Business Enterprises of Texas

Customer Satisfaction Survey and Cost Analysis Report 2023

Table of Contents

Introduction 3

Actions Taken as a Result of the 2022 Customer Satisfaction Survey 3

Summary of the 2023 Customer Satisfaction Survey Results 4

2023 Customer Satisfaction Survey Results 5

Agency and Facility Locations 6

Hours of Operation 10

Pricing and Products 11

Vending 15

Overall Satisfaction 19

Cost Analysis Report 2023 22

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 TWC Rider 36, as part of the TWC performance reporting for the BET program during the 2022–2023 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, convenience store, grab-and-go store, or micro market.

The survey has been administered in the summer months since its inception in 2011; however, survey response rates have declined significantly in the pandemic and post-pandemic period, as host agencies adopted increased telework options for their employees. This, coupled with traditionally higher levels of employee leave during the summer vacation period, resulted in very low response rates when the 2023 survey was administered in June. To improve response rates and ensure sufficient feedback from customers of BET facilities, BET administered the survey again in September 2023, this time receiving twice the number of responses as received in June.

To improve ease of response, BET also streamlined the survey, reducing the total number of questions by half. Additionally, BET increased communication with agencies that host BET facilities to better promote survey availability.

Finally, BET has recently opened several facilities using new food service models, such as grab-and-go locations and micro markets. This year's survey included the new facilities and other existing facilities that were previously converted from a vending configuration to that of a micro market.

Actions Taken as a Result of the 2022 Customer Satisfaction Survey

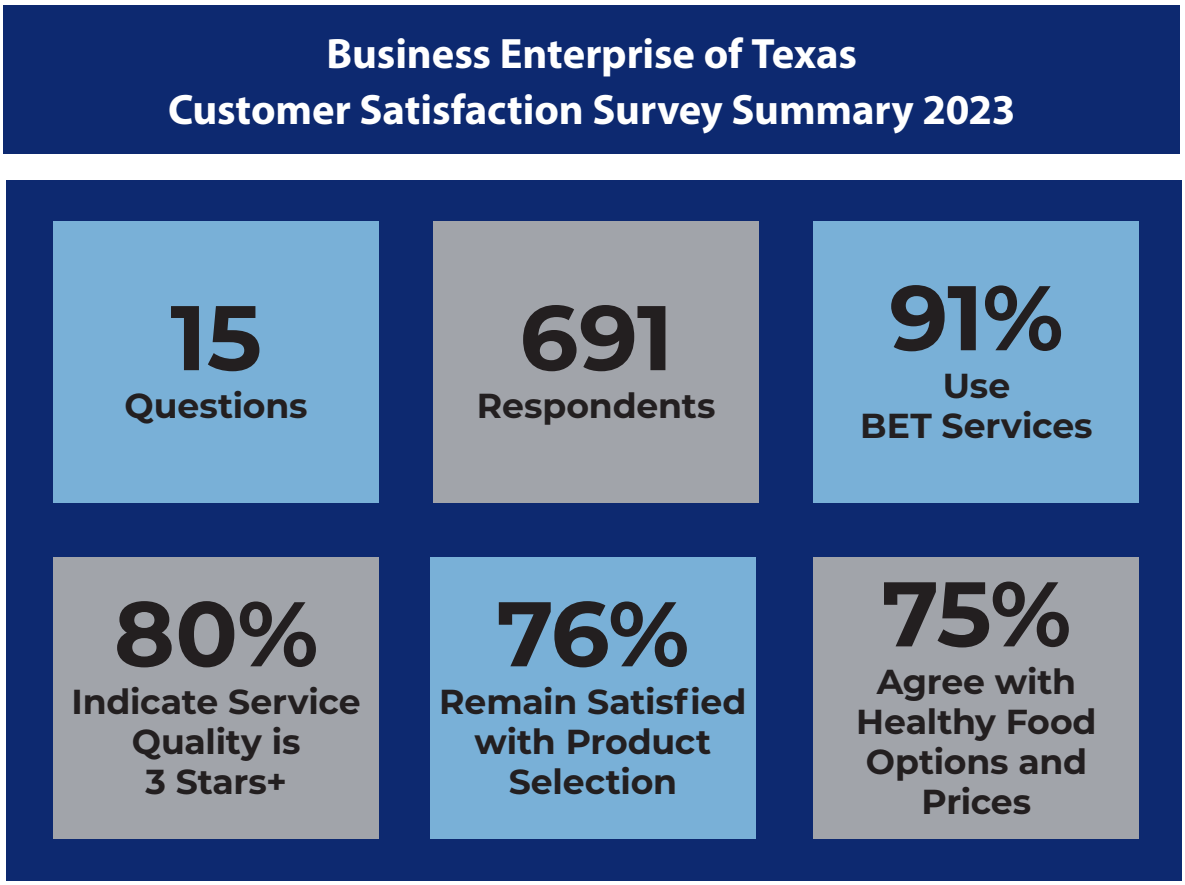
BET distributed survey results to licensed facility managers. BET reviewed responses with the managers—both positive and negative—to examine areas of improvement and recognize commendable practices. Managers were charged with making improvements accordingly. BET also continues to research new models and service strategies to improve customer satisfaction.

SUMMARY OF THE 2023 CUSTOMER SATISFACTION SURVEY RESULTS

Survey results generally reflect a positive perception of BET-operated facilities. A total of 92 percent of respondents agreed that BET facilities' operating hours are conducive to their daily schedule. Additionally, 76 percent of respondents agreed that BET facilities provide a wide variety of food and beverage choices, and 75 percent of respondents agree that healthy choices are readily available. More than 80 percent of respondents rate the quality of products and the quality of service at three or more stars, expressing positive responses overall regarding their experience with BET facilities.

BET managers remain committed to having operating hours that support ease of access to facilities, offering options that meet the diverse tastes and dietary preferences of their customers, and providing excellent customer service in a welcoming, customer-friendly atmosphere.

The 2023 survey results provide feedback that will help BET identify strategies to enhance customer satisfaction, including continued exploration and implementation of new food service models that match customer preferences. These new models are often more feasible than traditional food service operation for buildings that have implemented hybrid work schedules and therefore have lower daily occupancy levels.

