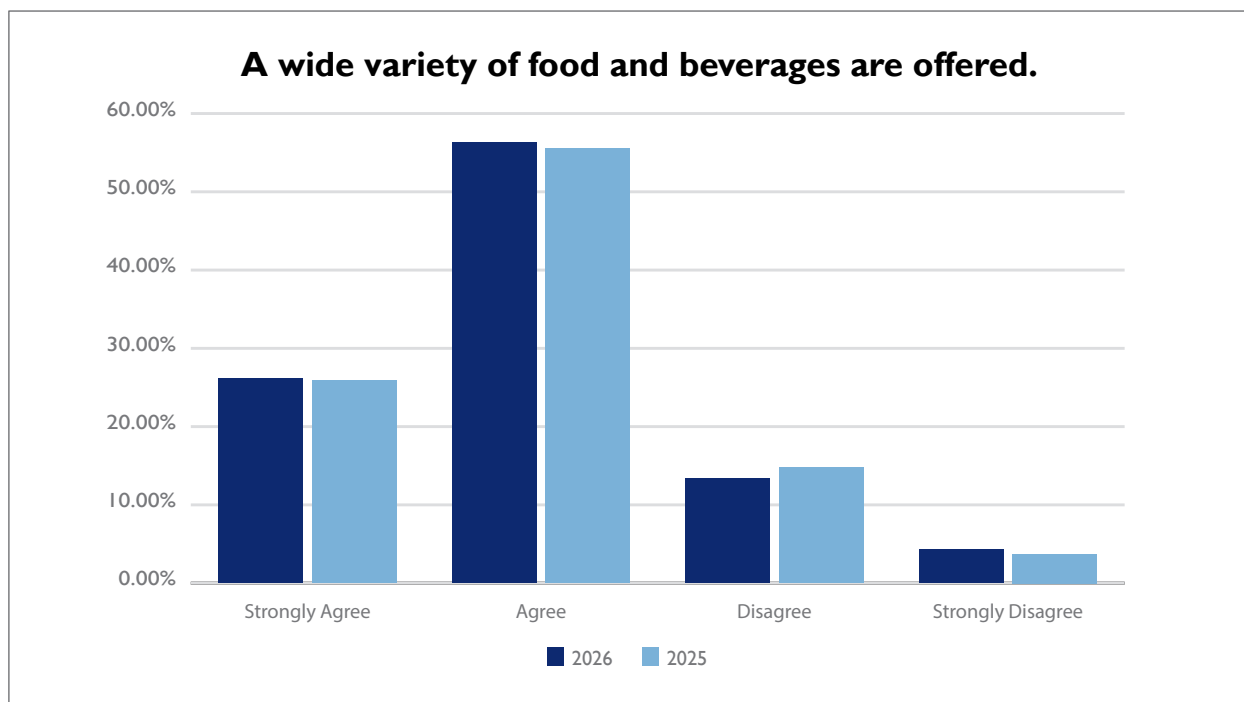
PRICING AND PRODUCTS

Variety of Products

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

Table 6: Product Variety at Food Service Facilities

Answer Choices	Response Percent	Response Count
Strongly Agree	26.11%	141
2025	25.90%	180
Agree	56.30%	304
2025	55.54%	386
Disagree	13.33%	72
2025	14.82%	103
Strongly Disagree	4.26%	23
2025	3.74%	26
Numbered Answered:		540
Numbered Skipped:		91

