

INSTITUTE for ORGANIZATIONAL EXCELLENCE
The University of Texas at Austin

Texas Department of Insurance
Customer Satisfaction Report

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Introduction

In August of 2017, the Texas Department of Insurance (TDI) requested that the Institute for Organizational Excellence (IOE) evaluate the agency's customer service and produce a report to satisfy the requirements of TDI's strategic plan as defined under Section 2056.002 of the Texas Government Code. In response to this request and given the available timeframe, the IOE staff took the customer service survey used in prior years and conducted a similar scientific survey of the entities and individuals who were identified by TDI as customers. These customers were from at least one of the agency's 10 program areas. The survey assessment took place from January to March 2018. The 10 agency program areas that were assessed are as follows:

- Agent / Adjuster Licensing (AAL)
- Consumer Protection (CP)
- Division of Workers' Compensation (DWC) Carriers
- DWC Employers
- DWC Health Care Providers
- DWC Injured Employees
- Financial
- Life and Health (L&H)
- Property and Casualty (P&C)
- State Fire Marshal's Office (SFMO)

As a reference, under Section 2056.002 of the Texas Government Code, each executive agency in the State of Texas is required to submit a strategic plan that outlines specific and detailed elements for its operations. The instructions for preparing the strategic plan outlined by the Legislative Budget Board and the Governor's Office, Budget Division and require all agencies to assess and report on the quality of their customer service. Section 2114.002(b) of the Texas Government Code, instructs agencies to evaluate at least seven areas of customer service including the agency's staff, complaint handling process, communications, Internet site, timeliness of service, facilities, and brochures or printed information.

This report summarizes the results of the customer satisfaction surveys that the IOE received between January 2018 and March 2018 (hereafter referred to as the “2018 survey”). Based on commonly accepted survey standards, the survey response rates achieved in this study were sufficient to provide statistically valid results. The combined response rate for all programs for the survey was 24.9 percent. This rate of response was lower than the prior iteration in 2016, which was 31.1 percent. Response rates for programs ranged from a low of 6.7 percent for DWC Injured Employees to a high rate of 37.4 percent for State Fire Marshal’s Office.

To obtain the opinions of various customer groupings, customers were asked on each of the various areas of service (staff, timeliness, communications, etc.) whether or not they had interacted with that particular service area, which was being evaluated. For example, a customer would be asked, “Have you interacted with TDI staff?” If the answer was “No,” the related items were not presented to the customer when taking the online version of the survey. This approach was designed and used for, a two-fold purpose. First, skipping items shortened the time required to take the survey for respondents. Second, this approach avoided participants answering questions for areas for which they did not have any direct knowledge. It is important to note in reviewing the report that the number of respondents by item may vary considerably given this strategy of only presenting relevant sections to the participants to respond. Additional details regarding methodology are found in Appendix A, and the survey instrument is presented in Appendix B.

The report is structured and divided into various data computations and sections. In the next section, the summary of findings presents an overview of results and a discussion of general patterns that are evident across all seven required measures of customer satisfaction areas. Six of the seven service areas (agency’s staff, complaint handling process, communications, Internet site, facilities, and brochures or printed information) contain composite scores. Composite scores are calculated by taking into account all the items that comprise that service area. For example, if four items make up the service area of staff, those four items are combined to create the composite score for staff. Items related to timeliness

were integrated among relative banks of questions such as service received via telephone. For consistency with the prior customer service survey, percentages of customers expressing satisfaction with service, a neutral feeling, or a sense of dissatisfaction were provided on all composite and survey items.

Two different formats are used to present and analyze data. Similar to composite scoring, the first format provides the percentage of customers' satisfaction, neutral response, or dissatisfaction with a particular service by item along with the number of individuals indicating each response. For the second format, an average score - on a 5 point scale with 1 being very dissatisfied and a 5 being highly satisfied - for each item is presented. Individuals could also leave items unmarked or could mark "N/A." The use of average scores is a type of analysis that provides readily comparable and overall mean scores between service areas. Finally, a discussion of survey results presents detailed findings concerning overall satisfaction with TDI and in each measures of service. The report concludes with an analysis of comments provided by the survey respondent.

This report was produced by the Institute for Organizational Excellence (IOE) at The University of Texas at Austin. The IOE group has 40 years of experience in providing survey research services to over a hundred state and local government agencies, institutions of higher education, and private and nonprofit organizations. The overlying goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. This report was produced by Noel Landuyt, Ph.D., Graduate Research Assistant Daniel Shea, and additional preparation support from Graduate Research Assistant Monica McCarthy and Undergraduate Researcher Yahaira Morales Castro. The IOE can be reached at orgexcel@utexas.edu or Institute for Organizational Excellence, The University of Texas at Austin, 1925 San Jacinto Blvd, D3500, Austin, TX 78712.

Summary of Findings

The IOE asked the customers of TDI to rate their level of satisfaction with services provided in the areas that are outlined in Section 2114.002(b) of the Texas Government Code. These areas include staff services, communication services, Internet sites, brochures or printed information, timeliness of service, satisfaction with the agency’s offices, and efficacy for lodging a complaint. Questions about timeliness of service were included among questions about communication and lodging complaints; sections of the survey correspond to each of the other six service areas. Customers also rated their level of satisfaction with TDI service regarding complaints filed about entities that were regulated by the agency. Additionally, each customer was invited to select a description (e.g., “State Fire Marshal” or “agent/adjuster”) that best applied to his or her role as a TDI customer, state the primary reason for contacting TDI, rate the level of satisfaction with TDI in regard to that issue, and suggest how TDI could improve its services.

The table below summarizes customers’ satisfaction by program for each of these service areas.

Table A: Percentage of Customers Satisfied With TDI Service Areas

Program	Overall Satisfaction	Staff	Complaints about TDI Service	Telephone	Internet	Offices	Publications
All Programs Combined	58.4	71.5	38.8	67.5	65.2	56.8	69.2
Agent / Adjuster Licensing	78.1	78.8	37.4	69.4	70.5	67.6	76.2
Consumer Protection	42.9	52.6	39.3	50.0	55.3	48.6	54.8
DWC Carriers	64.7	87.5	N/A	79.0	70.6	66.7	80.7
DWC Employers	67.3	81.1	46.7	77.5	68.1	51.6	65.2
DWC Health Care Providers	47.7	70.0	35.5	66.3	58.0	42.9	62.4
DWC Injured Employees	34.7	58.6	33.3	44.6	39.9	42.9	46.5
Financial	76.8	84.0	31.3	82.1	77.3	81.0	81.1
Life and Health	83.3	88.1	29.0	83.5	77.4	66.7	79.6
Property and Casualty	64.0	83.8	23.5	81.2	65.3	55.6	70.5
State Fire Marshal’s Office	87.4	93.3	58.3	88.8	82.2	72.2	88.4

Each area of customer service is discussed in detail in the body of this report, but some of the notable findings when reviewing the programs are summarized below:

- Agent / Adjuster Licensing, Financial, Life and Health, and State Fire Marshal's Office scored 75 percent or higher in overall satisfaction.
- Areas of the agency scoring higher than two-thirds but lower than 80 percent in overall satisfaction were Agent / Adjuster Licensing, DWC Carriers, and Property and Casualty.
- Across service areas, customers expressed the most satisfaction with the service they received from TDI staff of 71.5 percent, and the least level of satisfaction with TDI's handling of complaints at 38.8 percent satisfaction.
- On average, telephone, Internet, office, and publications scored the same. However when reviewing individual programs, the scores show program and area variation.
- State Fire Marshal's Office continues to be scored highest overall, while DWC Injured Employees is scored the lowest overall.

Discussion of Survey Results

We begin the discussion of survey results with Table B: Summary of Rates of Response. In order to achieve an adequate number of respondents in the limited timeframe available for analysis, a combination of hardcopy surveys sent via mail and email invitations were made. The overall response rate was 24.9 percent, which still provided reasonable numbers of respondents but a lower level of response than the 31.1 percent response obtained in the prior iteration. The average margin of error is 4.6 percent.

When possible, an attempt to reach respondents was made by both methods (mail and email). It is important to note that for many customer groupings, only a physical business mailing address was available with no distinct individual listed. This resulted in many contacts being unusable for this assessment. However, the strategy used to obtain survey responses resulted in acceptable numbers of responses overall with an average margin of error of 4.6 percent. During the last iteration of this survey, 1,491 customers responded.

Table B: Summary of Rates of Response

Program	Number Distributed	Number Responded	Response Rate (%)	Margin of Error
All Programs Combined	8950	2,233	24.9	4.6
Agent / Adjuster Licensing	2500	638	25.1	3.8
Consumer Protection	2500	808	32.3	4.9
DWC Carriers	300	20	6.7	10.4
DWC Employers	725	63	8.7	11.5
DWC Health Care Providers	200	59	29.5	10.6
DWC Injured Employees	725	51	7.0	13.7
Financial	500	106	21.1	7.8
Life and Health	500	155	31.0	8.4
Property and Casualty	500	146	29.2	6.8
State Fire Marshal's Office	500	187	37.4	6.7

For more specific details, each of the areas of customer services are analyzed and discussed. Moreover, each section explains how the questions that appeared in the TDI Customer Satisfaction Survey are related to the sample questions recommended by the Governor's Division of Budget and Planning and the Legislative Budget Board. To derive a composite level of satisfaction within a service area, specific responses were combined by customer group as described in both the introduction and methodology sections of this report.

In addition to the analysis of the current data, we discuss overall satisfaction with TDI for each of the service areas and how the programs may have changed in satisfaction between the 2016 survey and the 2018 survey. Each service area has a composite description and individual item description for each of TDI's 10 program areas. For each item in each of the 10 program areas, average scores are calculated. A five point scale from very dissatisfied (1) to very satisfied (5) was used. Higher scores represent higher levels of expressed satisfaction. Scores below 3.0 may indicate general areas of dissatisfaction and concern. We discuss the overall satisfaction rate for TDI and the relationship with each of the program areas. We end this section with a summary of free response comments where an attempt is made to quantify those comments into topical areas. Finally, any data limitations of the study are provided.

Staff

Satisfaction with Agency Staff

The *Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2019-2023* recommends that agencies use questions regarding the following measures to gauge customer satisfaction with agency staff:

- Staff members were able to answer customer questions.
- Staff members were courteous.
- Staff members were knowledgeable and helpful.
- Staff members were knowledgeable and demonstrated a willingness to assist.
- Staff members identified themselves or wore a name tag.

These suggestions formed the basis for a set of three survey questions that asked TDI customers whether agency staff were helpful, knowledgeable, and whether staff identified themselves. As shown in Figure 1, 71.5 percent of customers were satisfied with the service they received from agency staff. In 8 of the 10 programs surveyed, satisfaction with staff was 70 percent or higher. Only DWC Injured Employees and Consumer Protection had lower satisfaction rates, at 58.6 and 52.6 percent, respectively.

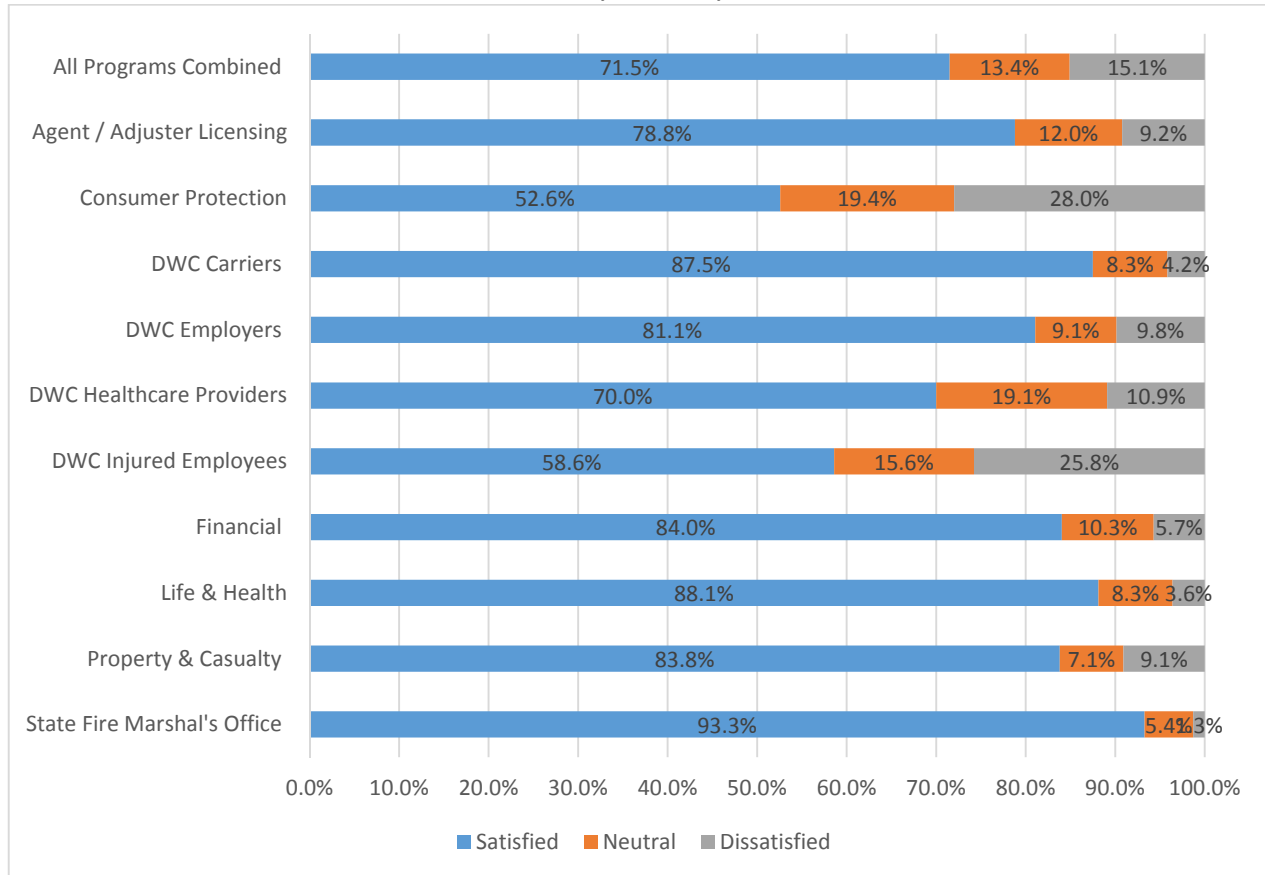
Comparing results from 2018 to results from 2016, the data show that:

- All programs' combined satisfaction with TDI staff decreased from approximately 86 percent to 71.5 percent.
- Satisfaction with TDI staff for the State Fire Marshal's Office stayed approximately the same at 93 percent.
- The two highest scoring groups were State Fire Marshal's Office and Life and Health, at 93.1 percent and 88.1 percent, respectively.
- The two lowest scoring groups were Consumer Protection and DWC Injured Employees, at 52.6 percent and 58.6 percent, respectively.