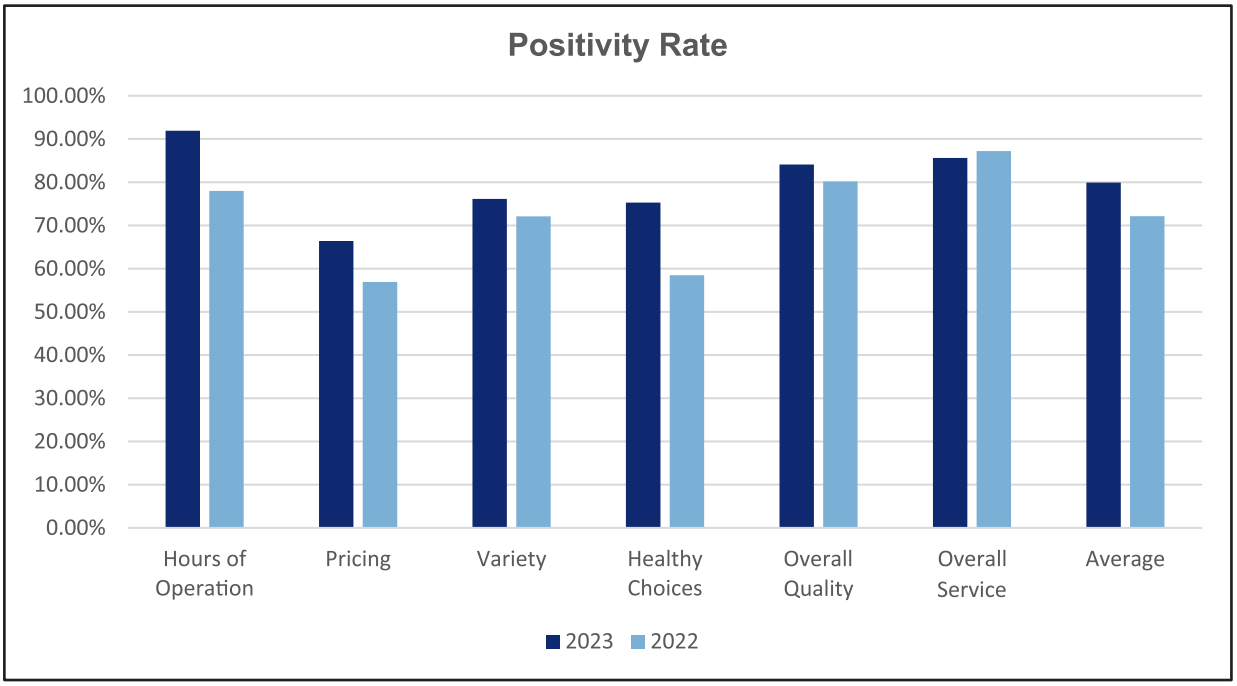


2023 CUSTOMER SATISFACTION SURVEY RESULTS

The following tables and graphs reflect the 691 responses to the topics addressed in the streamlined survey instrument. Excluding questions about BET facility locations and their respective host agencies, six of the 13 remaining questions are essentially consistent from 2022 to 2023, and five of those are directly comparable. For the five questions, the graphs also reflect 2022 survey results.

The following table and corresponding graph demonstrate the rate of positive comments compared to positive responses to the previous year's questions that are essentially consistent from 2022 to 2023.

Positivity Rates 2023 Compared to 2022			
Question	**2023**	**2022**	**+/-**
Hours of Operation	**91.89%**	77.99%	+13.9%
Pricing	**66.39%**	56.92%	+9.47%
Variety	**76.15%**	72.11%	+4.04%
Healthy Choices	**75.29%**	58.48%	+16.81%
Overall Quality	**84.08%**	80.18%	+3.9%
Overall Service	**85.62%**	87.20%	-1.58%
Average	**79.90%**	**72.14%**	**+7.76%**



AGENCY AND FACILITY LOCATIONS

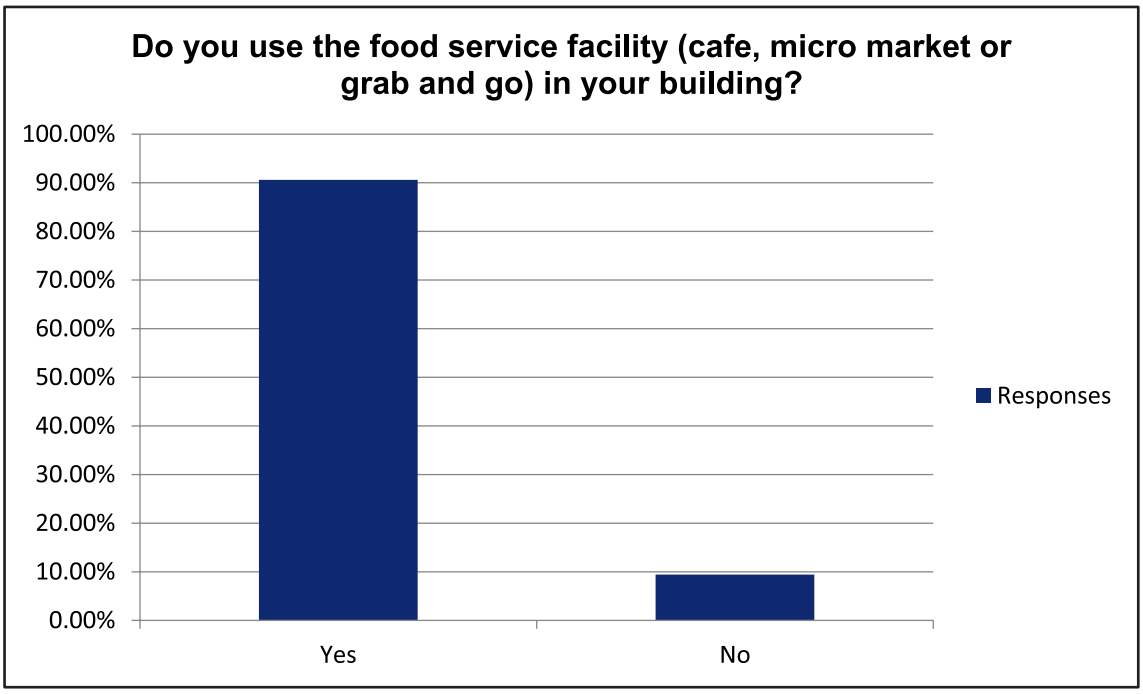
Question 1: Please tell us which agency you work for.