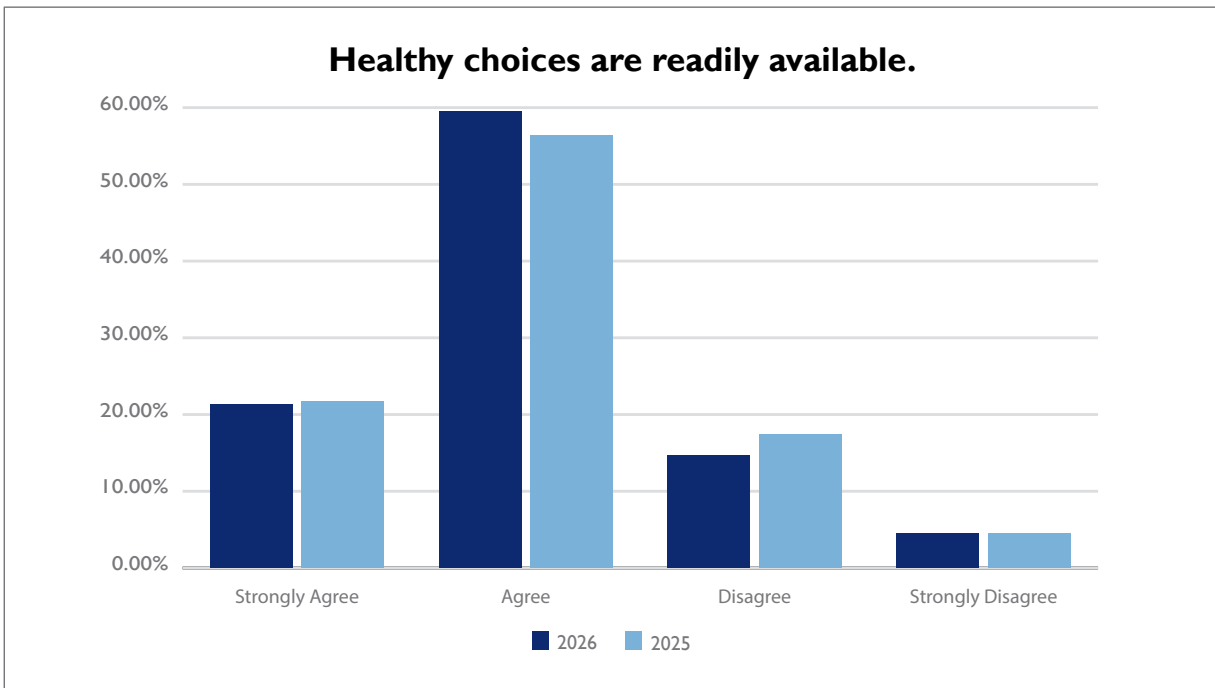


Healthy Choice Options

Question 6: Healthy choices are readily available.

Table 7: Healthy Choice Options at Food Service Facilities

Answer Choices	Response Percent	Response Count
Strongly Agree	21.34%	115
2025	21.73%	151
Agree	59.55%	321
2025	56.40%	392
Disagree	14.66%	79
2025	17.41%	121
Strongly Disagree	4.45%	24
2025	4.45%	24
Numbered Answered:		539
Numbered Skipped:		92

