

Texas Board of Professional Engineers and Land Surveyors
Report on Customer Service



June 1, 2024

INTRODUCTION

The practice of engineering and surveying are critical to the protection of the health, safety, property, and welfare of the citizens of the state of Texas. The Texas Board of Professional Engineers and Land Surveyors (TBPELS) achieves this mission through the effective and efficient licensure and registration of Professional Engineers (PE) and Registered Professional Land Surveyors (RPLS), the enforcement of the Texas Engineering Practice Act and the Professional Land Surveying Practices Act, and through outreach and communication to the regulated community and the public.

The agency is accountable to the public and the regulated engineering and surveying communities through the effective and efficient use of resources, and through our innovative and continuous improvement mindset which helps us optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to our operations and continuously strives for exemplary service, clarity, and ease of use in all our customer interactions.

Agency Mission

Our mission is to protect the health, safety, and welfare of the people of Texas through the licensure and registration of qualified individuals as professional engineers and land surveyors, compliance with applicable laws and rules, and education about engineering and land surveying.

Customer's Voice

The Texas Board of Professional Engineers and Land Surveyors (TBPELS) has continued its continuous improvement program, a series of initiatives designed to improve all areas of organization. One of these areas is customer service, and towards that end the customer service survey has been designed for listening to the voice of the customer.

Customer Service Quality Standards

TBPELS staff recognizes that, to best meet our primary mission of protecting the health, safety, and welfare of the citizens of Texas, we must provide the highest level of customer service. With that balance in mind, staff has designated the following as guiding principles and common purpose regarding customer service. These standards apply to all customer interactions with staff, facilities (physical and virtual) and processes.

- **Accuracy** – TBPELS will give the correct answer based on current Law and Board Rules. Information provided to customers will be clear and effectively convey the appropriate message. Staff will be knowledgeable and competent. Materials, forms and guidance will be concise and complete.
- **Listening** – TBPELS will actively listen to its customers. Whether by personal contact or feedback received through surveys or other methods, TBPELS will seek to understand what each individual customer wants and needs and will resolve issues.
- **Respect** – We will treat all customers professionally. All customers will receive courteous communication that is respectful of the customer's time and effort. Staff, facilities and processes will be respectful of customer information and keep it secure.
- **Responsiveness** – TBPELS will have an answer for all questions asked. Answers will be as complete as possible within a reasonable amount of time. This includes providing information for predicted questions. It also includes automated responses, informational emails, etc.

- **Resolution** – TBPELS will empower its employees at all levels to understand and resolve customer service issues, questions or failures immediately or as soon as possible. Always find the answer for the customer and/or find the correct person to resolve the issue.
- **Ease of Use** – TBPELS will create and maintain facilities and processes aimed at making the customer's experience convenient, timely and efficient. Staff will keep the customer's perspective in mind in all functions.

Defining Customers Served

TBPELS serves multiple groups which includes approximately 75,000 Professional Engineers (PE) licensed to practice in Texas, more than 20,000 Engineers-In-Training, 12,000 registered engineering firms, almost 2,800 Registered Professional Land Surveyors (RPLS), over 500 Surveyors in Training (SIT), 1,300 registered professional surveyor firms and approximately 60 Licensed State Land Surveyors (LSLS). The Board is purposeful in communicating with these groups, including connecting with approximately 23,000 people in FY 23 via outreach presentations, webinars, and conference presentations. We also send eNewsletters to our customers and license-specific emails for keeping licensees and other interested parties up-to-date.

The TBPELS website is the primary means of communicating the mission and objectives of the agency to the general public. It includes clear links to information the public might need, such as how to file a complaint, how to apply for and maintain a license, rosters of current engineers, surveyors, and firms, and contact information for questions. The customer service survey used by TBPELS addresses customer interactions on an individual basis (telephone, email, etc.), as well as products (web content, application materials, etc.) and its facilities (both physical and online). An additional feedback survey is continuously available on the website and is offered in the footer of every standard email. Responses are emailed to directors immediately if a response is received to a question relevant for their specific division.

Survey

The FY 2024 customer service survey was emailed on April 9, 2024, to 16,550 licensed Professional Engineers, 4,600 registered Engineers-In-Training, 605 registered Professional Land Surveyors, and 120 Surveyors-In-Training. It was sent again to non-openers on April 15, 2024. A new random group was pulled on May 28, 2024, and the email was sent again to the identical license and registration types. The results below contain 972 responses received between April 9th and May 31st, 2024. The customer service survey is on a 5 point scale.

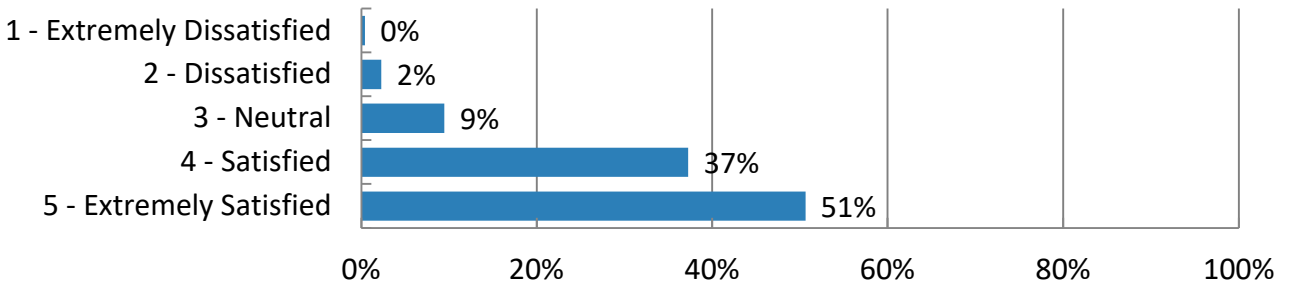
Results

The responses for each question are summarized below.