Answer Choices	Response Percent	Response Count
Board of Dental Examiners	0.58%	4
Board of Examiners of Psychologists	0.72%	5
Board of Nursing	3.76%	26
Camp Mabry State Armory Command	0.00%	0
Child Protective Services	0.00%	0
Chiropractic Examiners	0.14%	1
Commission on Environmental Quality	0.14%	1
Commission on Fire Protection	0.00%	0
Comptroller of Public Accounts	0.43%	3
Department of Agriculture	0.00%	0
Department of Family and Protective Services	0.00%	0
Department of Insurance	37.19%	257
Department of Public Safety	1.74%	12
Department of Rehabilitative Services	0.14%	1
Department of State Health Services	0.14%	1
Disability Determination Services	5.50%	38
Emergency Communications	0.58%	4
Employee Retirement System	0.00%	0
General Land Office	1.88%	13
Health and Human Services Commission	1.16%	8
Historical Commission	0.29%	2
Housing and Community Affairs	0.58%	4
Legislative Budget Board	0.00%	0
Legislative Council	0.14%	1
Library and Archives	0.00%	0

Office of Attorney General	2.89%	20
Office of Attorney General, Child Support	0.29%	2
Physical/Occupational Therapy Board	0.00%	0
Public Utility Commission	0.00%	0
Railroad Commission	0.29%	2
Secretary of State	0.14%	1
State Board of Public Accountancy	0.00%	0
State Office of Administrative Hearings	0.29%	2
Sunset Advisory Commission	0.00%	0
Texas Education Agency	0.43%	3
Texas Facilities Commission	0.72%	5
Texas Lottery Commission	2.32%	16
Texas Parks and Wildlife	0.00%	0
Texas Real Estate Commission/Texas Appraiser Licensing & Certification Board	0.29%	2
Texas Workforce Commission	0.43%	3
Department of Motor Vehicles, Camp Hubbard, Austin	0.43%	3
Department of Transportation HQ, Stassney, Austin	21.56%	149
Veterans Commission	2.46%	17
Veterans Land Board	0.14%	1
Workers Compensation	3.18%	22
Other (not specified)	8.97%	62
Other (specified) • Office of the Governor • Office of Injured Employee Counsel • State Auditor's Office • State Fire Marshal's Office • Commission on State Emergency Communications	0	99
	Number Answered:	**691**
	Number Skipped:	**0**

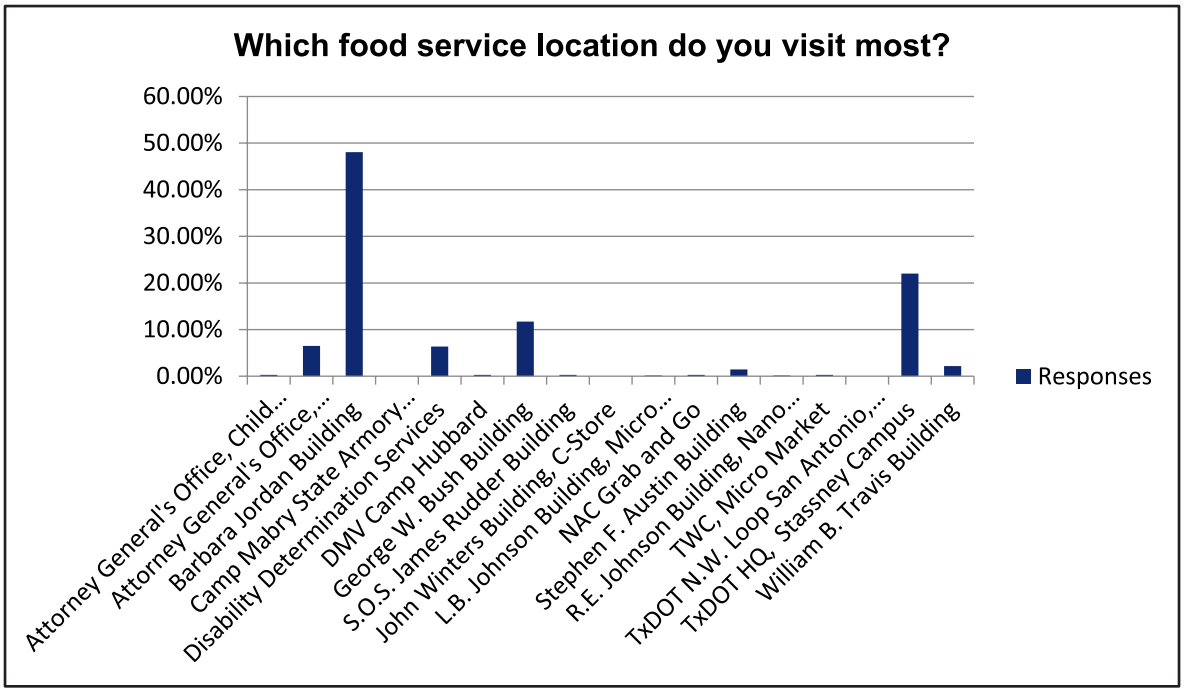
Question 2: Do you use the food service facility (cafe, micro market or grab-and-go) in your building?

Answer Choices	Response Percent	Response Count
Yes	90.59%	626
No	9.41%	65
	Number Answered:	**691**
	Number Skipped:	**0**



Question 3: Which food service location do you visit most?

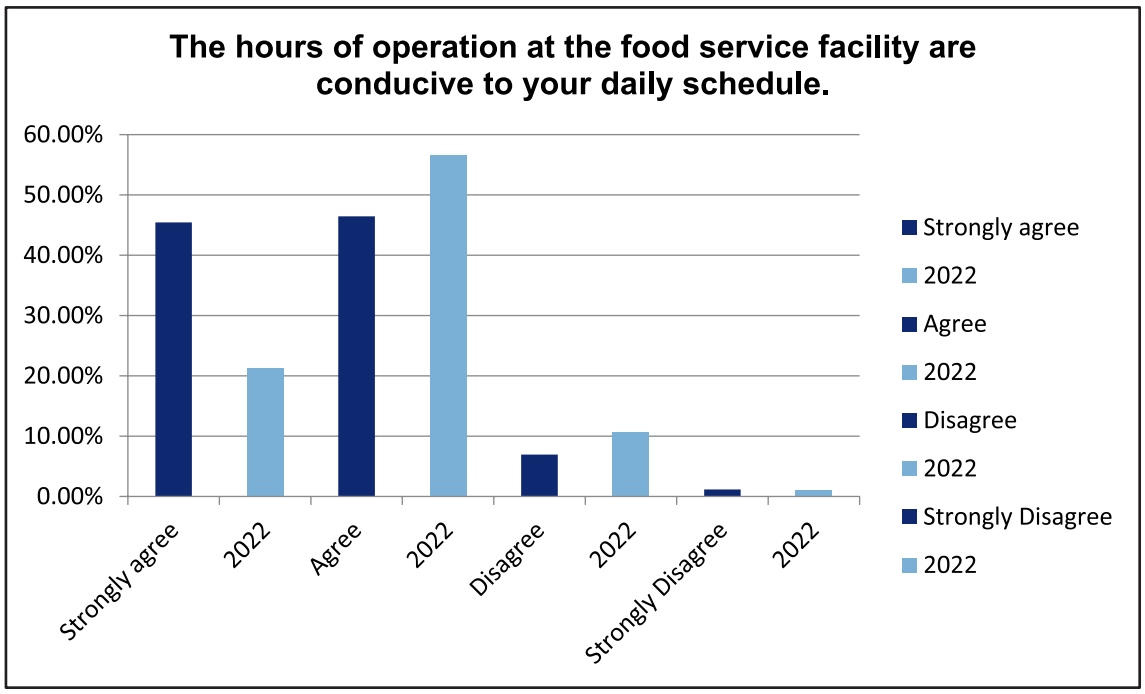
Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support	0.29%	2
Attorney General's Office, Clements Building	6.51%	45
Barbara Jordan Building	48.05%	332
Camp Mabry State Armory Command	0.00%	0
Disability Determination Services	6.37%	44
DMV Camp Hubbard	0.29%	2
George W. Bush Building	11.72%	81
S.O.S. James Rudder Building	0.29%	2
John Winters Building, C-Store	0.00%	0
L.B. Johnson Building, Micro Market	0.14%	1
NAC Grab and Go	0.29%	2
Stephen F. Austin Building	1.45%	10
R.E. Johnson Building, Nano Market	0.14%	1
TWC, Micro Market	0.29%	2
TxDOT N.W. Loop San Antonio, Micro Market	0.00%	0
TxDOT HQ, Stassney Campus	22.00%	152
William B. Travis Building	2.17%	15
	Number Answered:	**691**
	Number Skipped:	**0**