**Table 1: Staff Composite
Percent Agreement by Response**

Program	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
All Programs Averaged	34.6	36.9	13.4	7.0	8.1
Agent / Adjuster Licensing	40.4	38.4	12.0	5.1	4.2
Consumer Protection	23.9	28.7	19.4	11.7	16.3
DWC Carriers	33.3	54.2	8.3	4.2	0.0
DWC Employers	37.9	43.2	9.1	5.3	4.5
DWC Health Care Providers	21.8	48.2	19.1	1.8	9.1
DWC Injured Employees	17.2	41.4	15.6	12.5	13.3
Financial	42.2	41.8	10.3	4.6	1.1
Life and Health	45.6	42.5	8.3	2.8	0.8
Property and Casualty	38.1	45.7	7.1	5.7	3.4
State Fire Marshal's Office	52.7	40.6	5.4	0.5	0.8

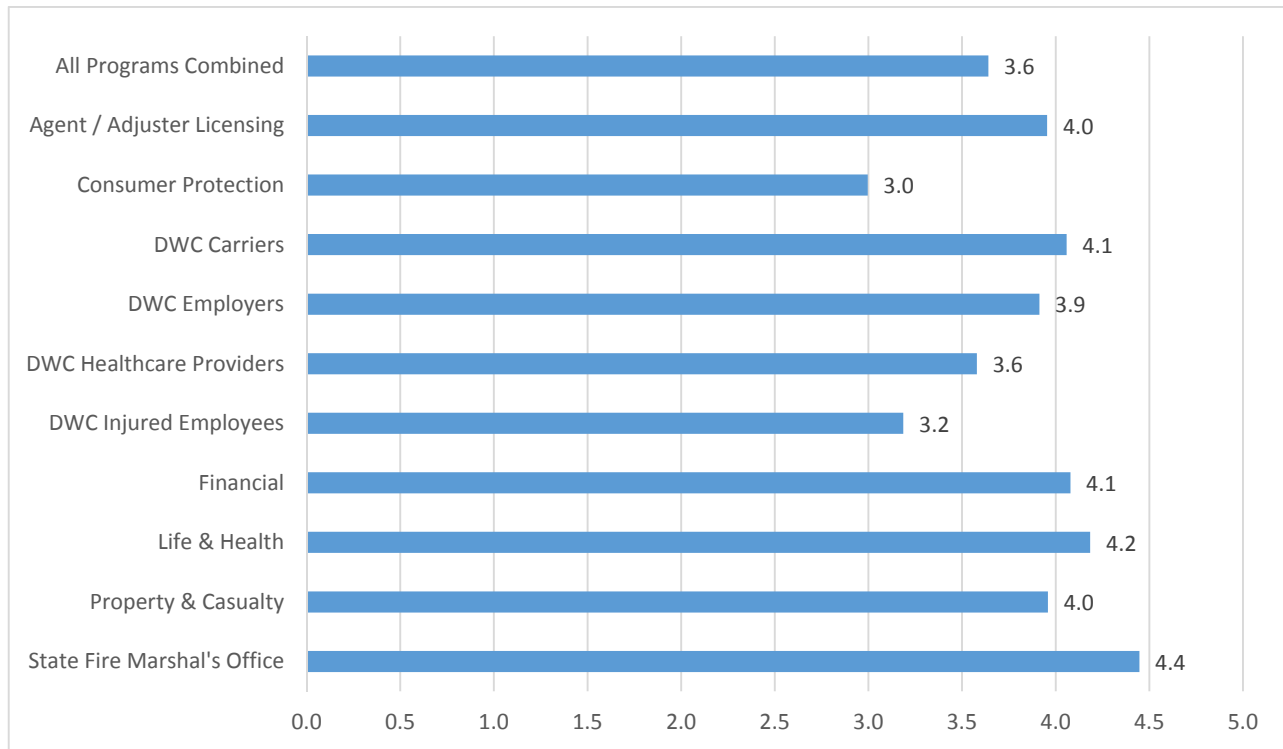
**Figure 1: Staff Composite
Percent Satisfaction, Neutral, and Dissatisfied**



**Table 1.1: The staff are helpful.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	32.2	(469)	33.8	(492)	12.4	(181)	9.1	(133)	12.5	(182)
Agent / Adjuster Licensing	39.2	(121)	35.6	(110)	12.9	(40)	6.1	(19)	6.1	(19)
Consumer Protection	21.6	(116)	22.3	(120)	15.6	(84)	15.2	(82)	25.3	(136)
DWC Carriers	29.4	(5)	52.9	(9)	11.8	(2)	5.9	(1)	0.0	(0)
DWC Employers	34.8	(16)	43.5	(20)	6.5	(3)	8.7	(4)	6.5	(3)
DWC Health Care Providers	18.4	(7)	47.4	(18)	21.1	(8)	0.0	(0)	13.2	(5)
DWC Injured Employees	18.6	(8)	34.9	(15)	14.0	(6)	11.6	(5)	20.9	(9)
Financial	39.3	(35)	40.4	(36)	11.2	(10)	6.7	(6)	2.2	(2)
Life and Health	41.6	(52)	43.2	(54)	9.6	(12)	3.2	(4)	2.4	(3)
Property and Casualty	33.3	(40)	45.0	(54)	9.2	(11)	9.2	(11)	3.3	(4)
State Fire Marshal's Office	52.3	(69)	42.4	(56)	3.8	(5)	0.8	(1)	0.8	(1)

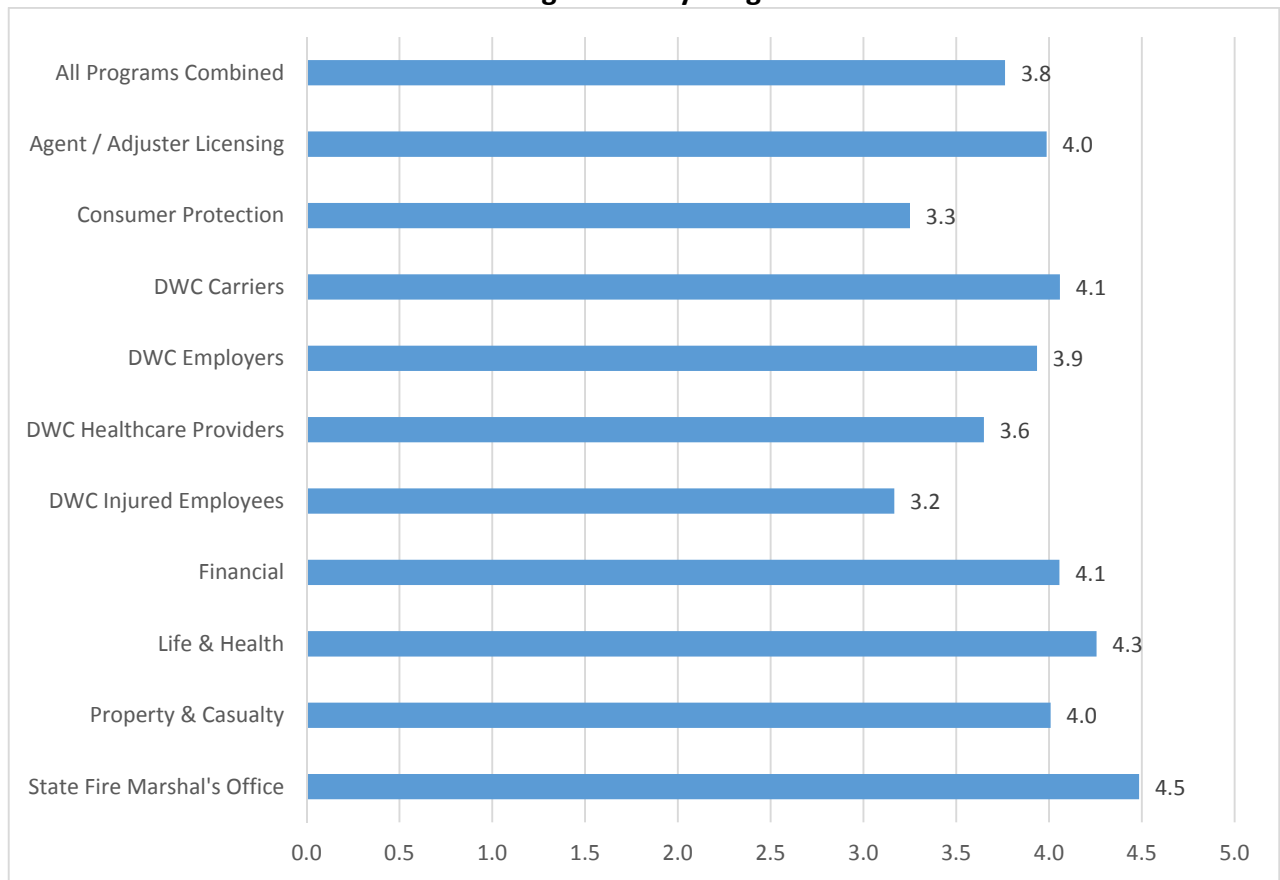
**Figure 1.1: The staff are helpful.
Average Score by Program**



**Table 1.2: The staff are knowledgeable.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	32.0	(459)	36.3	(521)	15.5	(223)	8.4	(120)	7.8	(112)
Agent / Adjuster Licensing	37.2	(115)	38.5	(119)	13.9	(43)	6.5	(20)	3.9	(12)
Consumer Protection	21.6	(112)	25.9	(134)	23.9	(124)	13.1	(68)	15.4	(80)
DWC Carriers	23.5	(4)	64.7	(11)	5.9	(1)	5.9	(1)	0.0	(0)
DWC Employers	34.8	(16)	43.5	(20)	8.7	(4)	6.5	(3)	6.5	(3)
DWC Health Care Providers	18.9	(7)	48.6	(18)	18.9	(7)	5.4	(2)	8.1	(3)
DWC Injured Employees	14.3	(6)	38.1	(16)	14.3	(6)	16.7	(7)	16.7	(7)
Financial	37.1	(33)	40.4	(36)	14.6	(13)	6.7	(6)	1.1	(1)
Life and Health	42.4	(53)	44.8	(56)	8.8	(11)	4.0	(5)	0.0	(0)
Property and Casualty	34.2	(41)	47.5	(57)	7.5	(9)	6.7	(8)	4.2	(5)
State Fire Marshal's Office	54.5	(72)	42.4	(54)	3.8	(5)	0.0	(0)	0.8	(1)

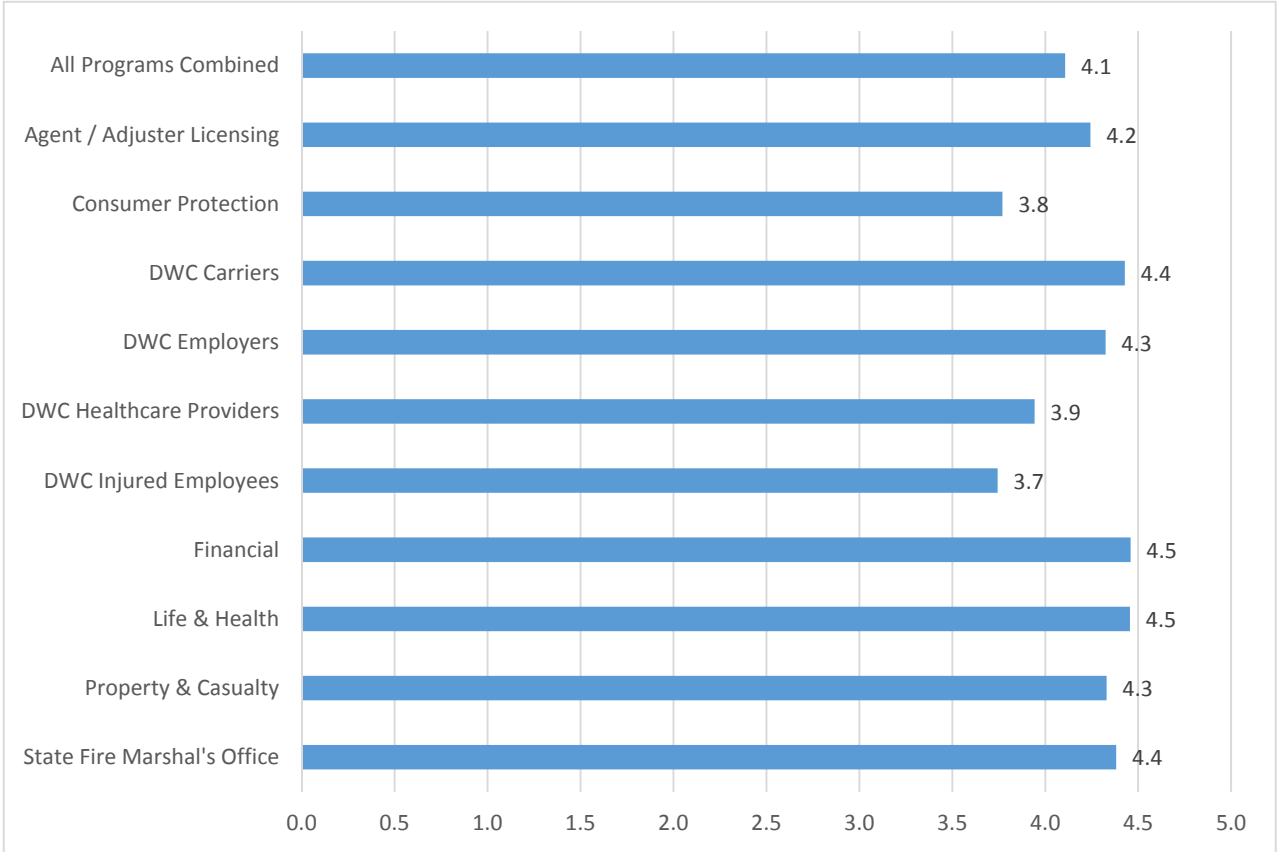
**Figure 1.2: The staff are knowledgeable.
Average Score by Program**