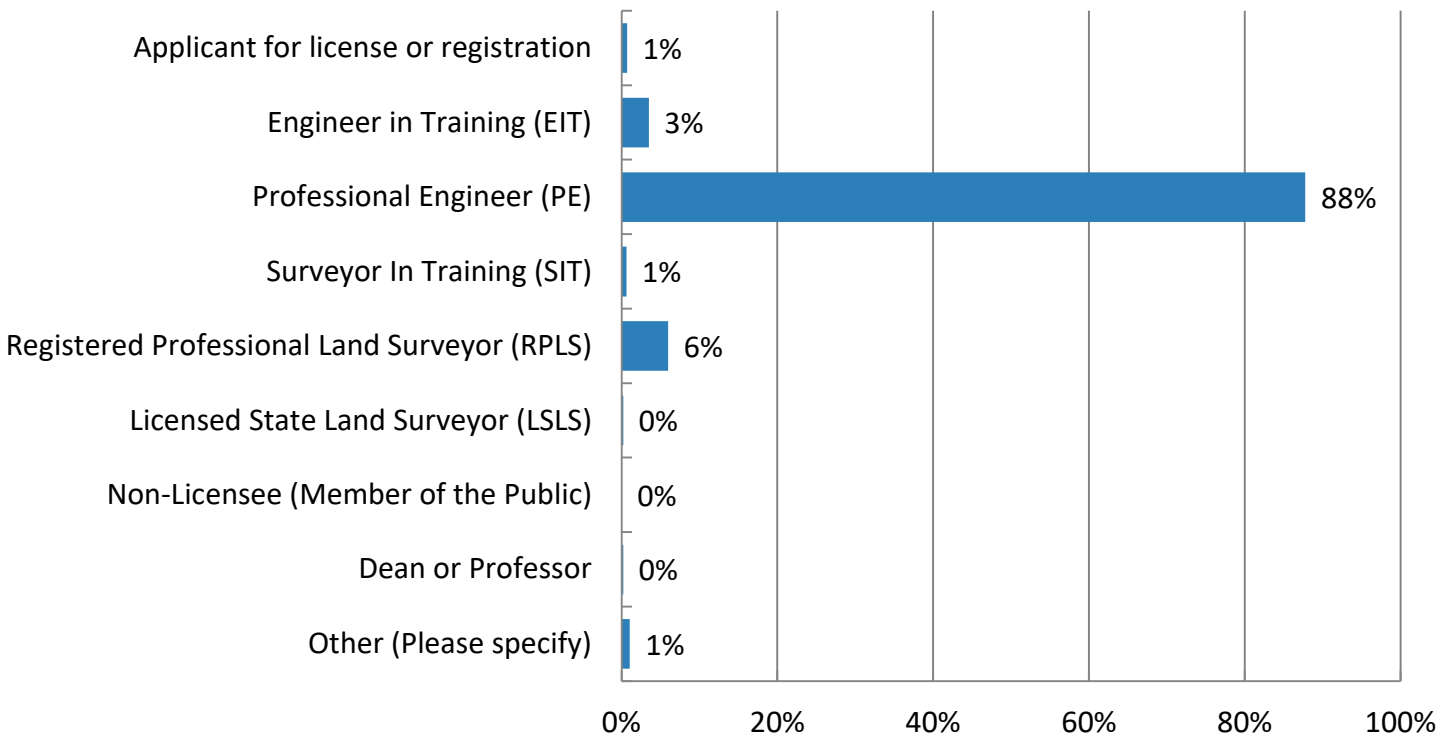
**"I am satisfied with the overall level of service received from
TBPELS."**

Favorable: 98%

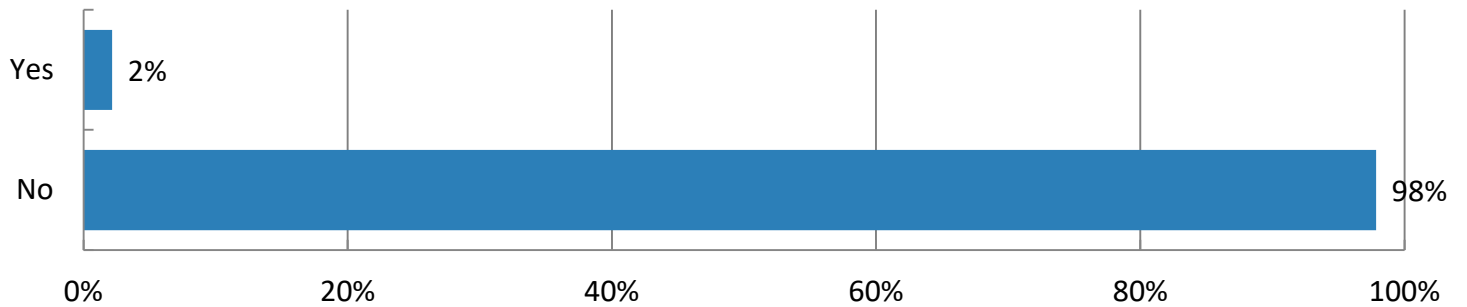
Weighted Score: 4.35 | (N=972)