HOURS OF OPERATION

Question 4: The hours of operation at the food service facility are conducive to your daily schedule.

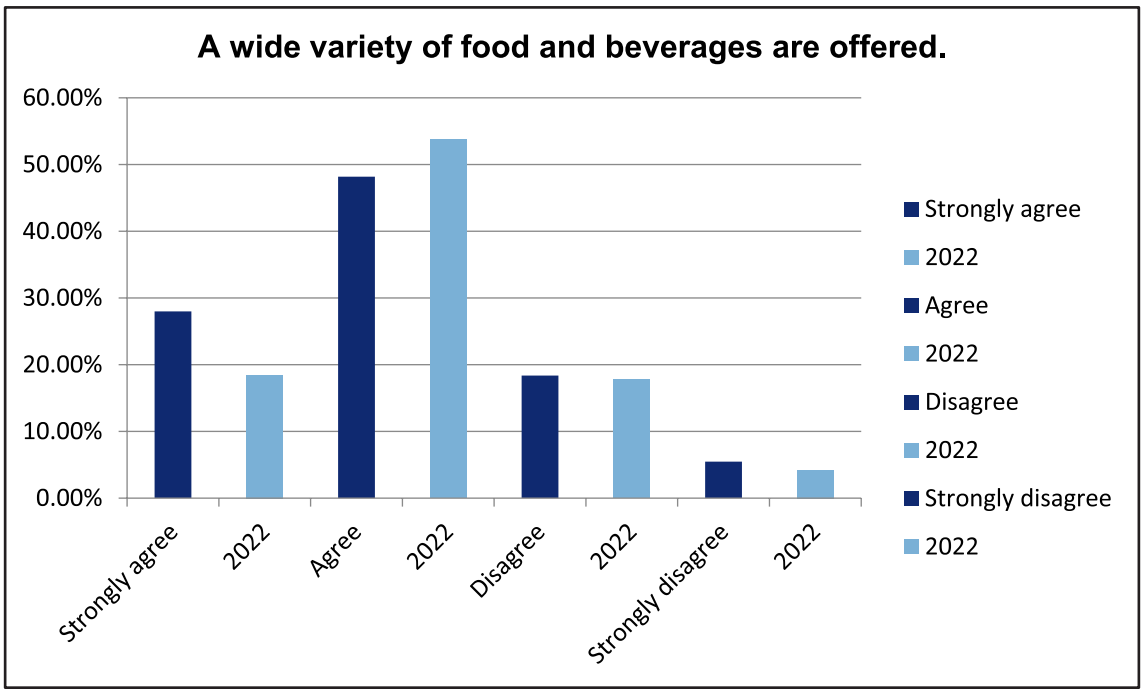
Answer Choices	Response Percent	Response Count
Strongly Agree	45.44%	314
2022	21.37%	100
Agree	46.45%	321
2022	56.62%	265
Disagree	6.95%	48
2022	10.68%	50
Strongly Disagree	1.16%	8
2022	0.99%	13
	Number Answered:	**691**
	Number Skipped:	**0**



PRICING AND PRODUCTS

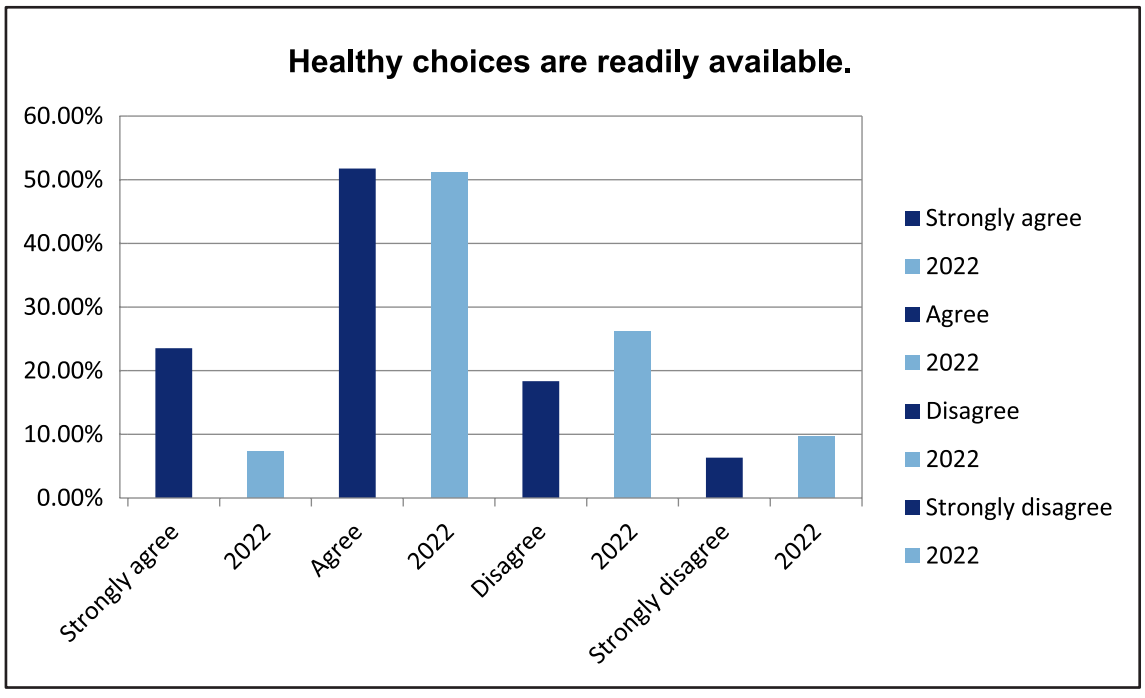
Question 5: A wide variety of food and beverages are offered.