**Table 1.3: The Staff Identify Themselves by Saying Their Names or Using Name Tags or Plates
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	40.0	(531)	41.1	(546)	12.2	(162)	3.2	(43)	3.5	(47)
Agent / Adjuster Licensing	45.2	(132)	41.1	(120)	8.9	(26)	2.4	(7)	2.4	(7)
Consumer Protection	29.0	(137)	39.1	(185)	18.8	(89)	6.1	(29)	7.0	(33)
DWC Carriers	50.0	(7)	42.9	(6)	7.1	(1)	0.0	(0)	0.0	(0)
DWC Employers	45.0	(18)	42.5	(17)	12.5	(5)	0.0	(0)	0.0	(0)
DWC Health Care Providers	28.6	(10)	48.6	(17)	17.1	(6)	0.0	(0)	5.7	(2)
DWC Injured Employees	18.6	(8)	51.2	(22)	18.6	(8)	9.3	(4)	2.3	(1)
Financial	50.6	(43)	44.7	(38)	4.7	(4)	0.0	(0)	0.0	(0)
Life and Health	53.6	(60)	39.3	(44)	6.3	(7)	0.9	(1)	0.0	(0)
Property and Casualty	47.3	(53)	44.6	(50)	4.5	(5)	0.9	(1)	2.7	(3)
State Fire Marshal's Office	51.2	(63)	38.2	(47)	8.9	(11)	0.8	(1)	0.8	(1)

**Figure 1.3: The Staff Identify Themselves by Saying Their Names or Using Name Tags or Plates
Average Score by Program**



Complaints

Satisfaction with the Agency's Process for Handling Complaints about TDI

The *Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2019-2023* recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the agency's process for handling complaints about the agency:

- Customers knew how to make a complaint regarding services at this agency.
- If a customer complained, the customer believed the complaint would be addressed in a reasonable manner.

These suggestions formed the basis for five survey questions that asked TDI customers whether complaints about TDI or regulated entities were easy to file and whether the agency's responses to complaints were timely. As shown in Figure 2, 8 of 9 customer groups in which customers reported having filed a complaint were less than 50 percent satisfied with the process for handling complaints.

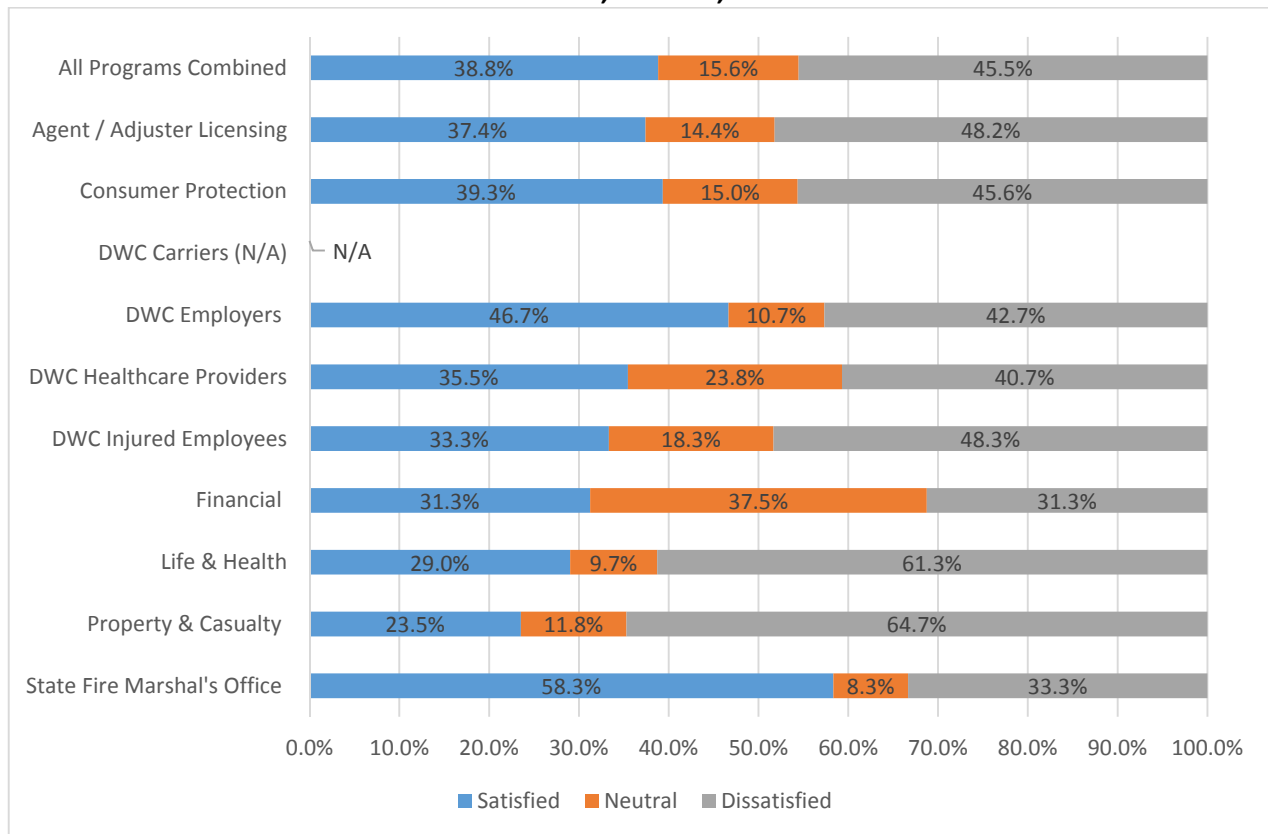
From 2016 to 2018, satisfaction with TDI's handling of complaints about its service decreased by nearly 25 percentage points for all programs combined. Additional examination of the data shows that compared to average satisfaction with each program, for individual questions:

- The two highest scoring groups were State Fire Marshal's Office and DWC Employers at 58.3 percent and 46.7 percent, respectively.
- The two lowest scoring groups were Life and Health at 29.0 percent and Property and Casualty at 23.5 percent.

**Table 2: The Agency's Handling of Complaints Composite
Percent Satisfaction by Response**

Program	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
All Programs Combined	16.7	22.2	15.6	17.9	27.6
Agent / Adjuster Licensing	12.2	25.2	14.4	22.3	25.9
Consumer Protection	17.6	21.7	15.0	17.4	28.2
DWC Carriers	0.0	0.0	0.0	0.0	0.0
DWC Employers	25.3	21.3	10.7	13.3	29.3
DWC Health Care Providers	11.0	24.4	23.8	20.3	20.3
DWC Injured Employees	10.0	23.3	18.3	21.7	26.7
Financial	9.4	21.9	37.5	31.3	0.0
Life and Health	12.9	16.1	9.7	19.4	41.9
Property and Casualty	5.9	17.6	11.8	5.9	58.8
State Fire Marshal's Office	16.7	41.7	8.3	8.3	25.0

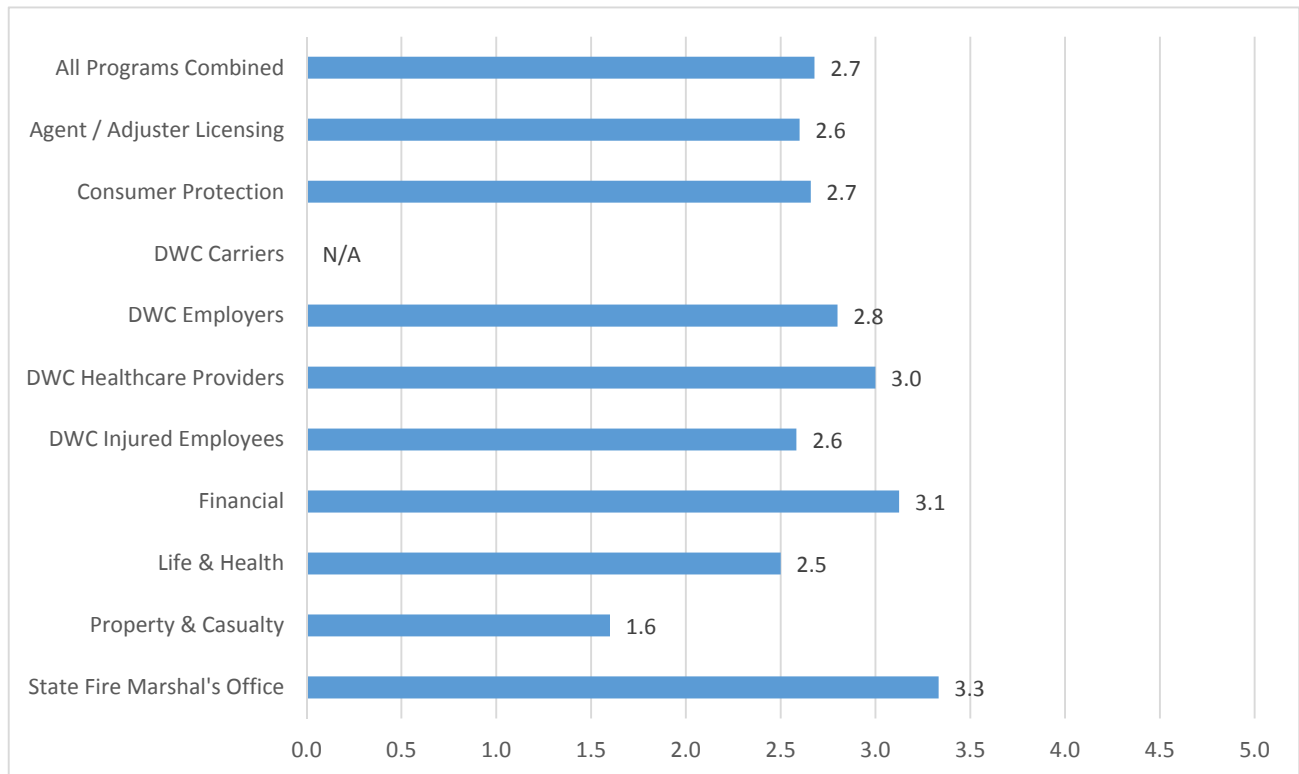
**Figure 2: The Agency's Handling of Complaints Composite
Percent Satisfaction, Neutral, and Dissatisfied**



**Table 2.1: TDI Handles Complaints against Insurers or Regulated Entities Effectively.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	16.3	(122)	18.5	(138)	14.7	(110)	17.7	(132)	32.8	(245)
Agent / Adjuster Licensing	14.3	(5)	14.3	(5)	22.9	(8)	14.3	(5)	34.3	(12)
Consumer Protection	17.7	(103)	17.0	(99)	13.4	(78)	17.5	(102)	34.5	(201)
DWC Carriers	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)
DWC Employers	20.0	(4)	20.0	(4)	10.0	(2)	20.0	(4)	30.0	(6)
DWC Health Care Providers	8.7	(4)	32.6	(15)	23.9	(11)	19.6	(9)	15.2	(7)
DWC Injured Employees	11.1	(4)	19.4	(7)	19.4	(7)	16.7	(6)	33.3	(12)
Financial	0.0	(0)	37.5	(3)	37.5	(3)	25.0	(2)	0.0	(0)
Life and Health	12.5	(1)	25.0	(2)	0.0	(0)	25.0	(2)	37.5	(3)
Property and Casualty	0.0	(0)	0.0	(0)	20.0	(1)	20.0	(1)	60.0	(3)
State Fire Marshal's Office	16.7	(1)	50.0	(3)	0.0	(0)	16.7	(1)	16.7	(1)

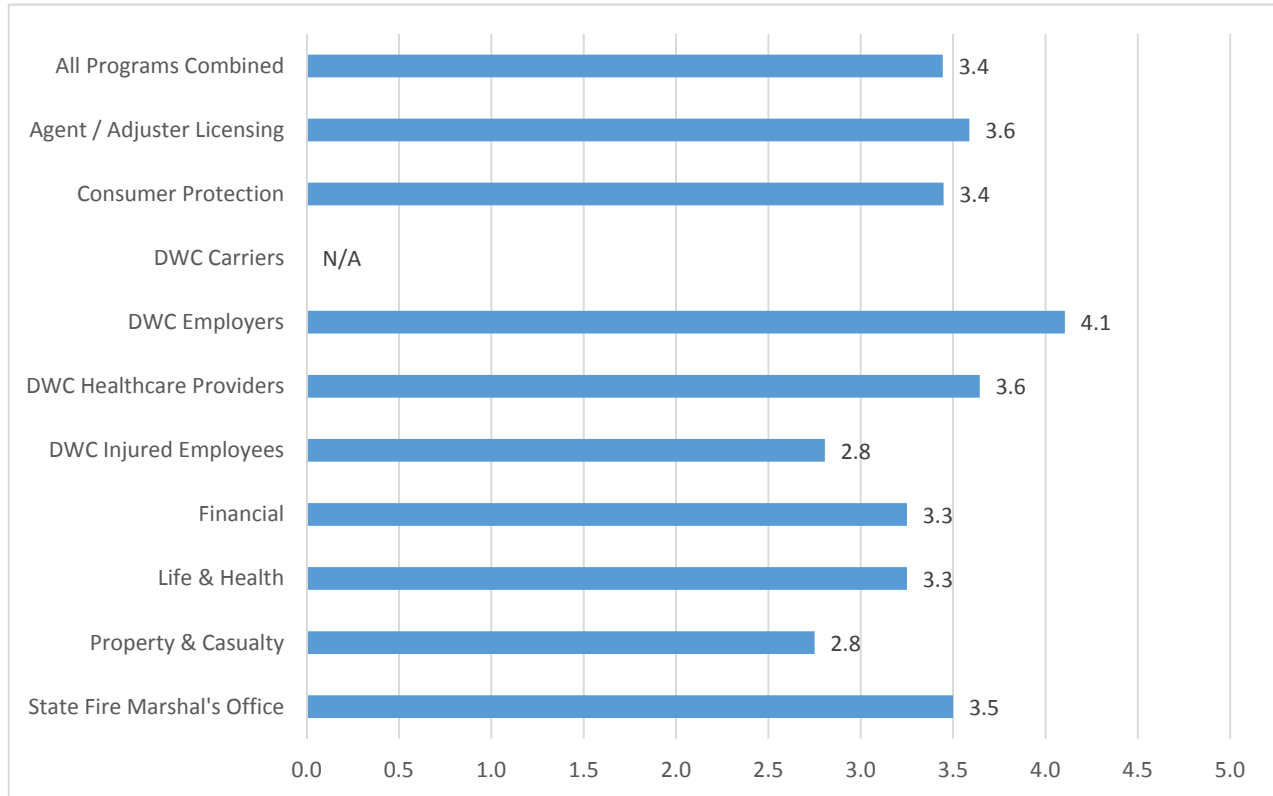
**Figure 2.1: TDI Handles Complaints against Insurers or Regulated Entities Effectively.
Average Score by Program**