**"I am a(n)"
(N=972)**

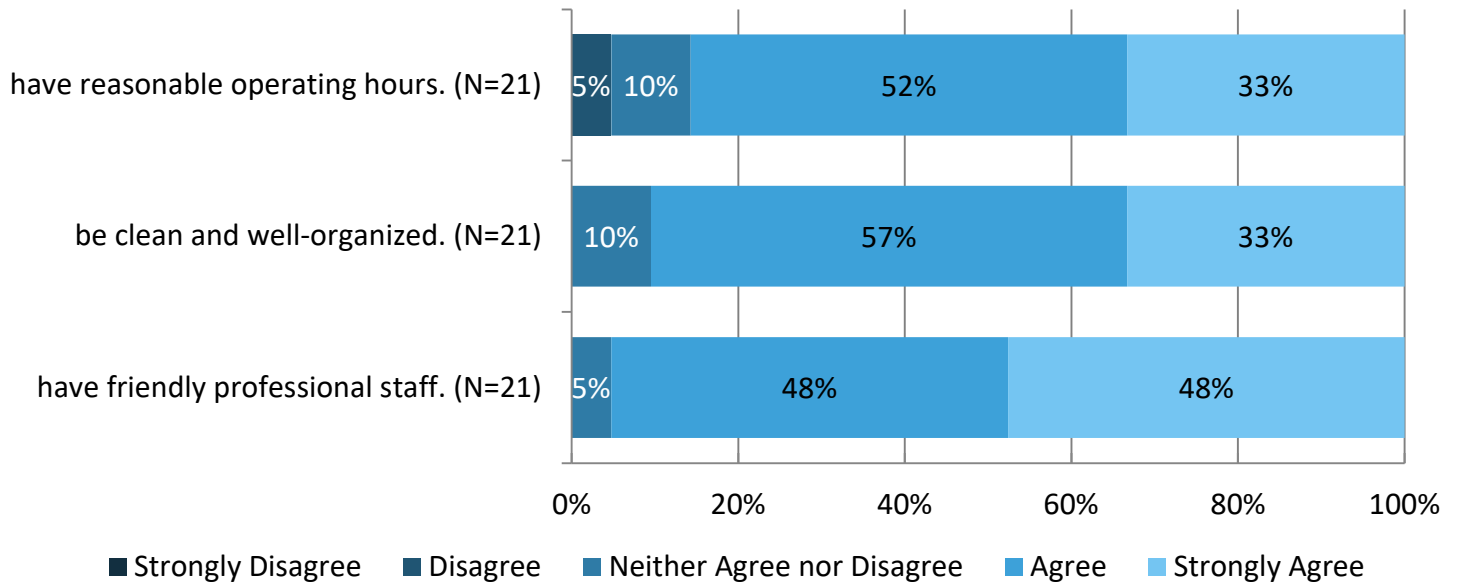


"I have recently been to the TBPELS facility"
21 total (N=972)

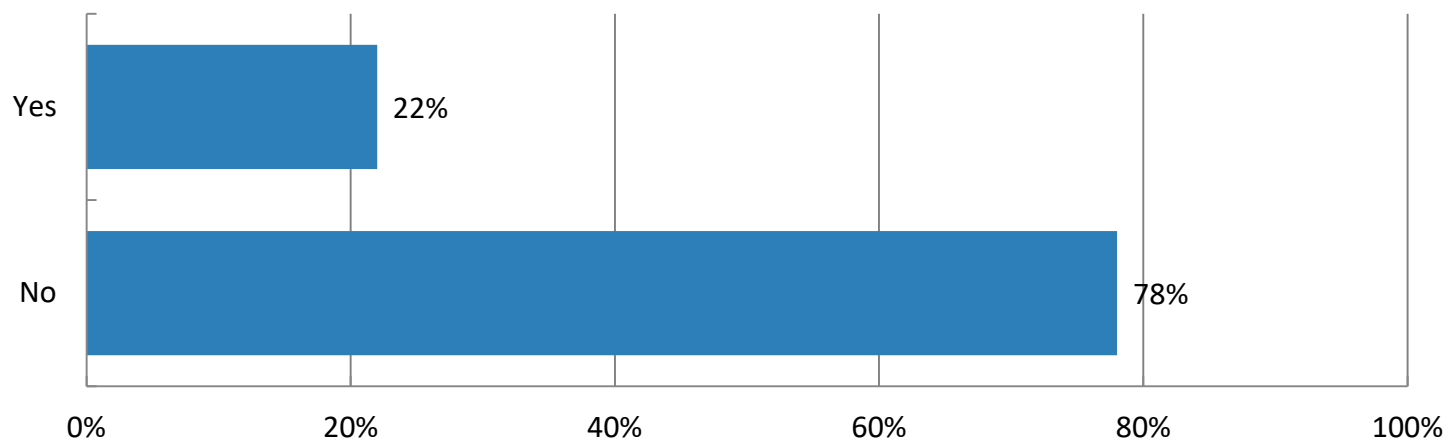


"I found the facility to:"
Weighted Score: 4.27

Favorability:
reasonable operation hours: 95%
clean and well-organized: 100%
friendly professional staff: 100%