Answer Choices	Response Percent	Response Count
Strongly agree	27.98%	169
2022	18.44%	83
Agree	48.18%	291
2022	53.78%	242
Disagree	18.38%	111
2022	17.78%	27
Strongly disagree	5.46%	33
2022	4.22%	19
	Number Answered:	**604**
	Number Skipped:	**87**



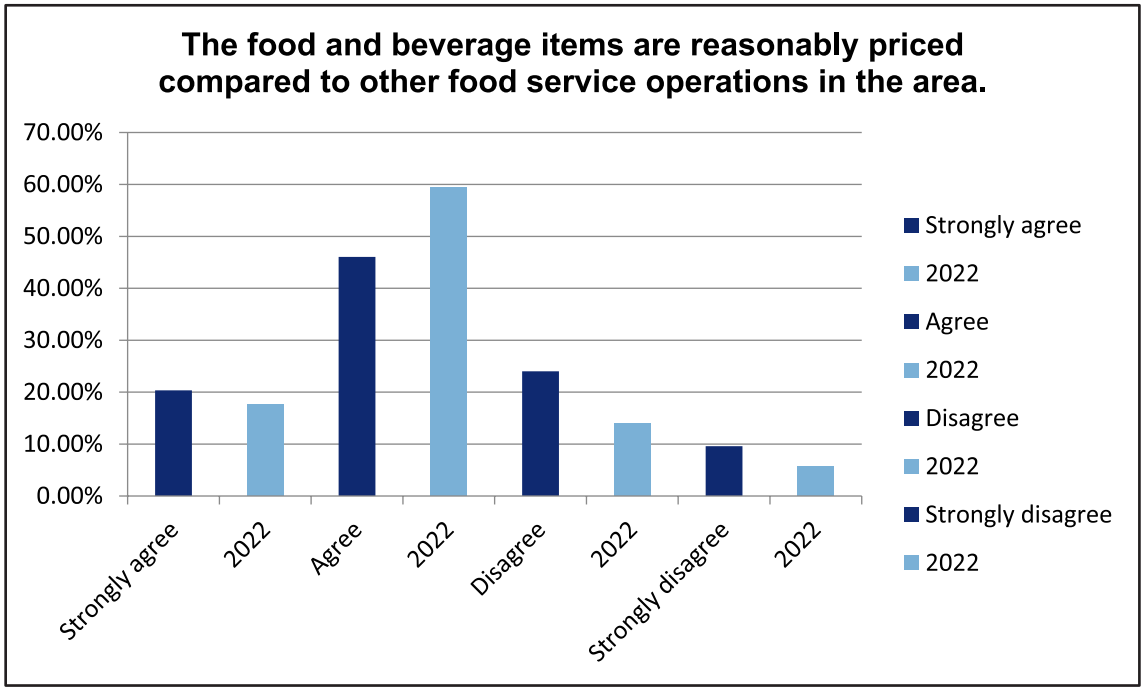
Question 6: Healthy choices are readily available.

Answer Choices	Response Percent	Response Count
Strongly agree	23.54%	141
2022	7.37%	33
Agree	51.75%	310
2022	51.12%	229
Disagree	18.36%	110
2022	26.12%	117
Strongly disagree	6.34%	38
2022	9.60%	43
	Number Answered:	**599**
	Number Skipped:	**92**



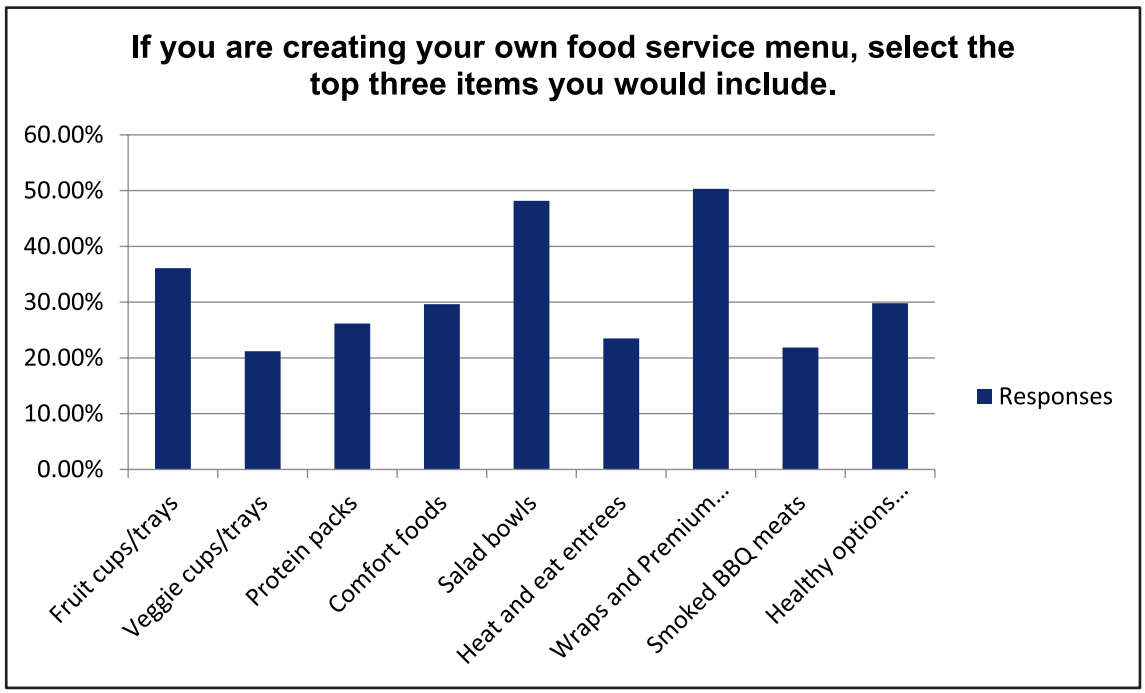
Question 7: The food and beverage items are reasonably priced compared to other food service operations in the area.