**Table 2.2: TDI Has an Easy Way to File Complaints about TDI.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	23.8	(172)	34.8	(251)	16.2	(117)	12.5	(90)	12.7	(92)
Agent / Adjuster Licensing	14.7	(5)	52.9	(18)	14.7	(5)	11.8	(4)	5.9	(2)
Consumer Protection	24.4	(137)	34.9	(196)	15.3	(86)	12.1	(68)	13.3	(75)
DWC Carriers	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)
DWC Employers	42.1	(8)	31.6	(6)	21.1	(4)	5.3	(1)	0.0	(0)
DWC Health Care Providers	28.9	(13)	26.7	(12)	31.1	(14)	6.7	(3)	6.7	(3)
DWC Injured Employees	8.3	(3)	30.6	(11)	13.9	(5)	27.8	(10)	19.4	(7)
Financial	12.5	(1)	25.0	(2)	37.5	(3)	25.0	(2)	0.0	(0)
Life and Health	25.0	(2)	37.5	(3)	0.0	(0)	12.5	(1)	25.0	(2)
Property and Casualty	25.0	(1)	25.0	(1)	0.0	(0)	0.0	(0)	50.0	(2)
State Fire Marshal's Office	33.3	(2)	33.3	(2)	0.0	(0)	16.7	(1)	16.7	(1)

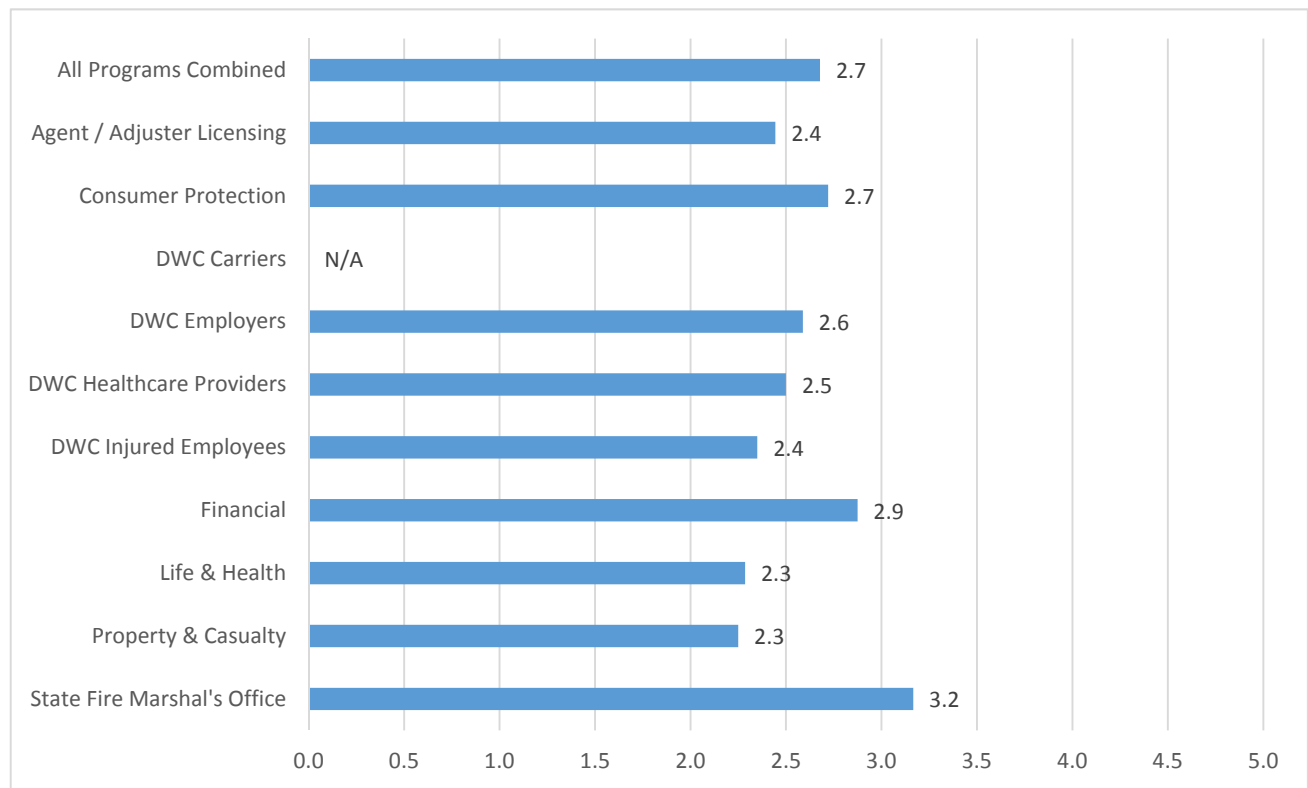
**Figure 2.2: TDI Has an Easy Way to File Complaints about TDI.
Average Score by Program**



**Table 2.3: TDI Responds to Complaints about TDI in a Timely Manner.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	15.2	(105)	18.5	(128)	16.3	(113)	19.2	(133)	30.9	(214)
Agent / Adjuster Licensing	11.1	(4)	13.9	(5)	13.9	(5)	30.6	(11)	30.6	(11)
Consumer Protection	16.4	(91)	18.6	(103)	16.4	(91)	18.0	(100)	30.6	(170)
DWC Carriers	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)
DWC Employers	23.5	(4)	17.6	(3)	0.0	(0)	11.8	(2)	47.1	(8)
DWC Health Care Providers	5.0	(2)	22.5	(9)	17.5	(7)	27.5	(11)	27.54	(11)
DWC Injured Employees	5.0	(1)	15.0	(3)	25.0	(5)	20.0	(4)	35.0	(7)
Financial	12.5	(1)	12.5	(1)	25.0	(2)	50.0	(4)	0.0	(0)
Life and Health	14.3	(1)	0.0	(0)	28.6	(2)	14.3	(1)	42.9	(3)
Property and Casualty	0.0	(0)	25.0	(1)	25.0	(1)	0.0	(0)	50.0	(2)
State Fire Marshal's Office	16.7	(1)	50.0	(3)	0.0	(0)	0.0	(0)	33.3	(2)

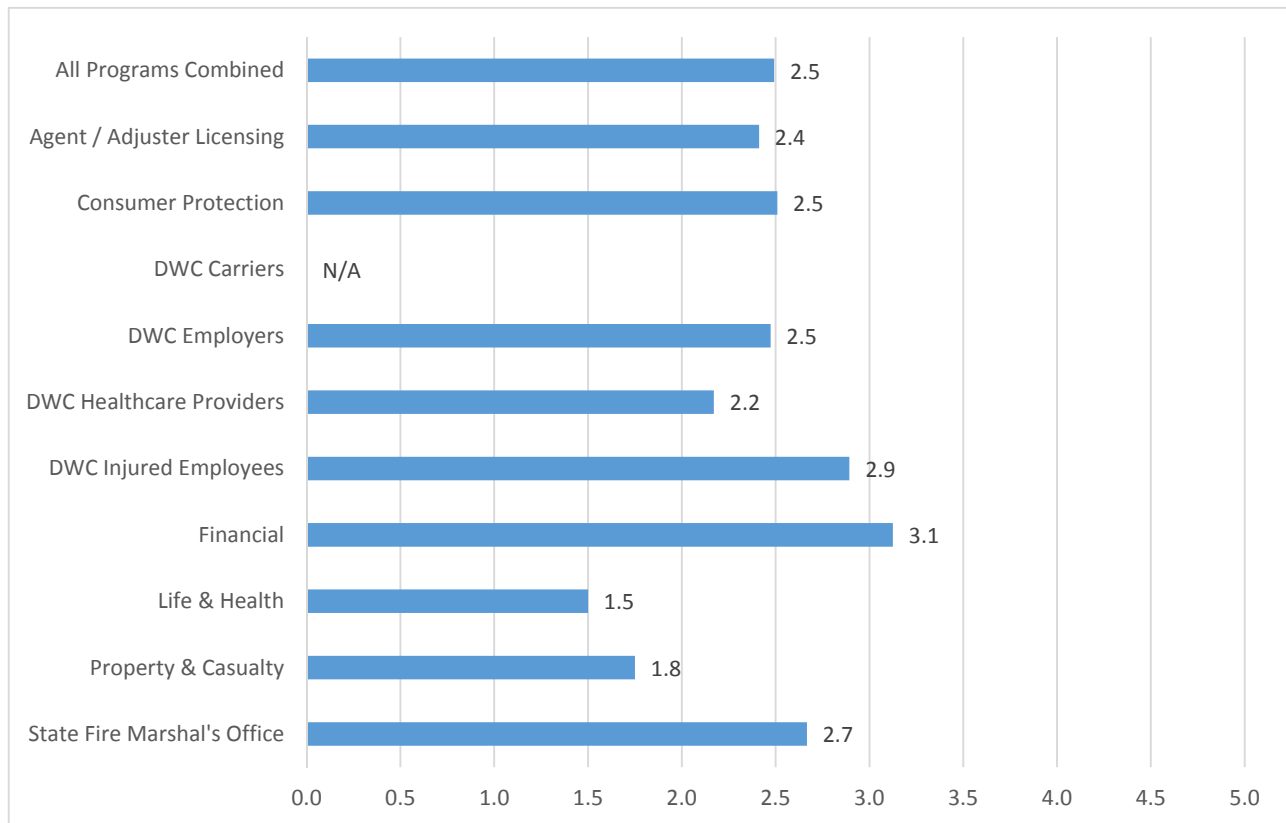
**Figure 2.3: TDI Responds to Complaints about TDI in a Timely Manner.
Average Score by Program**



**Table 2.4: TDI Provides Updates on the Progress of Insurance-Related Complaints.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	11.3	(81)	16.9	(122)	15.4	(111)	22.5	(162)	33.9	(244)
Agent / Adjuster Licensing	8.8	(3)	20.6	(7)	5.9	(2)	32.4	(11)	32.4	(11)
Consumer Protection	12.2	(70)	16.6	(95)	15.0	(86)	22.0	(126)	34.1	(195)
DWC Carriers	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)
DWC Employers	15.8	(3)	15.8	(3)	10.5	(2)	15.8	(3)	42.1	(8)
DWC Health Care Providers	0.0	(0)	14.6	(6)	22.0	(9)	29.3	(12)	34.1	(14)
DWC Injured Employees	14.3	(4)	25.0	(7)	17.9	(5)	21.4	(6)	21.4	(6)
Financial	12.5	(1)	12.5	(1)	50.0	(4)	25.0	(2)	0.0	(0)
Life and Health	0.0	(0)	0.0	(0)	12.5	(1)	25.0	(2)	62.5	(5)
Property and Casualty	0.0	(0)	25.0	(1)	0.0	(0)	0.0	(0)	75.0	(3)
State Fire Marshal's Office	0.0	(0)	33.3	(2)	33.3	(2)	0.0	(0)	33.3	(2)