**"I contacted the Licensing and Registration Division"
(N=964)**



"I found the Licensing and Registration staff to:"
(Weighted Score: 4.29)

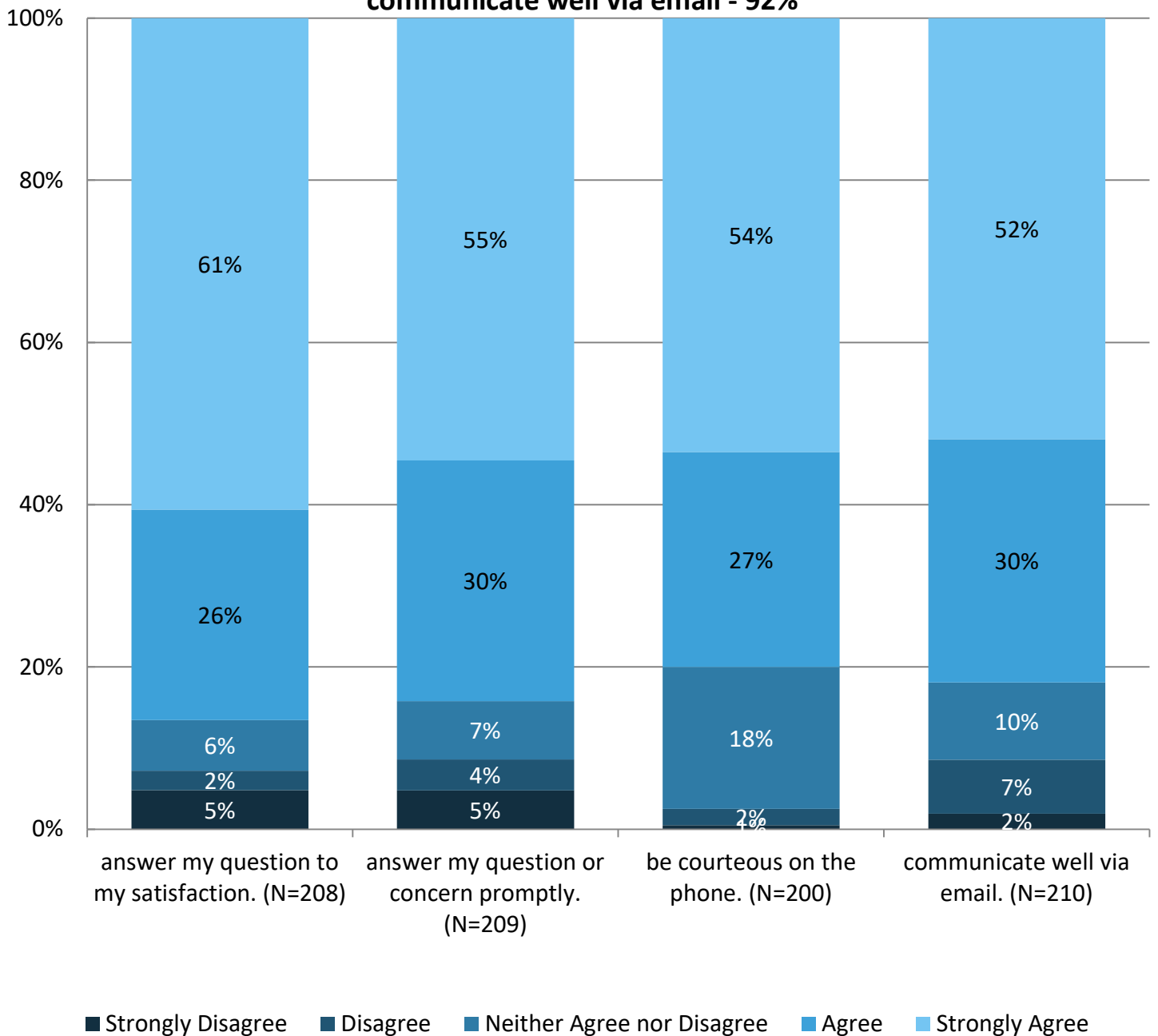
Favorability:

answer question satisfactorily - 93%

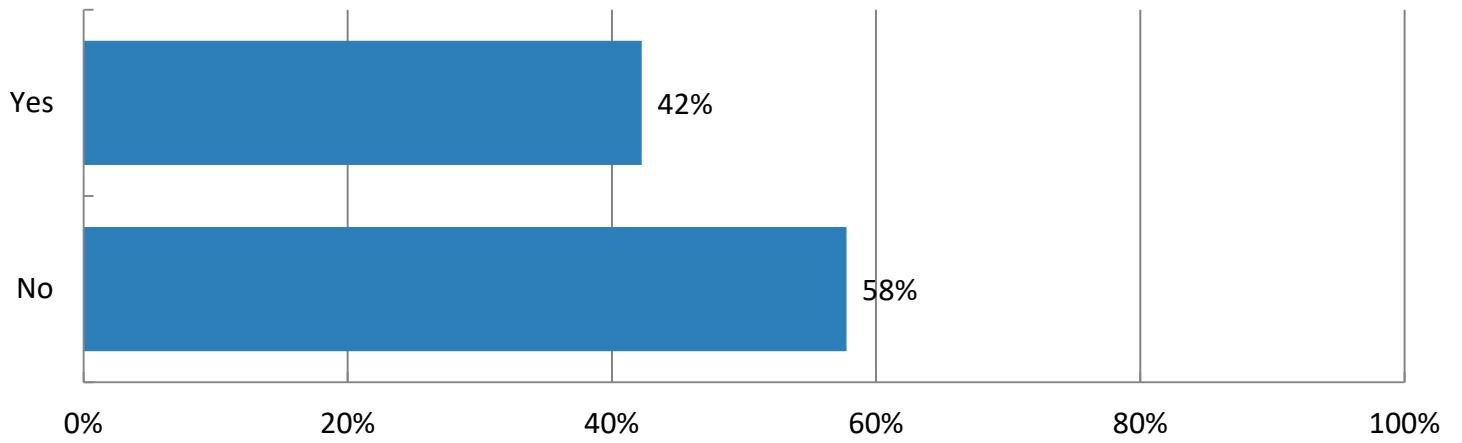
answer question promptly - 92%

courteous - 99%

communicate well via email - 92%

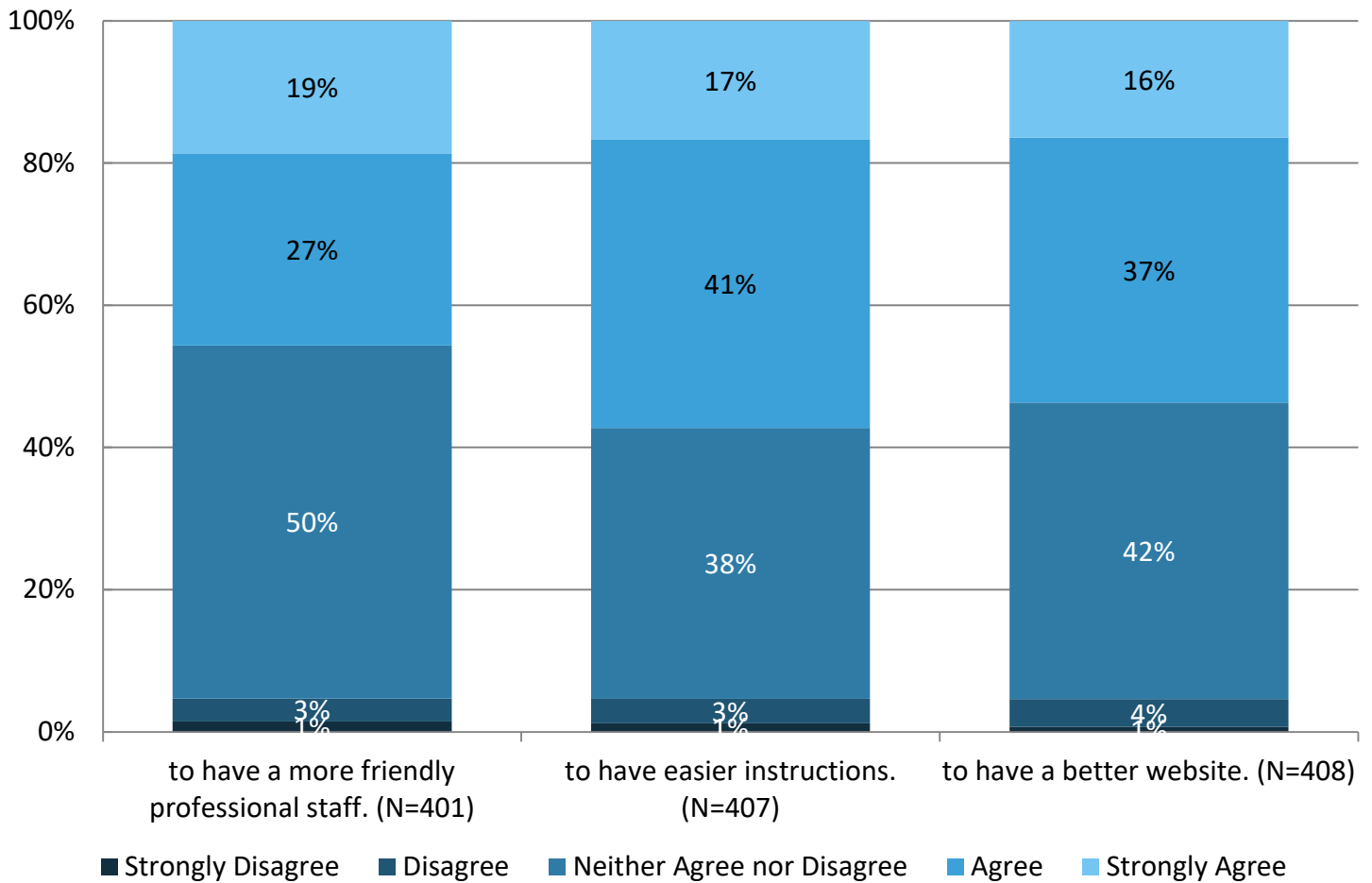


**"Are you licensed in other jurisdictions?"
(N=968)**