Answer Choices	Response Percent	Response Count
Strongly agree	20.36%	123
2022	17.55%	83
Agree	46.03%	278
2022	59.41%	281
Disagree	24.01%	145
2022	13.95%	66
Strongly disagree	9.60%	58
2022	5.71%	27
	Number Answered:	**604**
	Number Skipped:	**87**



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

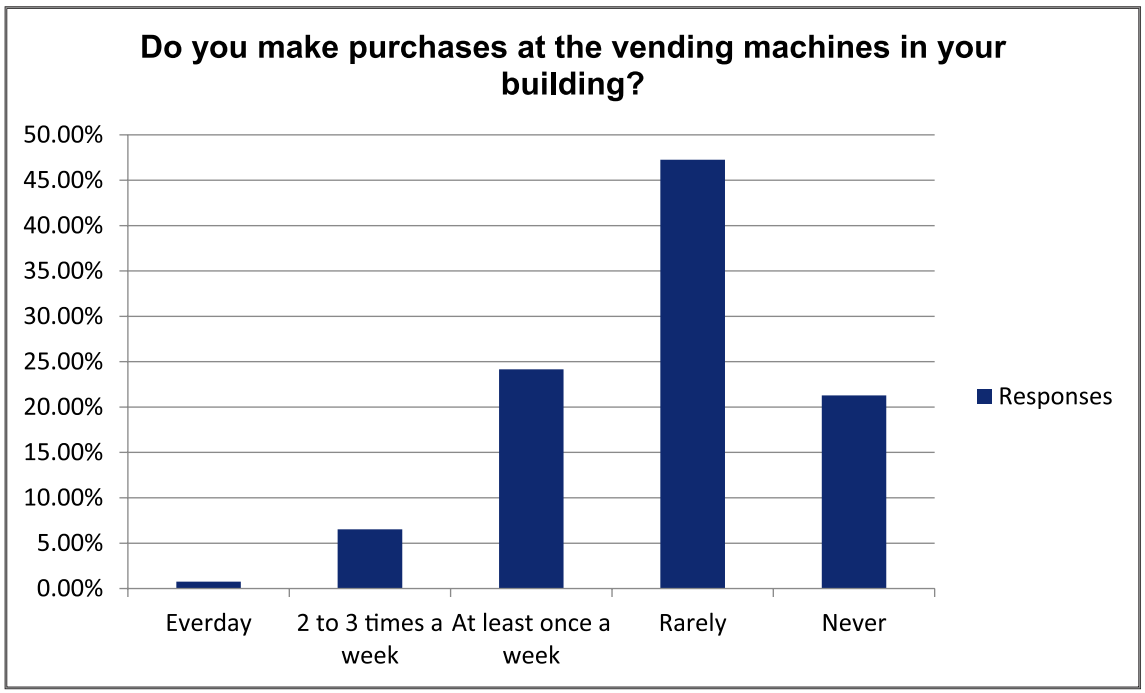
Answer Choices	Response Percent	Response Count
Fruit cups/trays	36.09%	218
Veggie cups/trays	21.19%	128
Protein packs	26.16%	158
Comfort foods	29.64%	179
Salad bowls	48.18%	291
Heat and eat entrees	23.51%	142
Wraps and premium sandwiches	50.33%	304
Smoked BBQ meats	21.85%	132
Healthy options (Keto/Paleo/Vegan)	29.80%	180
	Number Answered:	**604**
	Number Skipped:	**87**



VENDING

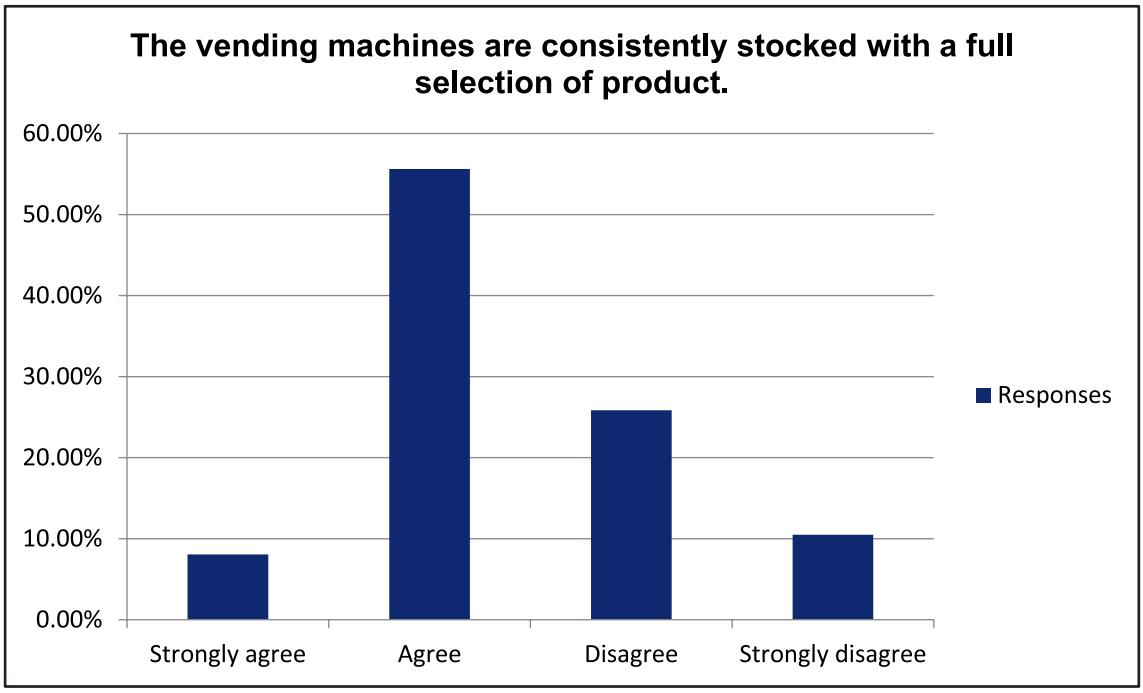
Question 9: Do you make purchases at the vending machines in your building?