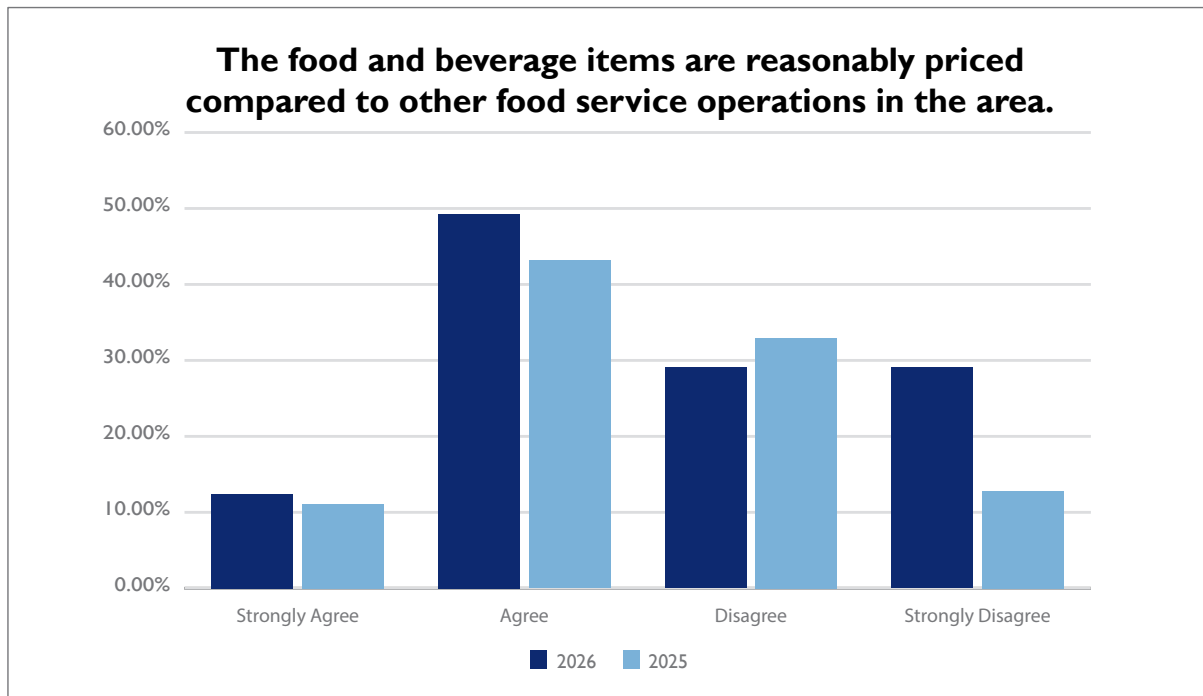


Fair Price

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

Table 8: Reasonableness of Prices at Food Service Facilities

Answer Choices	Response Percent	Response Count
Strongly Agree	12.41%	67
2025	11.08%	77
Agree	49.26%	266
2025	43.17%	300
Disagree	29.07%	157
2025	32.95%	229
Strongly Disagree	29.07%	157
2025	12.81%	89
Numbered Answered:		540
Numbered Skipped:		91

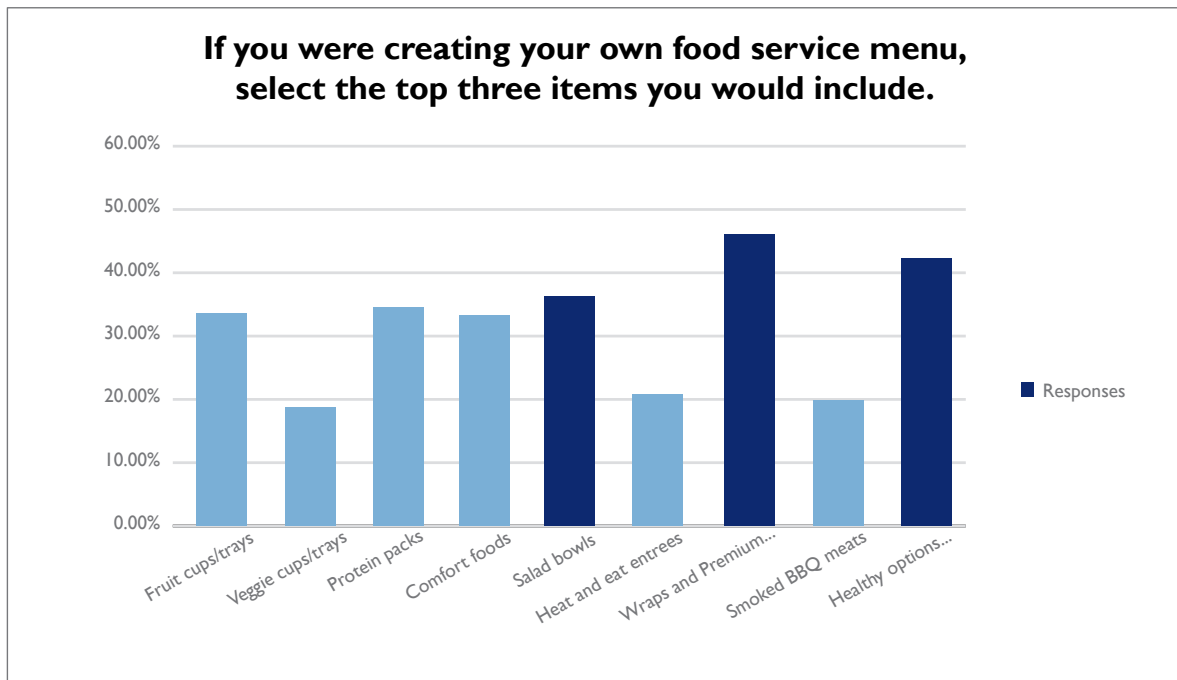


Top Preferred Menu Items

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

Table 9: Preferred Menu Items at Food Service Facilities

Answer Choices	Response Percent	Response Count
Fruit cups/trays	33.52%	181
Veggie cups/trays	18.70%	101
Protein packs	34.44%	186
Comfort foods	33.33%	180
Salad bowls	36.30%	196
Heat and eat entrees	20.74%	112
Wraps and Premium sandwiches	46.11%	249
Smoked BBQ meats	19.81%	107
Healthy options (low-salt, low-sugar, gluten-free, calorie balanced)	42.22%	228
Numbered Answered:		540
Numbered Skipped:		91