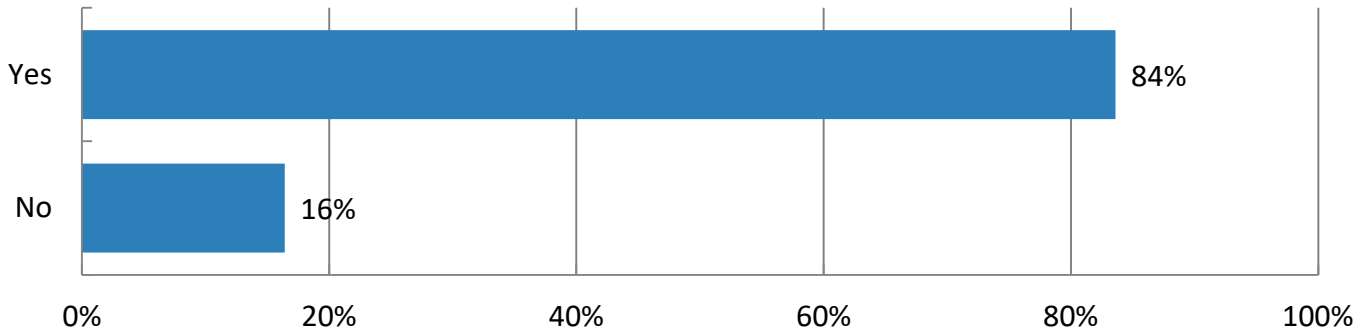


"In comparison to other states, I found the TBPELS to:"
(Weighted Score: 3.64)

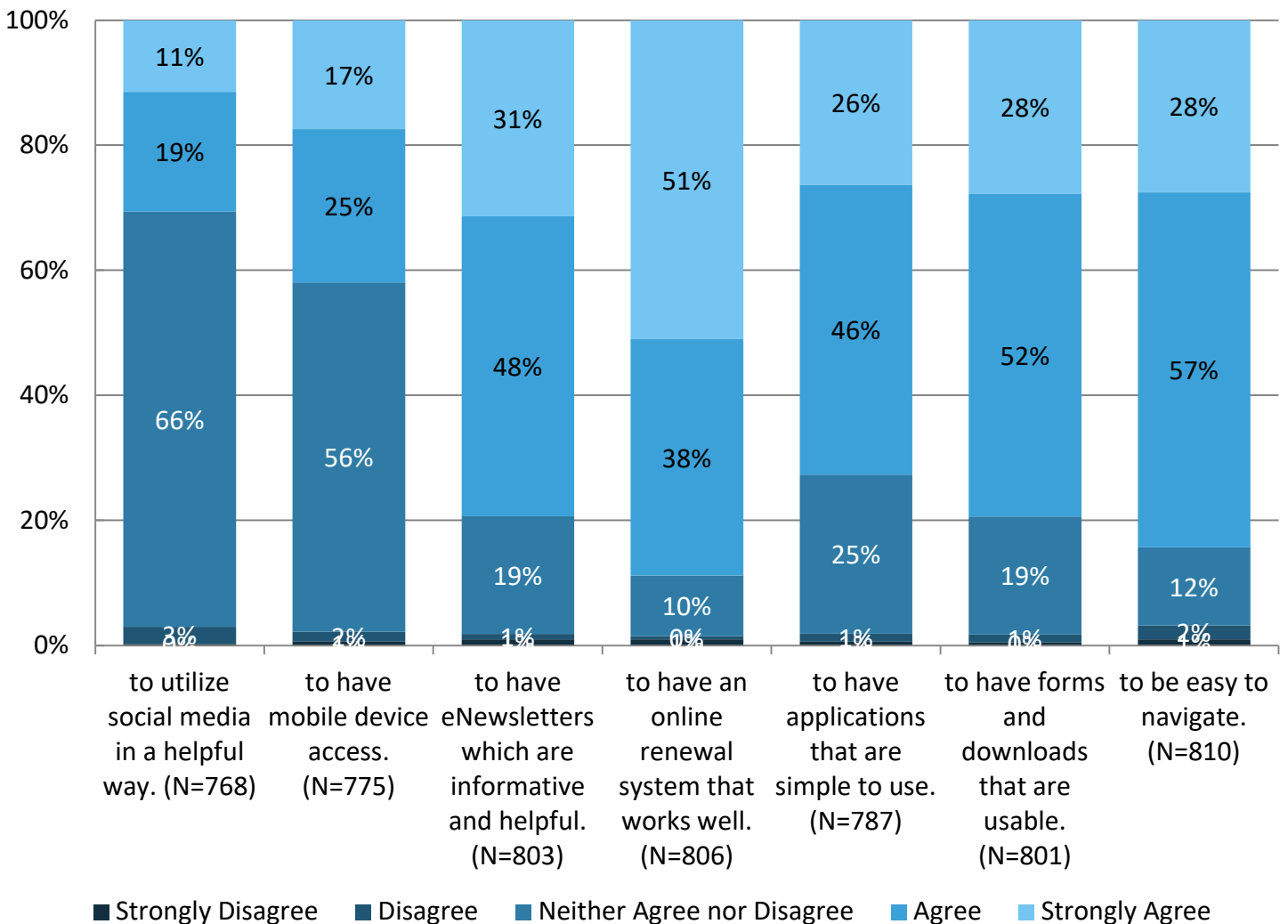
Favorability:
more friendly professional staff - 96%
easier instructions - 96%
better website -