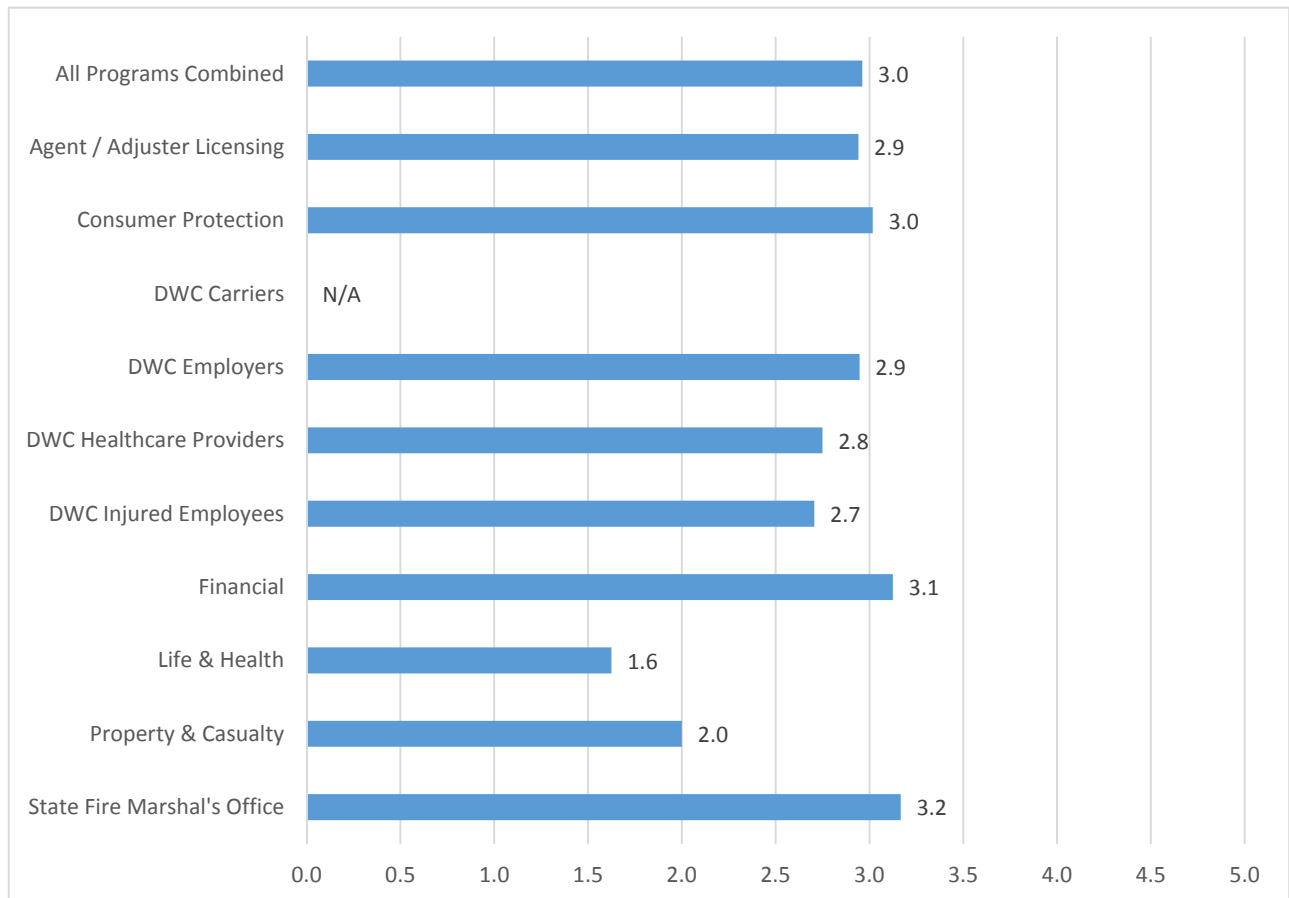
**Figure 2.4: TDI Provides Updates on the Progress of Insurance-Related Complaints.
Average Score by Program**



**Table 2.5: TDI Tells You about the Outcome of Insurance-Related Complaints.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	15.5	(113)	29.2	(213)	16.7	(122)	13.3	(97)	25.3	(185)
Agent / Adjuster Licensing	11.8	(4)	35.3	(12)	11.8	(4)	17.6	(6)	23.5	(8)
Consumer Protection	17.0	(97)	29.9	(171)	16.1	(92)	12.1	(69)	25.0	(143)
DWC Carriers	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)	N/A	(0)
DWC Employers	15.8	(3)	21.1	(4)	31.6	(6)	5.3	(1)	26.3	(5)
DWC Health Care Providers	6.8	(3)	31.8	(14)	18.2	(8)	15.9	(7)	27.3	(12)
DWC Injured Employees	8.8	(3)	23.5	(8)	20.6	(7)	23.5	(8)	23.5	(8)
Financial	12.5	(1)	25.0	(2)	25.0	(2)	37.5	(3)	0.0	(0)
Life and Health	0.0	(0)	0.0	(0)	12.5	(1)	37.5	(3)	50.0	(4)
Property and Casualty	0.0	(0)	20.0	(1)	20.0	(1)	0.0	(0)	60.0	(3)
State Fire Marshal's Office	33.3	(2)	16.7	(1)	16.7	(1)	0.0	(0)	33.3	(2)

**Figure 2.5: TDI Tells You about the Outcome of Insurance-Related Complaints.
Average Score by Program**



Telephone Communications

Satisfaction with Agency Telephone Communications

Four questions requested that customers evaluate the services provided by agency staff during telephone conversations. TDI customers were asked whether the information they received from staff was accurate, understandable, and helpful, and whether the staff themselves were friendly and helpful. As shown in Figure 3, about 7 in 10 TDI customers were satisfied with the service they received when calling the agency. Customer satisfaction on the telephone composite score decreased slightly from 69 percent in 2016 to 67.5 percent in 2018.

Customers were asked four additional questions regarding gaining access to TDI staff by telephone. Section 2114.002(b), Texas Government Code, states, “Each agency shall gather information from customers ... [that] may include evaluations of an agency’s ... communications, including toll-free telephone access, the average time a customer spends on hold, call transfers, [and] access to a live person.” The TDI survey included questions that addressed each of these points. Customers were also asked about their satisfaction with the timeliness of TDI when agency staff returned their calls.

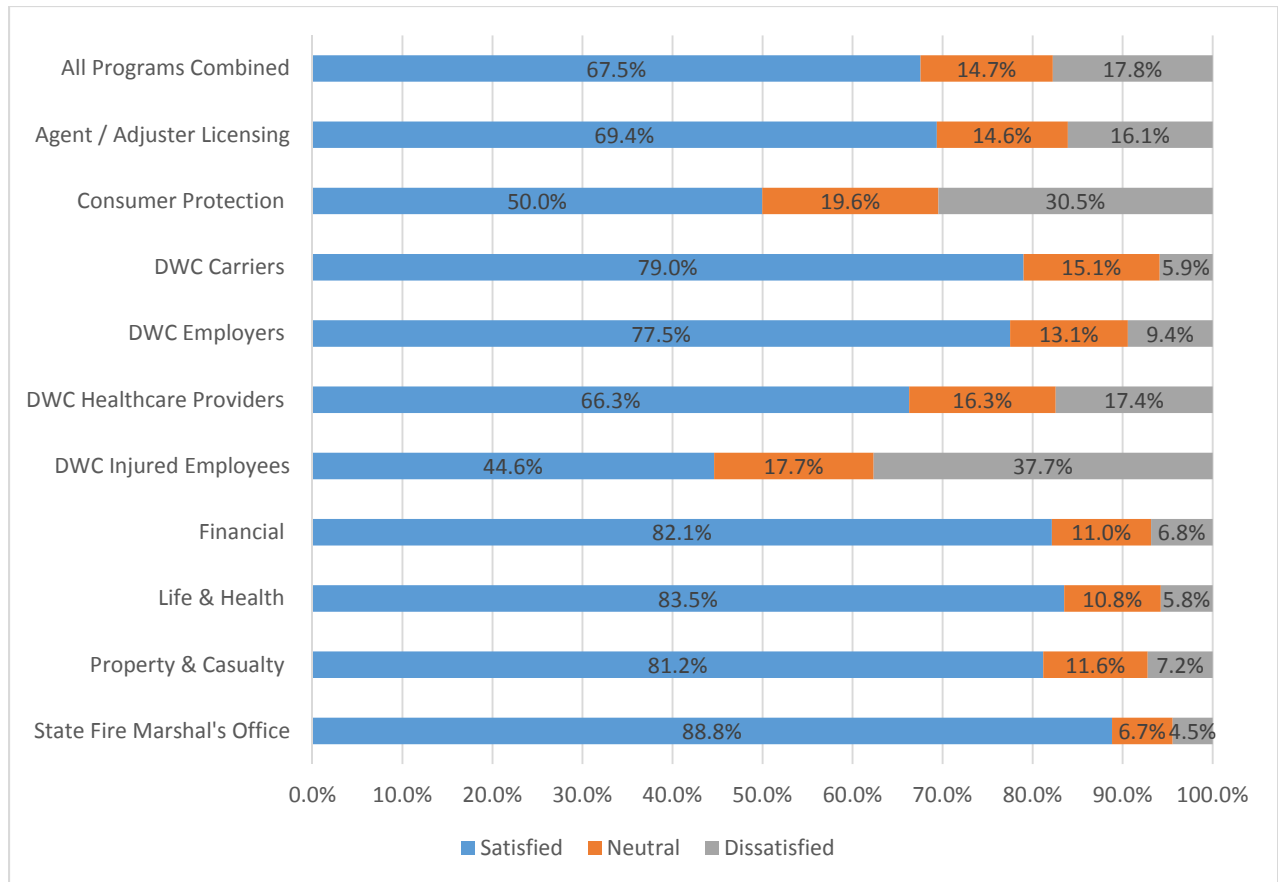
Additional data show:

- State Fire Marshal’s Office scored the highest, at 88.8 percent satisfaction. Life and Health followed closely at 83.5 percent.
- Consumer Protection and DWC Injured Employees scored the lowest, at 50.0 percent and 44.6 percent, respectively.
- DWC Injured Employees decreased to 44.6 percent from 78 percent in the prior iteration.

**Table 3: Telephone Services Composite
Percent Agreement/Satisfaction by Response**

Program	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
All Programs Combined	32.9	34.6	14.7	9.1	8.6
Agent / Adjuster Licensing	34.0	35.4	14.6	8.9	7.2
Consumer Protection	23.0	27.0	19.6	13.8	16.7
DWC Carriers	34.5	44.5	15.1	4.2	1.7
DWC Employers	39.2	38.3	13.1	6.4	3.0
DWC Health Care Providers	20.2	46.1	16.3	12.4	5.0
DWC Injured Employees	16.5	28.2	17.7	20.9	16.8
Financial	39.7	42.4	11.0	5.5	1.3
Life and Health	46.0	37.5	10.8	3.5	2.3
Property and Casualty	37.2	43.9	11.6	3.6	3.6
State Fire Marshal's Office	49.8	39.1	6.7	3.0	1.5

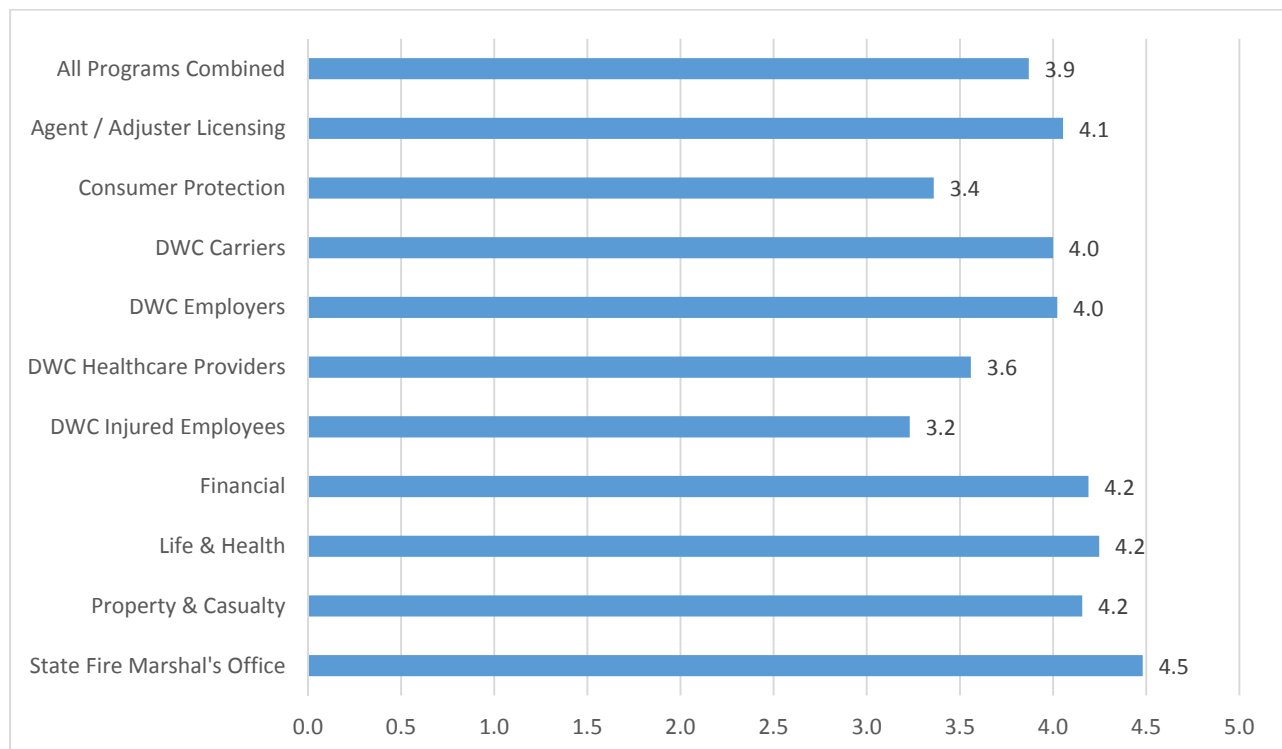
**Figure 3: Telephone Services Composite
Percent Satisfaction, Neutral, and Dissatisfied**



**Table 3.1: During Telephone Calls, TDI’s Staff Provide Accurate Information.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	34.9	(442)	37.2	(471)	13.7	(173)	8.4	(106)	5.8	(74)
Agent / Adjuster Licensing	38.5	(115)	40.1	(120)	12.4	(37)	6.4	(19)	2.7	(8)
Consumer Protection	23.4	(95)	28.6	(116)	20.9	(85)	14.8	(60)	12.3	(50)
DWC Carriers	25.0	(4)	56.3	(9)	12.5	(2)	6.3	(1)	0.0	(0)
DWC Employers	38.6	(17)	40.9	(18)	11.4	(5)	2.3	(1)	6.8	(3)
DWC Health Care Providers	17.6	(6)	44.1	(15)	17.6	(6)	17.6	(6)	2.9	(1)
DWC Injured Employees	15.4	(6)	35.9	(14)	17.9	(7)	17.9	(7)	12.8	(5)
Financial	40.5	(34)	42.9	(36)	11.9	(10)	4.8	(4)	0.0	(0)
Life and Health	44.0	(48)	44.0	(48)	7.3	(8)	1.8	(2)	2.8	(3)
Property and Casualty	40.2	(41)	45.1	(46)	7.8	(8)	3.9	(4)	2.9	(3)
State Fire Marshal’s Office	57.1	(76)	36.8	(49)	3.8	(5)	1.5	(2)	0.8	(1)