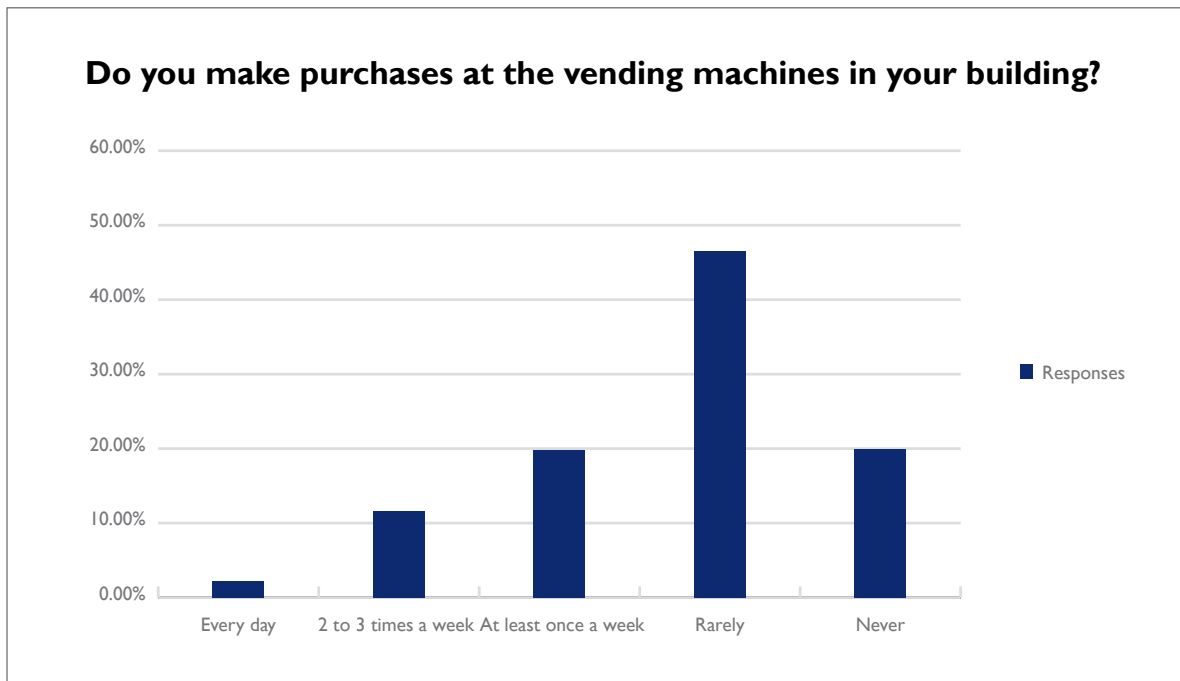
VENDING

Vending Purchase Rates

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

Table 10: Purchase Rate of Vending Items at Food Service Facilities

Answer Choices	Response Percent	Response Count
Every day	2.15%	13
Two to three times a week	11.55%	70
At least once a week	19.80%	120
Rarely	46.53%	282
Never	19.97%	121
Numbered Answered:		606
Numbered Skipped:		25