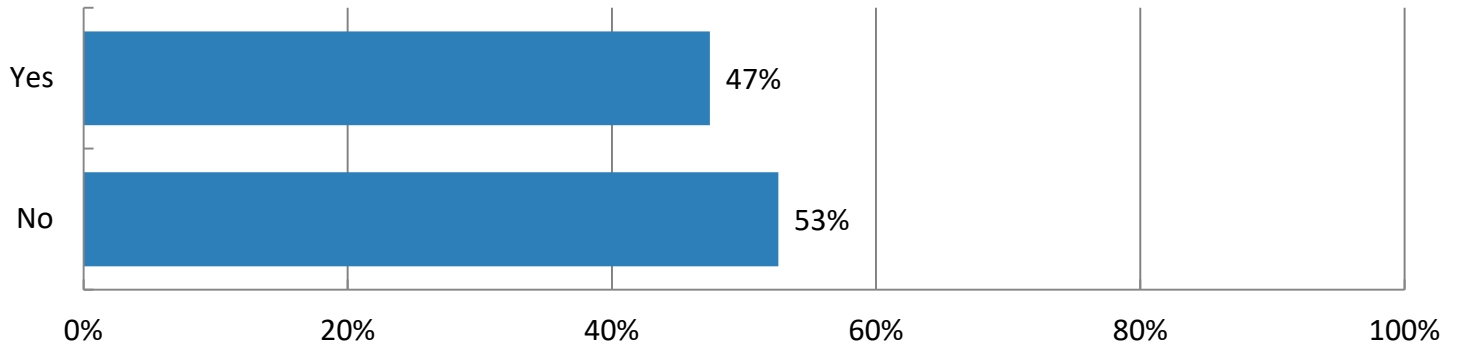
**"I visited the agency website."
(N=971)**



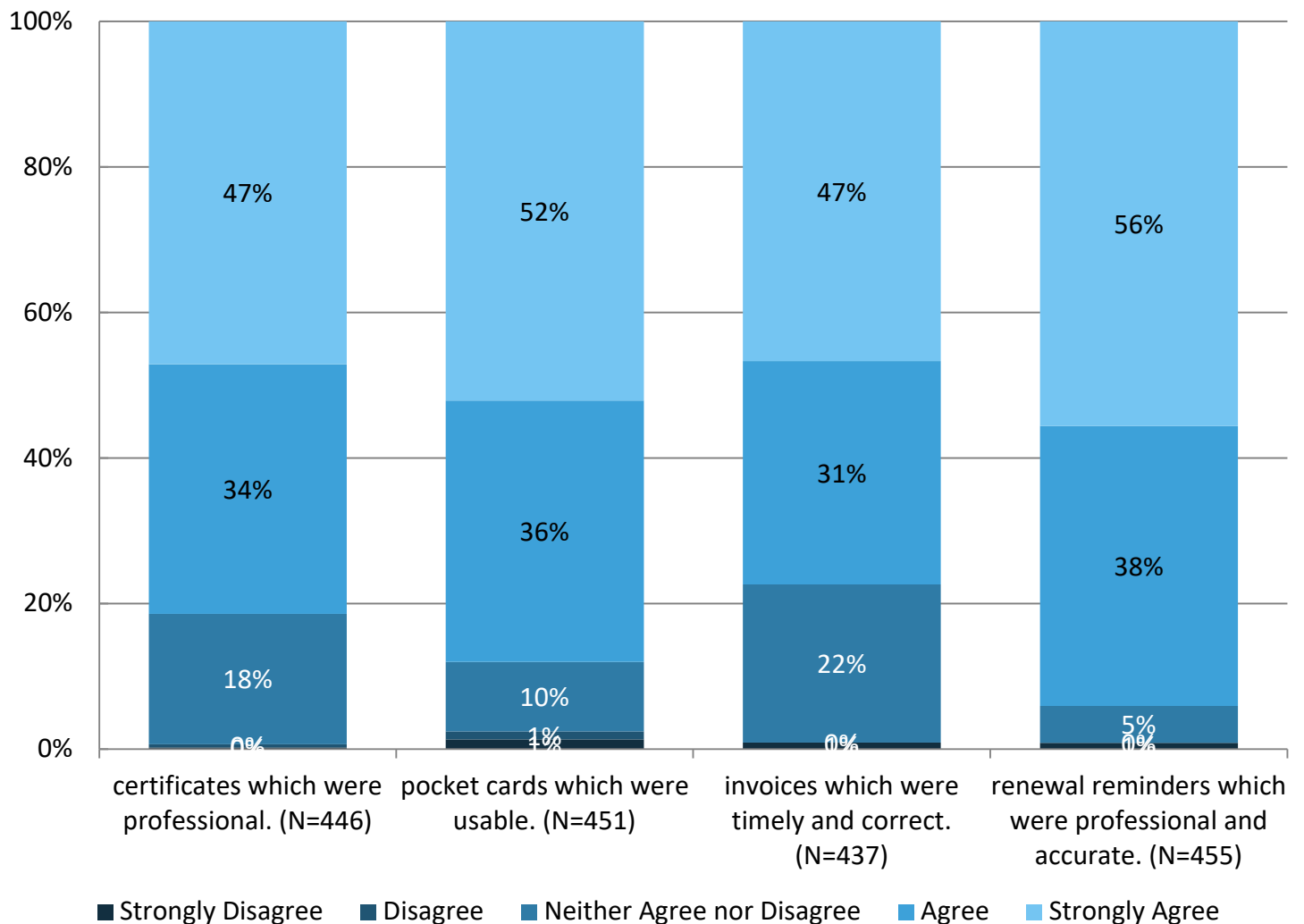
"I found the website:"