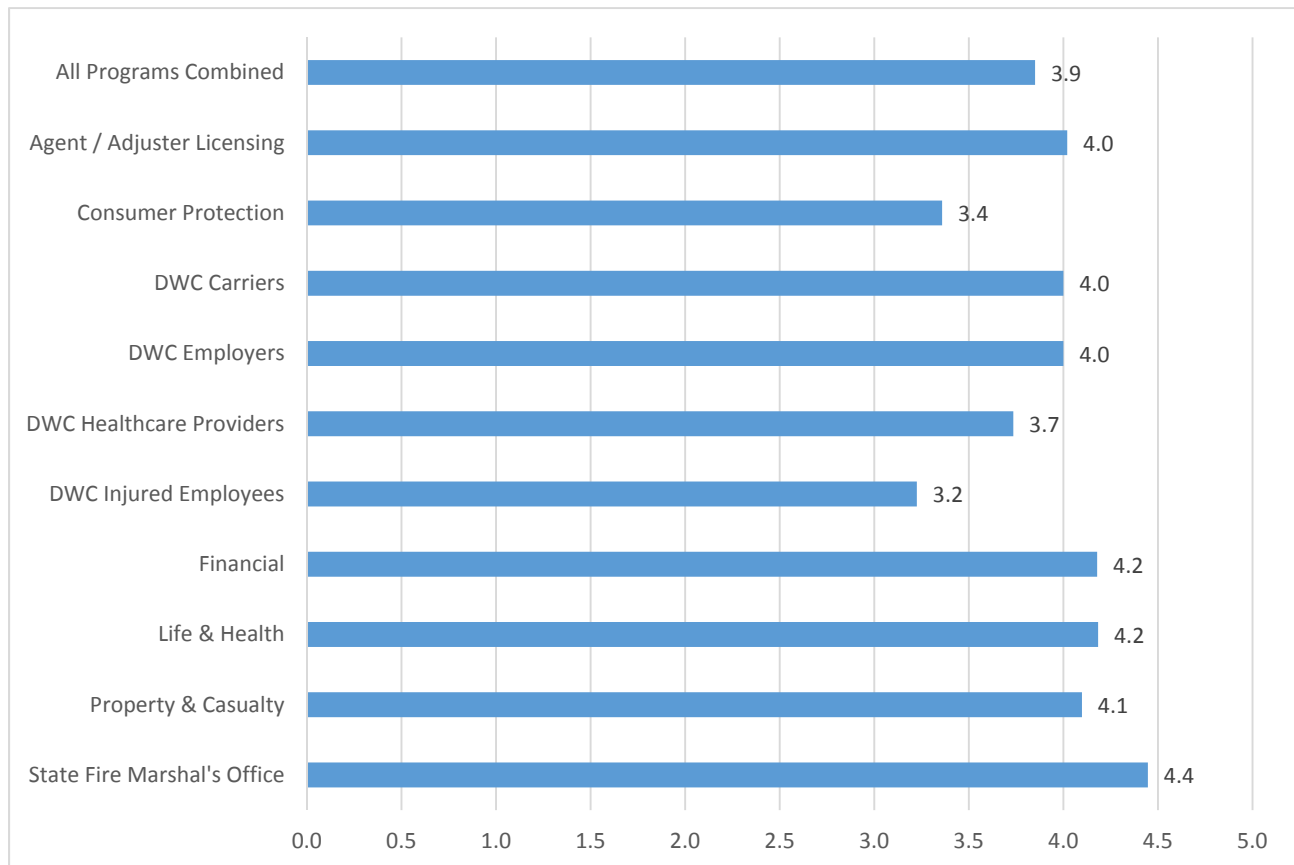
**Figure 3.1: During Telephone Calls, TDI’s Staff Provide Accurate Information.
Average Score by Program**



**Table 3.2: During Telephone Calls, TDI’s Staff Provide Understandable Information.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	34.1	(430)	38.5	(485)	11.9	(150)	9.4	(119)	6.1	(77)
Agent / Adjuster Licensing	37.8	(112)	39.2	(116)	12.8	(38)	7.4	(22)	2.7	(8)
Consumer Protection	24.0	(97)	30.7	(124)	16.3	(66)	15.1	(61)	13.9	(56)
DWC Carriers	25.0	(4)	56.3	(9)	12.5	(2)	6.3	(1)	0.0	(0)
DWC Employers	36.4	(16)	40.9	(18)	11.4	(5)	9.1	(4)	2.3	(1)
DWC Health Care Providers	20.6	(7)	52.9	(18)	11.8	(4)	8.8	(3)	5.9	(2)
DWC Injured Employees	17.5	(7)	32.5	(13)	17.5	(7)	20.0	(8)	12.5	(5)
Financial	39.3	(33)	45.2	(38)	9.5	(8)	6.0	(5)	0.0	(0)
Life and Health	44.0	(48)	40.4	(44)	7.3	(8)	6.4	(7)	1.8	(2)
Property and Casualty	33.3	(34)	52.0	(53)	7.8	(8)	4.9	(5)	2.0	(2)
State Fire Marshal’s Office	54.5	(72)	39.4	(52)	3.0	(4)	2.3	(3)	0.8	(1)

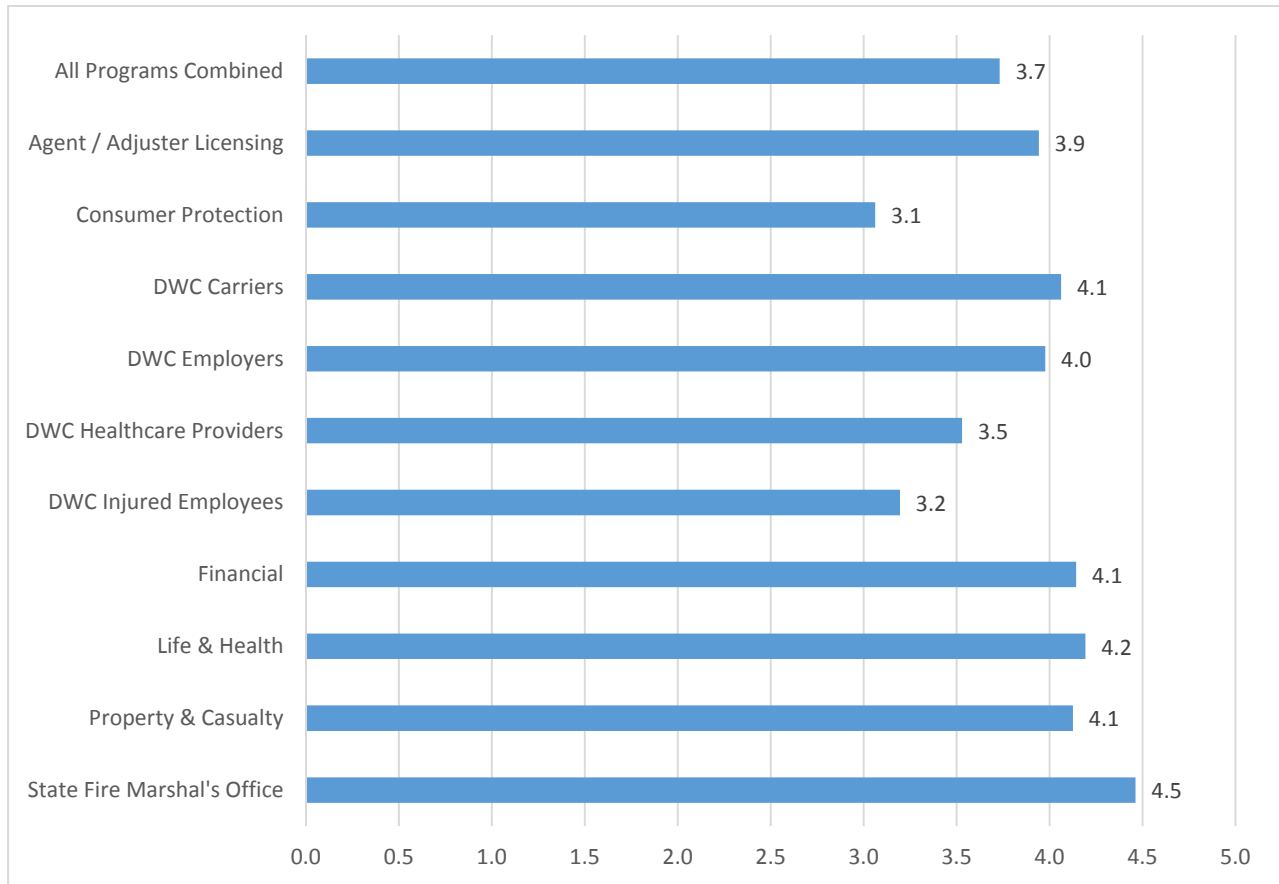
**Figure 3.2: During Telephone Calls, TDI’s Staff Provide Understandable Information.
Average Score by Program**



**Table 3.3: During Telephone Calls, TDI’s Staff Provide Helpful Information.
Percent Satisfaction & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	34.1	(430)	33.8	(427)	12.9	(163)	9.5	(120)	9.7	(122)
Agent / Adjuster Licensing	38.0	(112)	36.3	(107)	12.9	(38)	7.8	(23)	5.1	(15)
Consumer Protection	21.2	(86)	23.2	(94)	18.0	(73)	15.6	(63)	22.0	(89)
DWC Carriers	37.5	(6)	37.5	(6)	18.8	(3)	6.3	(1)	0.0	(0)
DWC Employers	37.2	(16)	44.2	(19)	2.3	(1)	11.6	(5)	4.7	(2)
DWC Health Care Providers	17.6	(6)	41.2	(14)	20.6	(7)	17.6	(6)	2.9	(1)
DWC Injured Employees	19.5	(8)	29.3	(12)	19.5	(8)	14.6	(6)	17.1	(7)
Financial	39.3	(33)	42.9	(36)	10.7	(9)	7.1	(6)	0.0	(0)
Life and Health	44.0	(48)	40.4	(44)	9.2	(10)	3.7	(4)	2.8	(3)
Property and Casualty	39.8	(41)	43.7	(45)	9.7	(10)	2.9	(3)	3.9	(4)
State Fire Marshal’s Office	56.1	(74)	37.9	(50)	3.0	(4)	2.3	(3)	0.8	(1)

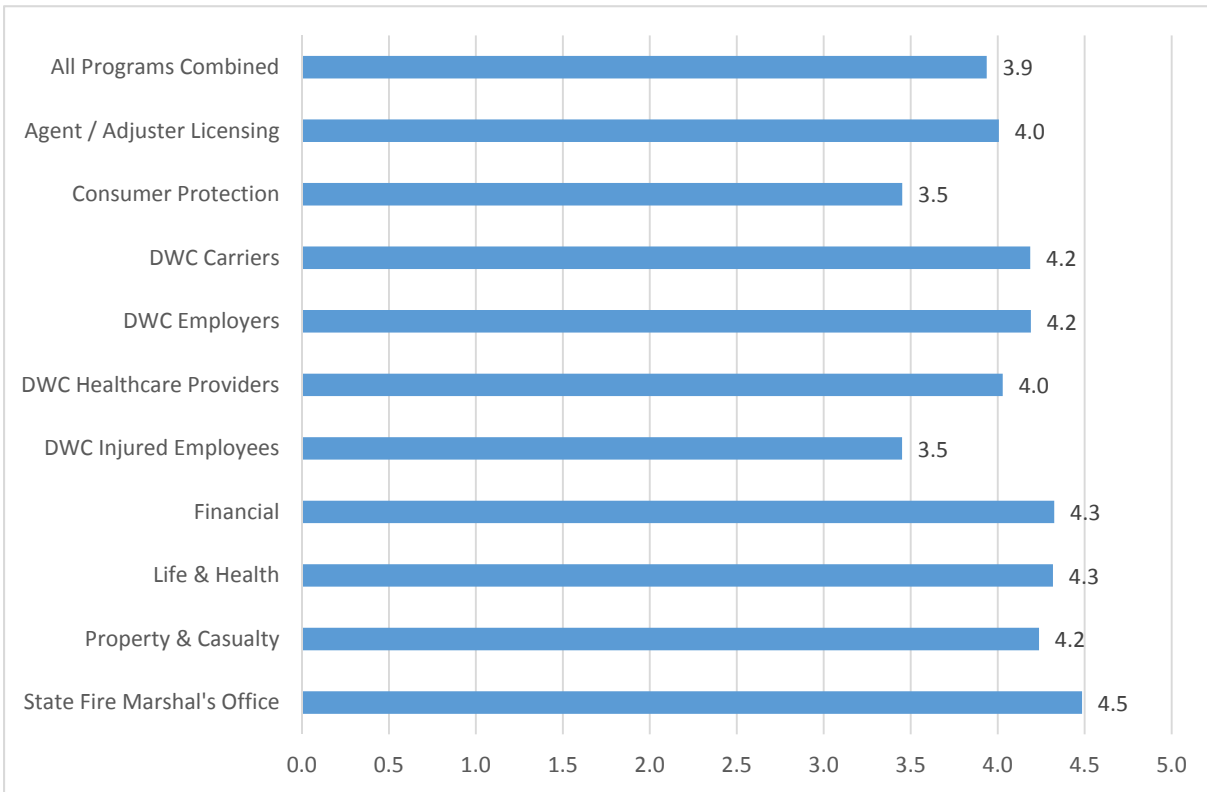
**Figure 3.3: During Telephone Calls, TDI’s Staff Provide Helpful Information.
Average Score by Program**



**Table 3.4: During Telephone Calls, TDI’s Staff Are Friendly and Helpful.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	40.1	(504)	32.9	(414)	14.1	(177)	6.6	(83)	6.4	(80)
Agent / Adjuster Licensing	41.4	(123)	34.3	(102)	13.1	(39)	5.7	(17)	5.4	(16)
Consumer Protection	28.0	(113)	27.0	(109)	20.1	(81)	11.7	(47)	13.21	(53)
DWC Carriers	37.5	(6)	43.8	(7)	18.8	(3)	0.0	(0)	0.0	(0)
DWC Employers	42.9	(18)	40.5	(17)	9.5	(4)	7.1	(3)	0.0	(0)
DWC Health Care Providers	32.4	(11)	44.1	(15)	17.6	(6)	5.9	(2)	0.0	(0)
DWC Injured Employees	22.5	(9)	35.0	(14)	20.0	(8)	10.0	(4)	12.5	(5)
Financial	49.4	(41)	38.6	(32)	7.2	(6)	4.8	(4)	0.0	(0)
Life and Health	51.8	(57)	32.7	(36)	12.7	(14)	0.9	(1)	1.8	(2)
Property and Casualty	45.5	(46)	40.6	(41)	8.9	(9)	2.0	(2)	3.0	(3)
State Fire Marshal’s Office	60.6	(80)	31.1	(41)	5.3	(7)	2.3	(3)	0.8	(1)