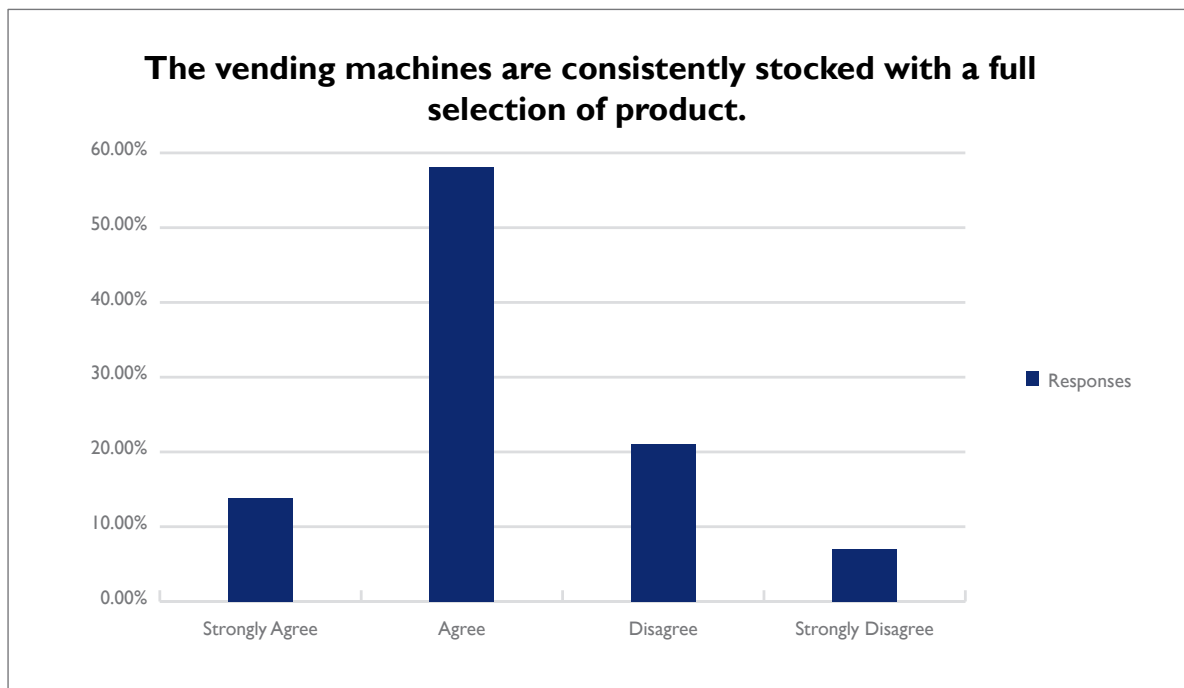


Vending Selection

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

Table 11: Full Selection of Vending Items at Food Service Facilities

Answer Choices	Response Percent	Response Count
Strongly Agree	13.79%	84
Agree	58.13%	354
Disagree	21.02%	128
Strongly Disagree	7.06%	43
	Numbered Answered:	609
	Numbered Skipped:	22

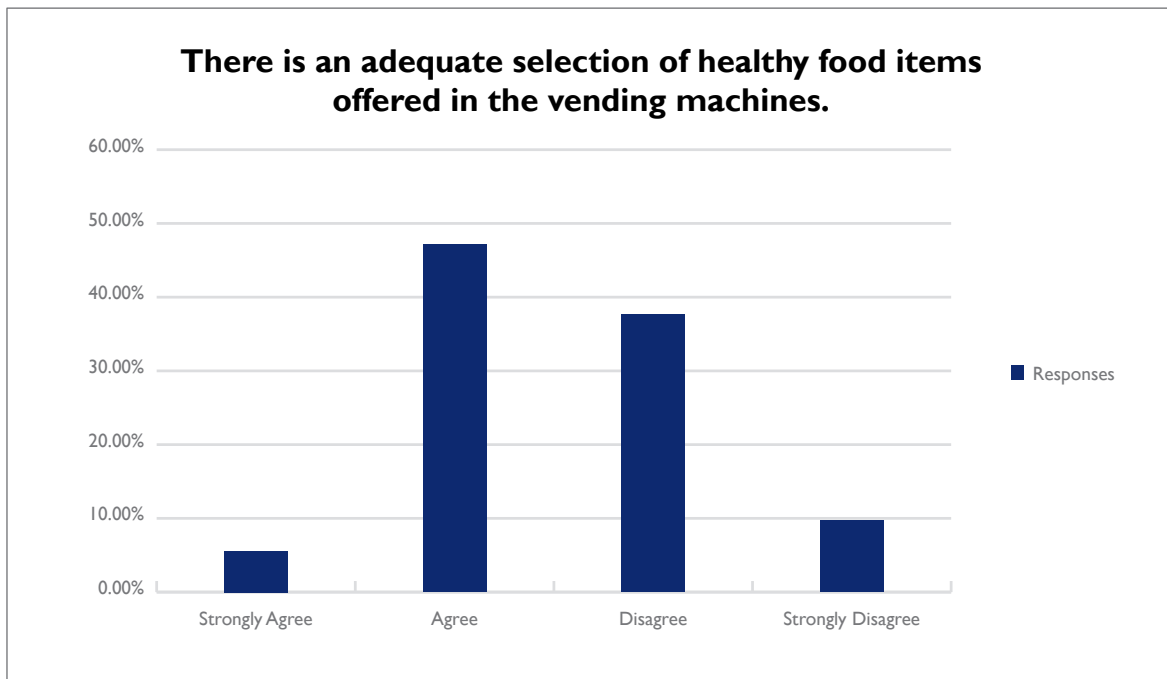


Healthy Vending Options

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

Table 12: Availability of Healthy Option Vending Items at Food Service Facilities