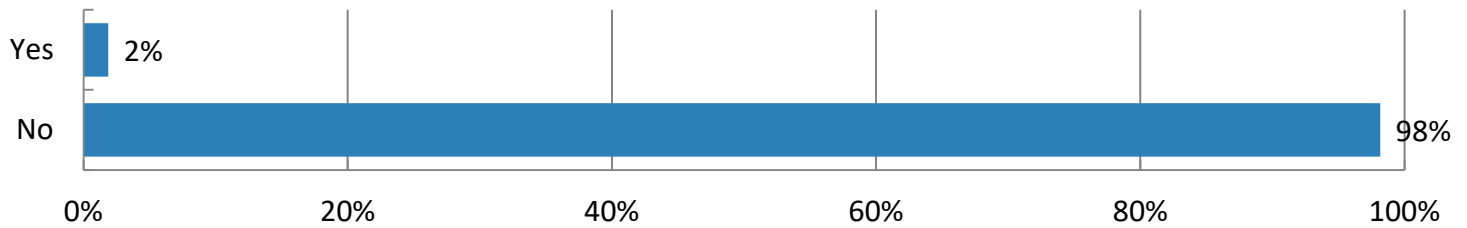
**"I received printed notifications from the agency"
(N=968)**



**"I received:"
(Weighted Score: 4.34)**

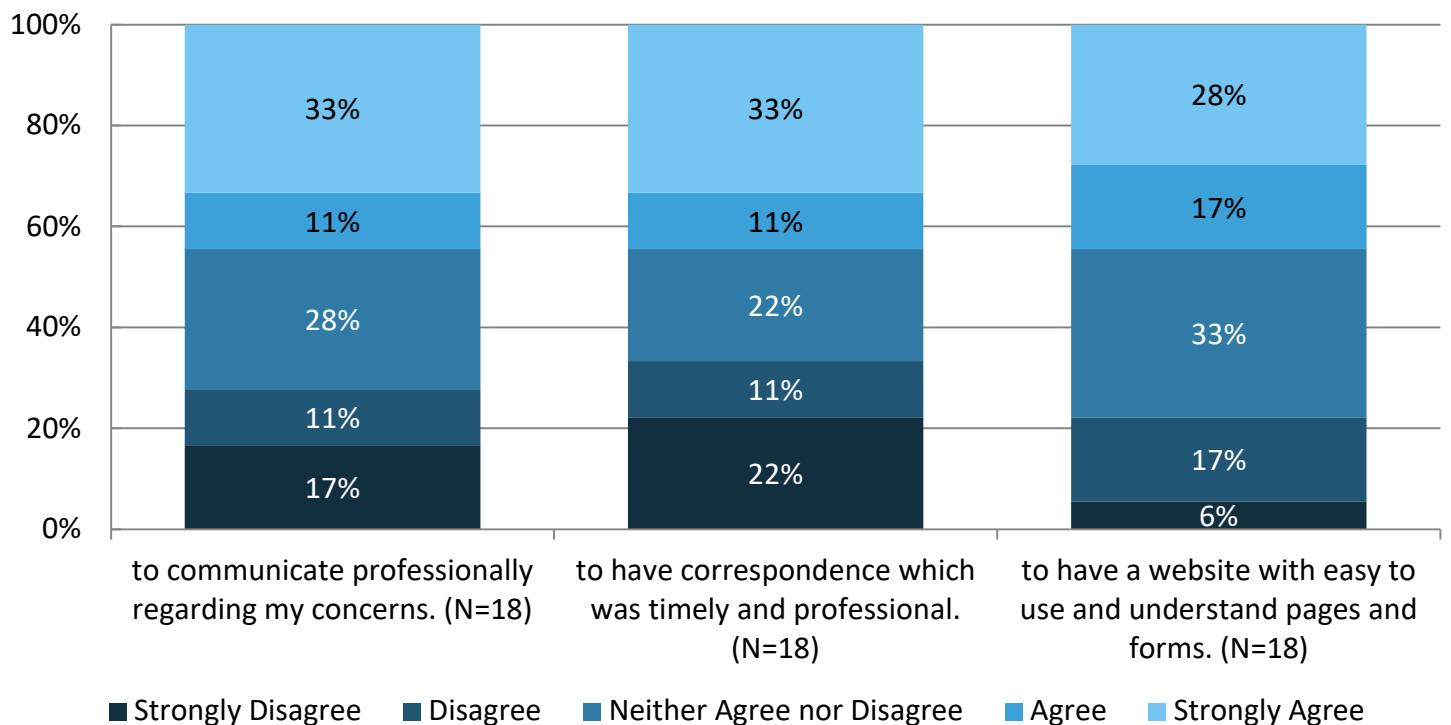


**"I filed a complaint or opened a case with the agency"
(N=967)**



Note: The following measure had only 18 responses and only from those involved in an enforcement action.

**"I found the Compliance and Enforcement Division"
(Weighted Score: 3.33)**



Findings

The FY 2024 customer service survey showed an acceptable customer satisfaction compared to the previous year with an overall rating of 98% positive. With the integration of the TBPELS Customer Service Quality Standards into the agency culture and procedures and the continuous improvement efforts mentioned above, the focus on improved customer service is a primary effort at the TBPELS.