Answer Choices	Response Percent	Response Count
Every day	0.76%	5
2 to 3 times a week	6.53%	43
At least once a week	24.16%	159
Rarely	47.26%	311
Never	21.28%	140
	Number Answered:	**658**
	Number Skipped:	**33**



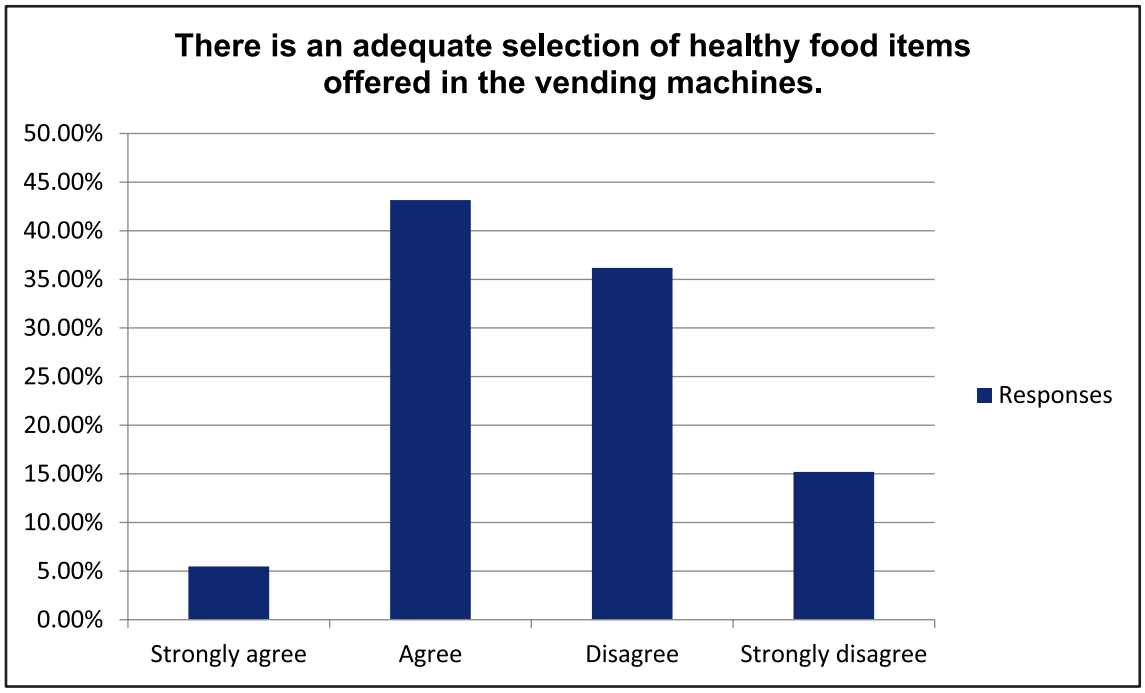
Question 10: The vending machines are consistently stocked with a full selection of product.

Answer Choices	Response Percent	Response Count
Strongly agree	8.05%	53
Agree	55.62%	366
Disagree	25.84%	170
Strongly disagree	10.49%	69
	Number Answered:	**658**
	Number Skipped:	**33**



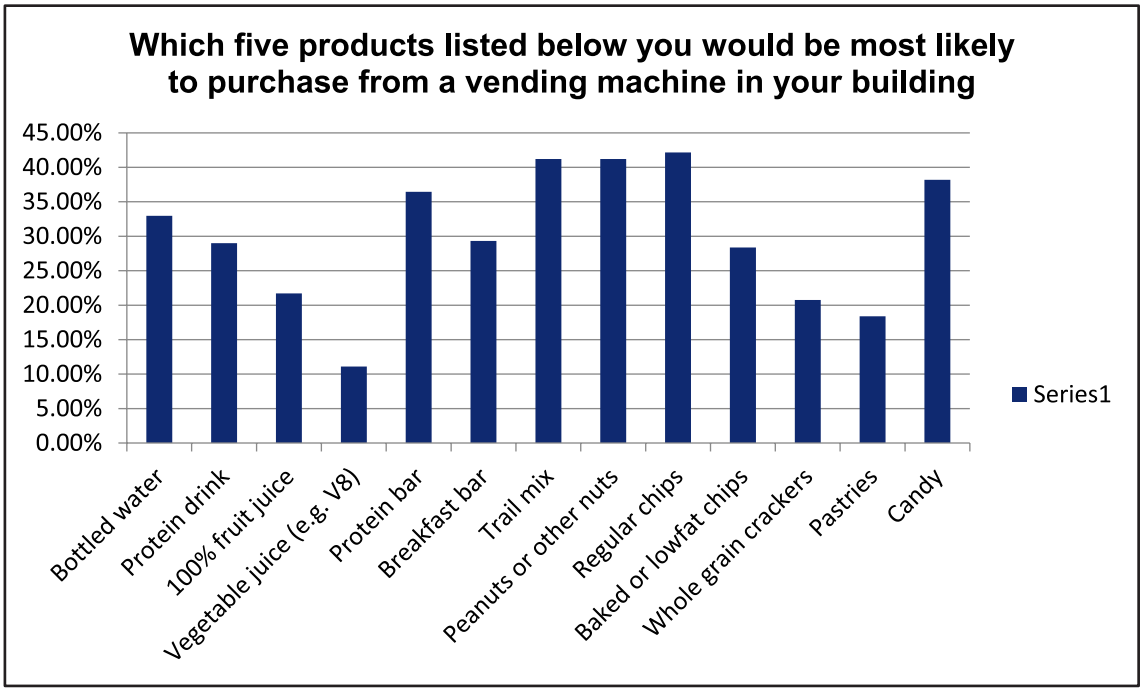
Question 11: There is an adequate selection of healthy food items offered in the vending machines.

Answer Choices	Response Percent	Response Count
Strongly agree	5.47%	36
Agree	43.16%	284
Disagree	36.17%	238
Strongly disagree	15.20%	100
	Number Answered:	**658**
	Number Skipped:	**33**



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

Answer Choices	Response Percent	Response Count
Bottled water	32.96%	208
Protein drink	29.00%	183
100% fruit juice	21.71%	137
Vegetable juice (e.g. V8)	11.09%	70
Protein bar	36.45%	230
Breakfast bar	29.32%	185
Trail mix	41.20%	260
Peanuts or other nuts	41.20%	260
Regular chips	42.16%	266
Baked or lowfat chips	28.37%	179
Whole grain crackers	20.76%	131
Pastries	18.38%	116
Candy	38.19%	241
	Number Answered:	**631**
	Number Skipped:	**60**



OVERALL SATISFACTION

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

3.7

Answer Choices	Response Percent	Response Count
1 Star	6.18%	40
2022	9.67%	41
2 Stars	9.74%	63
2022	9.91%	42
3 Stars	22.57%	146
2022	30.66%	130
4 Stars	32.30%	209
2022	34.20%	145
5 Stars	29.21%	189
2022	15.57%	66