Answer Choices	Response Percent	Response Count
Strongly Agree	5.58%	34
Agree	47.13%	287
Disagree	37.60%	229
Strongly Disagree	9.69%	59
	Numbered Answered:	609
	Numbered Skipped:	22

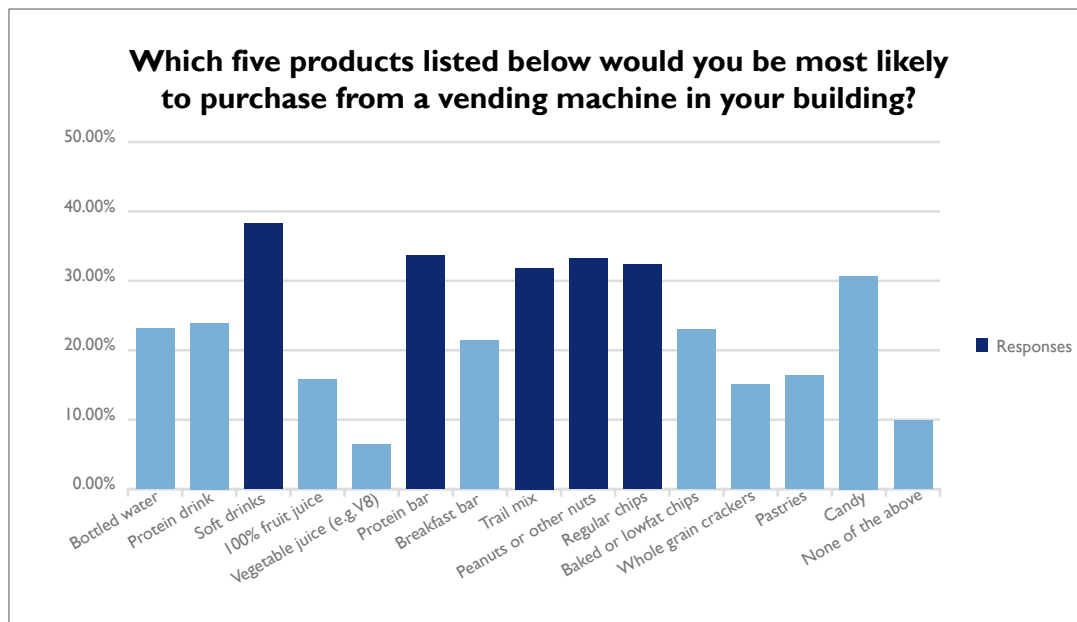


Preferred Vending Products

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

Table 13: Preferred Vending Product Rates at Food Service Facilities

Answer Choices	Response Percent	Response Count
Bottled water	23.10%	140
Protein drink	23.93%	145
Soft Drinks	38.28%	232
100% fruit juice	15.84%	96
Vegetable juice (e.g. V8)	6.44%	39
Protein bar	33.66%	204
Breakfast bar	21.45%	130
Trail mix	31.85%	193
Peanuts or other nuts	33.17%	201
Regular chips	32.34%	196
Baked or low-fat chips	22.94%	139
Whole grain crackers	15.02%	91
Pastries	16.34%	99
Candy	30.69%	186
None of the above	9.90%	60
Numbered Answered:		606
Numbered Skipped:		25



OVERALL SATISFACTION

Food Quality

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



3.7

Table 14: Rate of Food Quality at Food Service Facilities

Answer Choices	Response Percent	Response Count
1 Star	6.16%	37
2025	11.54%	96
2 Stars	8.32%	50
2025	8.17%	68
3 Stars	22.13%	133
2025	26.44%	220
4 Stars	36.27%	218
2025	32.69%	272
5 Stars	27.12%	163
2025	21.15%	176
Numbered Answered:		601
Numbered Skipped:		30

Weighted Average: 3.7

Weighted Average (2025): 3.44

Quality of Service

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



3.9

Table 15: Rate of Quality of Service at Food Service Facilities

Answer Choices	Response Percent	Response Count
1 Star	6.16%	37
2025	12.50%	104
2 Stars	6.66%	40
2025	5.05%	42
3 Stars	17.47%	105
2025	18.39%	153
4 Stars	26.29%	158
2025	29.21%	243
5 Stars	43.43%	261
2025	34.86%	290
Numbered Answered:		601
Numbered Skipped:		30