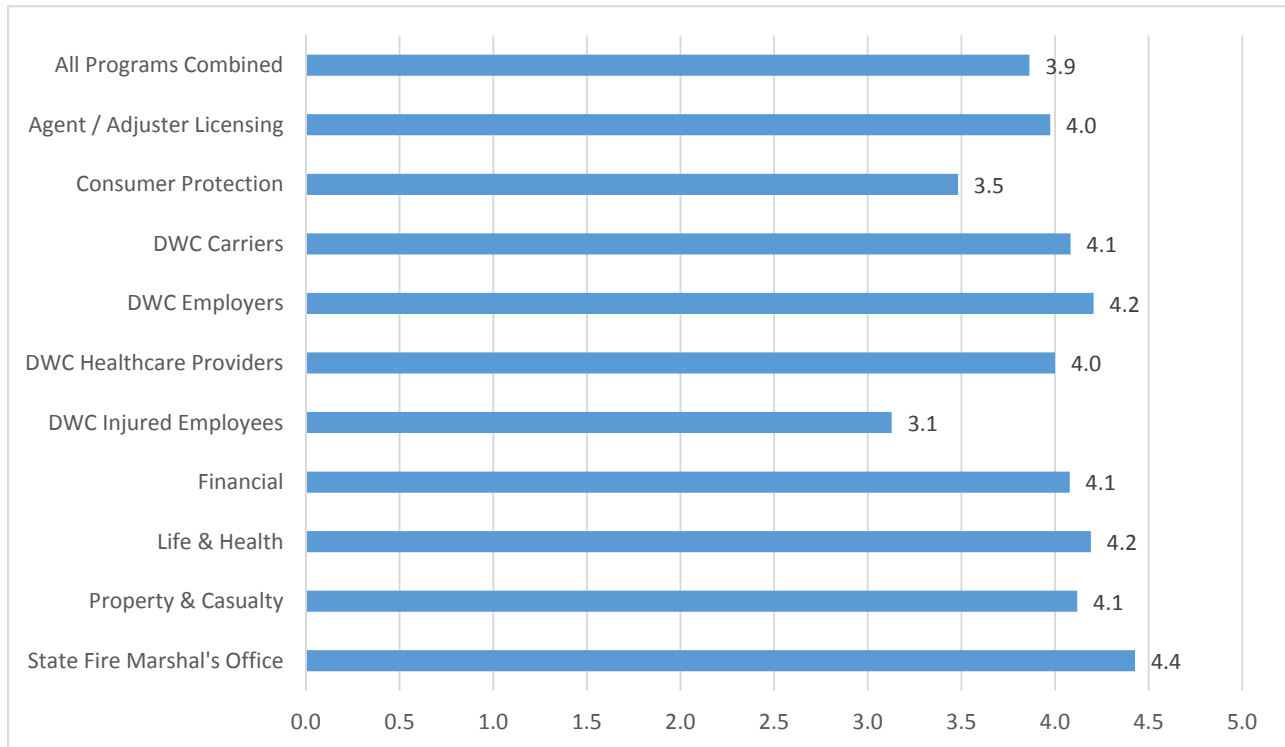
**Figure 3.4: During Telephone Calls, TDI’s Staff Are Friendly and Helpful.
Average Score by Program**



**Table 3.5: Level of Satisfaction with Toll-Free Telephone Access to TDI
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	34.7	(371)	36.8	(393)	15.2	(162)	6.6	(71)	6.6	(71)
Agent / Adjuster Licensing	35.9	(98)	39.9	(109)	13.9	(38)	6.2	(17)	4.0	(11)
Consumer Protection	24.8	(90)	33.3	(121)	20.4	(74)	8.3	(30)	13.2	(48)
DWC Carriers	41.7	(5)	33.3	(4)	16.7	(2)	8.3	(1)	0.0	(0)
DWC Employers	44.1	(15)	38.2	(13)	14.7	(5)	0.0	(0)	2.9	(1)
DWC Health Care Providers	24.1	(7)	58.6	(17)	10.3	(3)	6.9	(2)	0.0	(0)
DWC Injured Employees	15.4	(6)	28.2	(11)	23.1	(9)	20.5	(8)	12.8	(5)
Financial	37.3	(19)	43.1	(22)	11.8	(6)	5.9	(3)	2.0	(1)
Life and Health	50.7	(37)	30.1	(22)	9.6	(7)	6.8	(5)	2.7	(2)
Property and Casualty	38.1	(32)	42.9	(36)	14.3	(12)	2.4	(2)	2.4	(2)
State Fire Marshal's Office	56.4	(62)	34.5	(38)	5.5	(6)	2.7	(3)	0.9	(1)

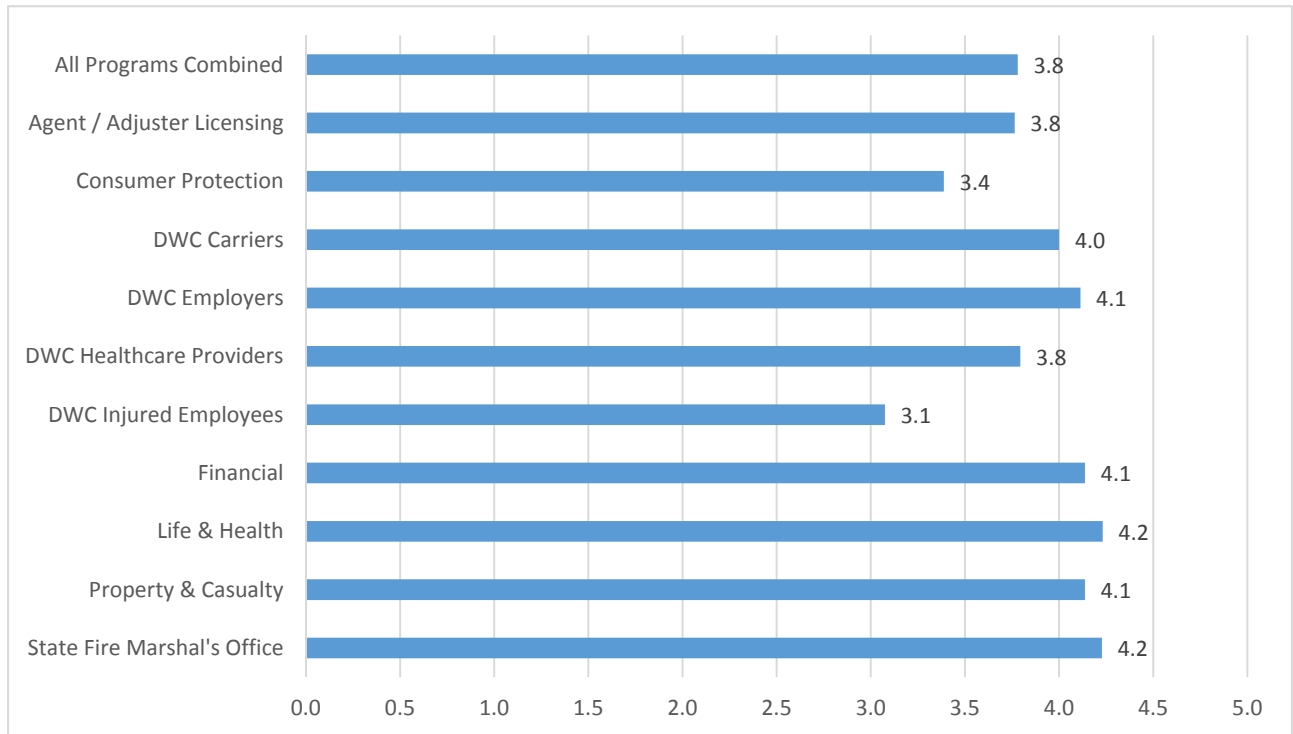
**Figure 3.5: Level of Satisfaction with Toll-Free Telephone Access to TDI
Average Score by Program**



**Table 3.6: Level of Satisfaction with Ability to Talk to Someone
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	33.0	(414)	36.3	(455)	14.0	(176)	9.3	(117)	7.4	(93)
Agent / Adjuster Licensing	32.7	(97)	36.0	(107)	13.8	(41)	10.1	(30)	7.4	(22)
Consumer Protection	23.1	(93)	32.6	(131)	17.2	(69)	14.2	(57)	12.9	(52)
DWC Carriers	31.3	(5)	50.0	(8)	12.5	(2)	0.0	(0)	6.3	(1)
DWC Employers	45.5	(20)	27.3	(12)	22.7	(10)	2.3	(1)	2.3	(1)
DWC Health Care Providers	26.5	(9)	44.1	(15)	17.6	(6)	5.9	(2)	5.9	(2)
DWC Injured Employees	17.5	(7)	30.0	(12)	7.5	(3)	32.5	(13)	12.5	(5)
Financial	40.0	(32)	42.5	(34)	11.3	(9)	3.8	(3)	2.5	(2)
Life and Health	46.3	(50)	37.0	(40)	12.0	(13)	2.8	(3)	1.9	(2)
Property and Casualty	39.2	(40)	44.1	(45)	10.8	(11)	2.9	(3)	2.9	(3)
State Fire Marshal's Office	46.2	(61)	38.6	(51)	9.1	(12)	3.8	(5)	2.3	(3)

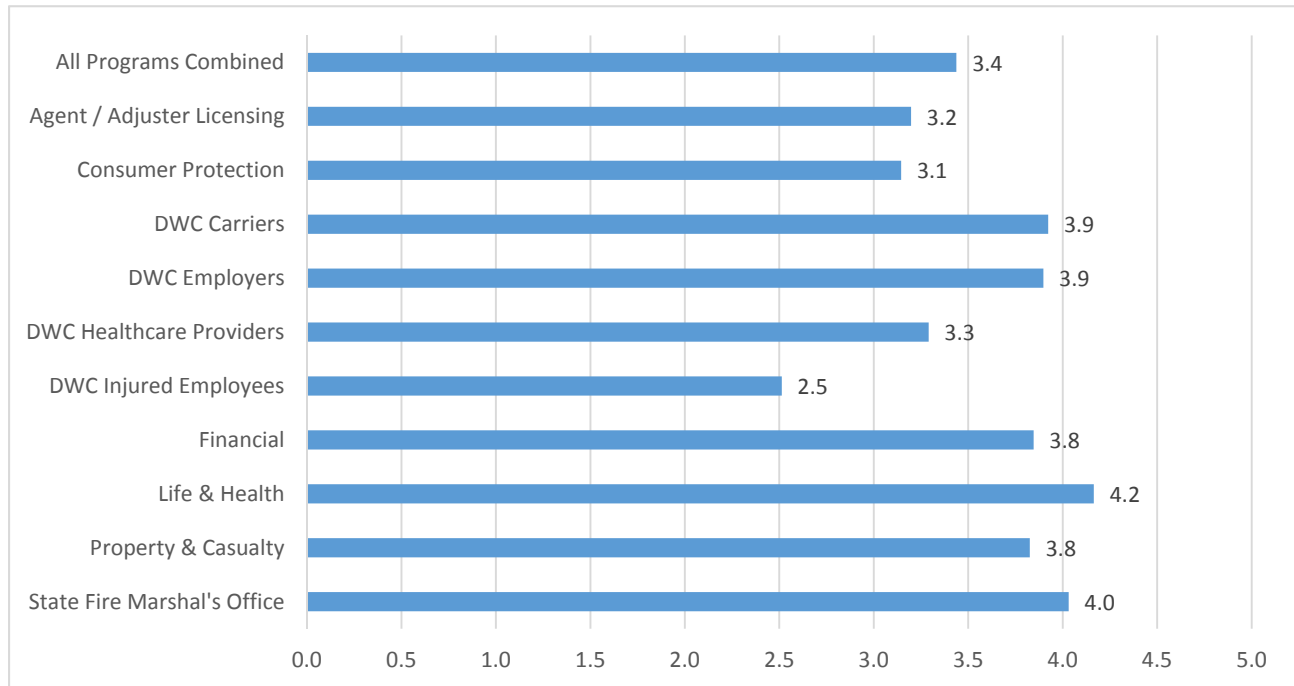
**Figure 3.6: Level of Satisfaction with Ability to Talk to Someone
Average Score by Program**



**Table 3.7: Level of Satisfaction with the Amount of Time Spent on Hold
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	24.5	(287)	31.6	(371)	19.4	(228)	12.1	(142)	12.4	(145)
Agent / Adjuster Licensing	20.4	(60)	27.9	(82)	19.4	(57)	15.6	(46)	16.7	(49)
Consumer Protection	20.2	(78)	24.5	(95)	22.7	(88)	14.7	(57)	17.8	(69)
DWC Carriers	46.2	(6)	23.1	(3)	15.4	(2)	7.7	(1)	7.7	(1)
DWC Employers	30.8	(12)	41.0	(16)	17.9	(7)	7.7	(3)	2.6	(1)
DWC Health Care Providers	12.9	(4)	38.7	(12)	22.6	(7)	16.1	(5)	9.7	(3)
DWC Injured Employees	10.3	(4)	12.8	(5)	20.5	(8)	30.8	(12)	25.6	(10)
Financial	30.8	(20)	40.0	(26)	16.9	(11)	7.7	(5)	4.6	(3)
Life and Health	42.4	(36)	37.6	(32)	15.3	(13)	3.5	(3)	1.2	(1)
Property and Casualty	27.2	(25)	43.5	(40)	19.6	(18)	4.3	(4)	5.4	(5)
State Fire Marshal's Office	32.8	(42)	46.9	(60)	13.3	(17)	4.7	(6)	2.3	(3)