Weighted Average: 3.69
Weighted Average (2022): 3.36
Number Answered: 647
Number Skipped: 44

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

3.9

Answer Choices	Response Percent	Response Count
1 Star	6.34%	41
2022	6.64%	28
2 Stars	8.04%	52
2022	6.61%	26
3 Stars	18.39%	119
2022	19.43%	82
4 Stars	26.74%	173
2022	32.94%	139
5 Stars	40.49%	262
2022	34.83%	147

Weighted Average: 3.9
Weighted Average (2022): 3.83
Number Answered: 647
Number Skipped: 44

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

4.2

Answer Choices	Response Percent	Response Count
1 Star	2.63%	17
2 Stars	5.72%	37
3 Stars	12.21%	79
4 Stars	27.05%	175
5 Stars	52.40%	339

Total: 647
Weighted Average: 4.2
Number Answered: 647
Number Skipped: 44

COST ANALYSIS REPORT 2023

In 2023 an inquiry was distributed to state agencies that host BET-operated facilities, which include cafeterias, snack bars, convenience stores, grab-and-go stores, and micro markets.

FY'23 TWC Food Service Location and Type	Address	Sq. Ft./Annual Value of Space Used 2023**	Estimated Maintenance Costs per Sq. Ft.	Estimated Utility Costs per Sq. Ft.	Estimated Janitorial Costs per Sq. Ft.	Method of Finance
*Barbara Jordan Bldg. Grab and Go Max	1601 Congress Ave., Austin, TX 78701	4,370 sq. ft. $3,299	$.38 $1,660	$.31 $1,355	$.07 $306	State General Revenue and Federal Funding
*George H. W. Bush Micro Market	1801 Congress Ave., Austin, TX 78701	225 sq. ft. $2,112	$.11 $25	$.21 $47	$.16 $36	State General Revenue and Federal Funding
Brown-Heatly Building Café	4900 N. Lamar Blvd., Austin, TX 78751	4,061 sq. ft. $13,816	$1.26 $5,127	$1.29 $5,232	$.85 $3,450	State General Revenue and Federal Funding
Department of State Health Services Café	1100 W. 49th St., Austin, TX 78751	2,691 sq. ft. $10,620	$.32 $870	$3.45 $9,284	$.17 $466	State General Revenue and Federal Funding
Elias Ramirez State Office Bldg. Café	5425 Polk St., Houston, TX 77023	3,992 sq. ft. $13,322	$1.93 $5,682	$.86 $4,381	$.55 $4,926	State General Revenue
*James E. Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX 78701	1,092 sq. ft. $4,100	$1.42 $1,554	$1.10 $1,198	$1.23 $1,347	State General Revenue and Federal Funding
John H. Winters Bldg. Café and Convenience Store	701 W. 51st St., Austin, TX 78751	6,645 sq. ft. $25,232	$1.06 $0	$2.70 $17,956	$.03 $207	State General Revenue and Federal Funding

Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX 78701	3,893 sq. ft. $18,845	$1.11 $4,321	$2.81 $10,944	$.92 $3,581	State General Revenue and Federal Funding
Texas Commission of Environmental Quality Café	12100 N. IH 35, Austin, TX 78753	3,522 sq. ft. $1,3713	$3.01 $10,601	$.15 $528	$.74 $2,606	State General Revenue and Federal Funding
Wm. B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX 78701	3,934 sq. ft. $9,713	$.85 $3,334	$.87 $3,427	$.75 $2,951	State General Revenue and Federal Funding
Wm. P. Clements Bldg. Café	300 W. 15th St., Austin, TX 78701	3,239 sq. ft. $10,484	$1.04 $3,370	$1.64 $5,300	$.56 $1,807	State General Revenue and Federal Funding
Lyndon B Johnson Micro Market	111 E. 17th St., Austin, TX 78701	2,117 sq. ft. $41,429	$6.01 $12,730	$3.45 $7,304	$3.86 $8,164	State General Revenue and Federal Funding
Section Total	N/A	**$166,685**	**$49,244**	**$66,956**	**$29,847**	**N/A**

* New location.

The overall market rate for leased office space in Austin, Dallas/Fort Worth, San Antonio, and Houston was $25.14 per square foot in the first quarter of 2018, whereas the overall average for state leases in these cities was $19.27per square foot.

Reference: Agency Strategic Plan Fiscal Years 2021–2025 Texas Facilities Commission.

NON–TEXAS FACILITIES COMMISSION PROPERTIES

FY'23 TWC Food Service Location and Type	Address	Sq. Ft./Average Annual Value of Space Used 2023**	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Attorney General Child Support Micro Market	5500 E. Oltorf St. Austin, TX 78741	3,850 sq. ft. $69,184	included in lease	$.61 $2,349	$1.07 $4,120	100% SSA Federal Funds
Department of Public Safety HQ, Café (DPS)	5805 N. Lamar Blvd., Austin, TX 78752	5,202 sq. ft. $93,480	included in lease	included in lease	N/A	State General Revenue and Federal Funding
*Department of Transportation Cafeteria (TxDOT)	6320 E. Stassney Ln., Austin, TX 78744	9,742 sq. ft. $243,550	$11.00 $102,291	$2.00 15,767	Paid by Facility Manager	Highway Transportation Fund 6
Department of Transportation Cafe (TxDOT)	4615 NW Loop 410, San Antonio, TX 78229	1,255 sq. ft. $31,375	$11.00 $13,178	$2.00 $2,200	Paid by Facility Manager	Highway Transportation Fund 6
Department of Motor Vehicles Camp Hubbard Café (DMV)	3500 Jackson Ave., Austin, TX 78731	5,709 sq. ft. $102,590	$3.32 $18,954	$1.67 $9,534	$.94 $5,366	Highway Transportation Fund 6
*NAC Triangle Grab and Go (HHS)	4601 Guadalupe St., Austin, TX 78751	2,626 sq. ft. $1,579	$.57 $1,497	$0	$.04 $105	HHSC
TWC Micro Market	101 E. 15th St., Austin, TX 78701	933 sq. ft. $18,259	$.28 $265	$1.32 $1,232	$2.67 $2,491	Allocated by all programs in Main Bldg.
Disability Determination Services Café	6101 E. Oltorf St., Austin, TX 78741	3,850 sq. ft. $63,850	included in lease	$1.33 $5,116	$1.72 $6609.43	SSA 100% Federal Funds
Section Total $	N/A	**$623,867**	**$47,072**	**$36,198**	**$18,691**	N/A
Grand Total	N/A	**$790,552**	**$96,346**	**$103,154**	**$48,538**	N/A

* New location.

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