Weighted Average: 3.94

Weighted Average (2025): 3.69

Atmosphere

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



4.0

Table 16: Rate of Cleanliness and Decor at Food Service Facilities

Answer Choices	Response Percent	Response Count
1 Star	4.33%	26
2025	7.81%	65
2 Stars	6.32%	38
2025	5.41%	45
3 Stars	15.31%	92
2025	16.11%	134
4 Stars	26.96%	162
2025	28.97%	241
5 Stars	47.09%	283
2025	41.71%	347
Numbered Answered:		601
Numbered Skipped:		30

Weighted Average: 4.06

Weighted Average (2025): 3.91

COST ANALYSIS REPORT 2026

In 2026, an inquiry was distributed to state agencies that hosted BET-operated food service facilities such as cafeterias, snack bars, grab-and-go markets, and micro market facilities. The following data is structured for accessibility, combining square footage and costs into single readable rows per location.

Properties Managed by the Texas Facilities Commission

Table 17: Summary of Costs for TFC Managed Properties

TFC Food Service Location and Type	Address	Sq. Ft.	Avg. Value of Space Used (\$)	Maint. Cost (\$)	Utility Cost (\$)	Janitorial Cost (\$)	Method of Finance
Barbara Jordan Grab and Go	1601 Congress, Austin Texas 78701	4,233	11,900	4,613	3,301	4,021	State General Revenue and Federal Funding
North Austin Grab and Go	4601 W. Guadalupe St., Austin, TX 78751	2,626	1,288	1,260	52	0	State General Revenue and Federal Funding
George H.W. Bush Micro Market	1801 Congress Austin, Texas 78701	4,713	12,144	4,430	3,534	4,194	State General Revenue and Federal Funding
Lyndon B. Johnson Micro Market	111 E. 17th St., Austin, TX 78701	2,465	36,410	15,726	8,504	12,177	State General Revenue and Federal Funding
James E. Rudder Snack Bar	1019 Brazos St., Austin, TX 78701	1,092	4,318	2,063	829	1,419	State General Revenue and Federal Funding

Stephen F. Austin Cafe	1700 N. Congress Ave., Austin, TX 78701	3,893	25,919	6,734	3,347	15,844	State General Revenue and Federal Funding
Wm. B. Travis Cafe	1701 N. Congress Ave., Austin, TX 78701	3,934	10,150	4,288	2,871	3,029	State General Revenue and Federal Funding
John H. Winters Cafe	701 W. 51st St., Austin, TX 78759	6,645	29,987	13,290	0	16,678	State General Revenue and Federal Funding
TFC Section Total	TFC	132,118.78	52,408.20	22,442.98	57,365.26	N/A	TFC

Non-Texas Facilities Commission Properties

Table 18: Summary of Costs for Non-TFC Properties

Non-TFC Food Service Location and Type	Address	Sq. Ft.	Avg. Value of Space Used (\$)	Maint. Cost (\$)	Utility Cost (\$)	Janitorial Cost (\$)	Method of Finance
Disability Determination Services	6101 E. Oltorf St., Austin, TX 78741	3,850	65,858	0	4,086	4,591	100% Federal
TWC Micro Market	101 E. 15th St., Austin, TX 78701	933	18,333	264	1,344	2,491	Allocated by Prog
TxDOT Micro Market	4615 NW Loop 410, San Antonio, TX 78229	1,255	37,964	15,945	2,662	0	Hwy Transp Fund 6
TxDOT Cafeteria	6320 E. Stassney Ln., Austin, TX 78744	9,742	294,696	123,772	19,080	0	Hwy Transp Fund 6
TX Parks & Wildlife Micro Market	4200 Smith School Rd., Austin, TX 78744	96	1,886	6,038	16,892	10,739	State General Revenue and Federal Funding
Non-TFC Section Total	N/A	418,737.86	146,020.86	44,066.01	17,822.06	N/A	Section Total

Grand Totals

Table 19: Grand Totals Across All Facilities

Metric	Total Amount (\$)
Grand Total Space Value	550,857
Grand Total Maintenance	198,429
Grand Total Utility	66,509
Grand Total Janitorial	75,187

Note: The overall market rate for leased office space in Austin and Houston was \$39.80 per square foot in the fourth quarter of Fiscal Year 2023, while the overall average for state leases in these cities was \$19.65 per sq. ft. (Reference: Texas Facilities Commission FY 2025 to 2029 Strategic Plan)





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