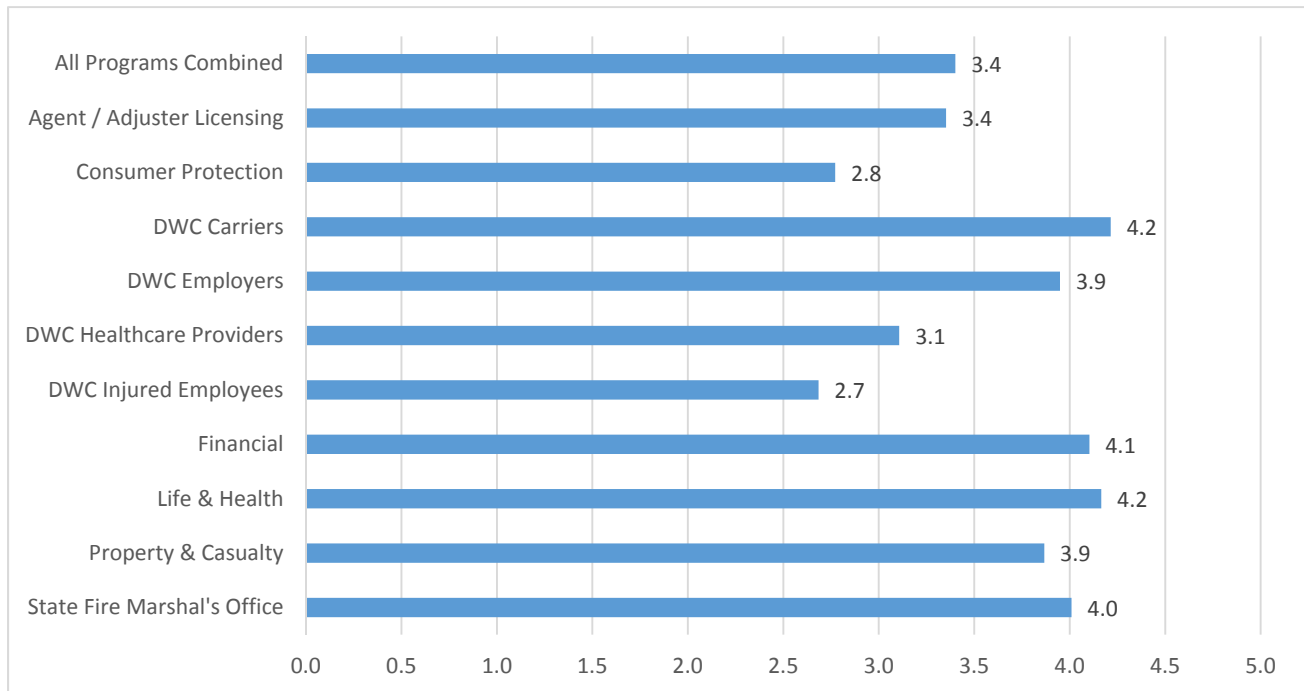
**Figure 3.7: Level of Satisfaction with the Amount of Time Spent on Hold
Average Score by Program**



**Table 3.8: Level of Satisfaction with How Fast TDI Returned Calls
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	26.9	(286)	29.0	(308)	17.1	(182)	11.1	(118)	15.8	(168)
Agent / Adjuster Licensing	25.2	(58)	27.8	(64)	19.1	(44)	12.6	(29)	15.2	(35)
Consumer Protection	18.8	(65)	14.5	(50)	21.4	(74)	15.9	(55)	29.5	(102)
DWC Carriers	35.7	(5)	50.0	(7)	14.3	(2)	0.0	(0)	0.0	(0)
DWC Employers	38.5	(15)	33.3	(13)	15.4	(6)	10.3	(4)	2.6	(1)
DWC Health Care Providers	7.1	(2)	46.4	(13)	10.7	(3)	21.4	(6)	14.3	(4)
DWC Injured Employees	13.2	(5)	21.1	(8)	15.8	(6)	21.1	(8)	28.9	(11)
Financial	38.2	(26)	44.1	(30)	10.3	(7)	4.4	(3)	2.9	(2)
Life and Health	45.4	(44)	35.1	(34)	13.4	(13)	3.1	(3)	3.1	(3)
Property and Casualty	33.3	(30)	38.9	(35)	15.6	(14)	5.6	(5)	6.7	(6)
State Fire Marshal's Office	32.1	(36)	48.2	(54)	11.6	(13)	4.5	(5)	3.6	(4)

**Figure 3.8: Level of Satisfaction with How Fast TDI Returned Calls
Average Score by Program**



Internet Sites

Satisfaction with the Agency's Internet Sites

The *Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2019-2023* recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the agency's Internet sites:

- Customers were able to access information about services needed using the Internet.
- The website was easy to use and well organized.
- The website contained clear and accurate information on events, services, and contact information.

These suggestions formed the basis for six survey questions that asked TDI customers whether the agency's Internet sites were easy to use, clearly explained services, listed its office locations, gave useful phone numbers, and had accurate and useful information. Additionally, TDI customers were asked whether the search feature was easy to use and helpful.

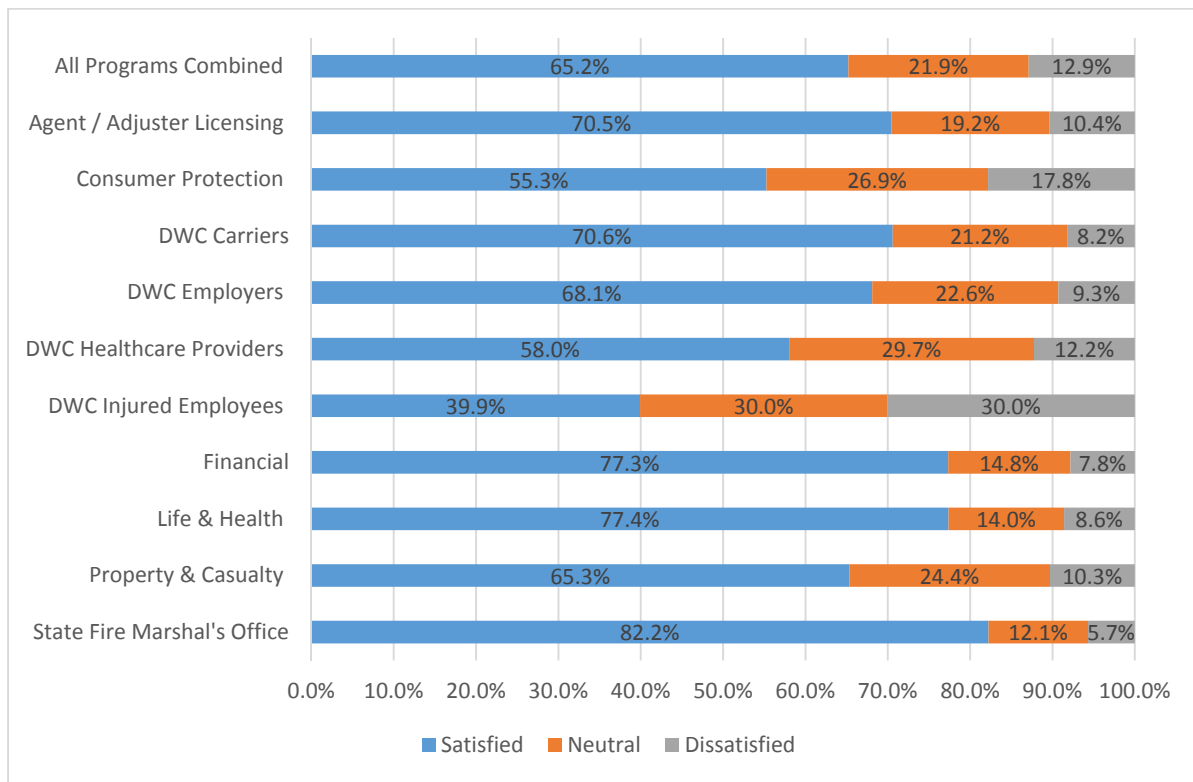
From 2016 to 2018, overall Internet sites satisfaction decreased slightly from 69 percent to 65.2 percent. The data also show that:

- The two highest scoring groups were SFMO (82.2 percent) and Life and Health (77.4 percent).
- Consumer Protection and DWC Injured Employees scored the lowest at 55.3 percent and 39.9 percent, respectively. For Consumer Protection, this represented an increase from 48 percent in 2016.
- Agent and Adjuster Licensing stayed about the same, around 71 percent in both 2016 and 2018.

**Table 4: TDI Internet Sites Composite
Percent Agreement by Response**

Program	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
All Programs Combined	22.7	42.5	21.9	8.7	4.2
Agent / Adjuster Licensing	27.0	43.4	19.2	7.1	3.3
Consumer Protection	16.6	38.7	26.9	11.1	6.7
DWC Carriers	16.5	54.1	21.2	8.2	0.0
DWC Employers	27.6	40.6	22.6	7.1	2.2
DWC Health Care Providers	16.6	41.4	29.7	8.7	3.5
DWC Injured Employees	10.3	29.6	30.0	20.6	9.4
Financial	29.5	47.9	14.8	4.9	2.9
Life and Health	27.7	49.7	14.0	8.2	0.4
Property and Casualty	20.6	44.7	24.4	7.1	3.2
State Fire Marshal's Office	34.2	48.0	12.1	4.0	1.7

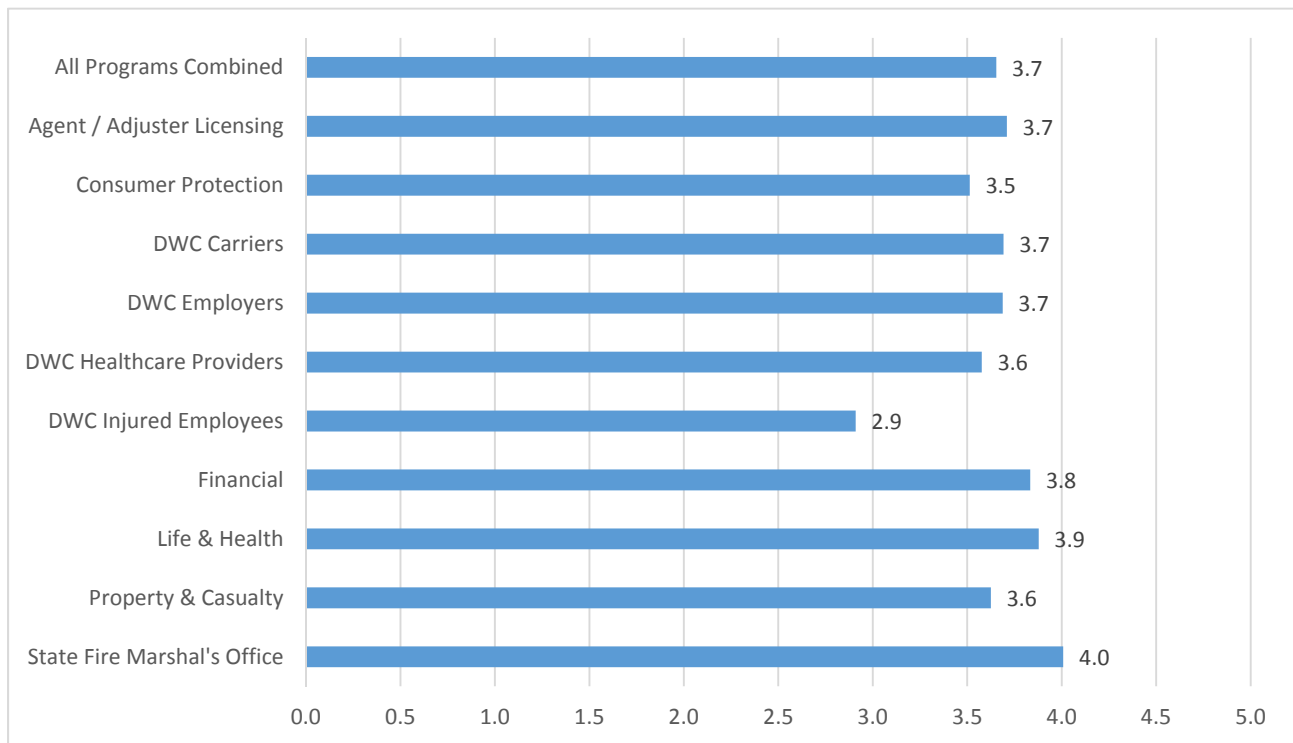
**Figure 4: TDI Internet Sites
Percent Satisfaction, Neutral, and Dissatisfied**



**Table 4.1: TDI’s Internet Sites Are Easy to Use.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	21.0	(325)	42.4	(656)	21.8	(337)	10.4	(161)	4.3	(67)
Agent / Adjuster Licensing	25.0	(100)	39.0	(156)	21.8	(87)	10.5	(42)	3.8	(15)
Consumer Protection	17.6	(99)	40.5	(227)	23.7	(133)	11.9	(67)	6.2	(35)
DWC Carriers	15.4	(2)	46.2	(6)	30.8	(4)	7.7	(1)	0.0	(0)
DWC Employers	22.9	(11)	37.5	(18)	27.1	(13)	10.4	(5)	2.1	(1)
DWC Health Care Providers	13.5	(7)	46.2	(24)	26.9	(14)	11.5	(6)	1.9	(1)
DWC Injured Employees	12.1	(4)	21.2	(7)	27.3	(9)	24.2	(8)	15.2	(5)
Financial	25.6	(20)	47.4	(37)	16.7	(13)	5.1	(4)	5.1	(4)
Life and Health	22.0	(27)	54.5	(67)	13.8	(17)	8.9	(11)	0.8	(1)
Property and Casualty	17.9	(20)	43.8	(49)	25.0	(28)	9.8	(11)	3.6	(4)
State Fire Marshal’s Office	27.8	(35)	51.6	(65)	15.1	(19)	4.8	(6)	0.8	(1)

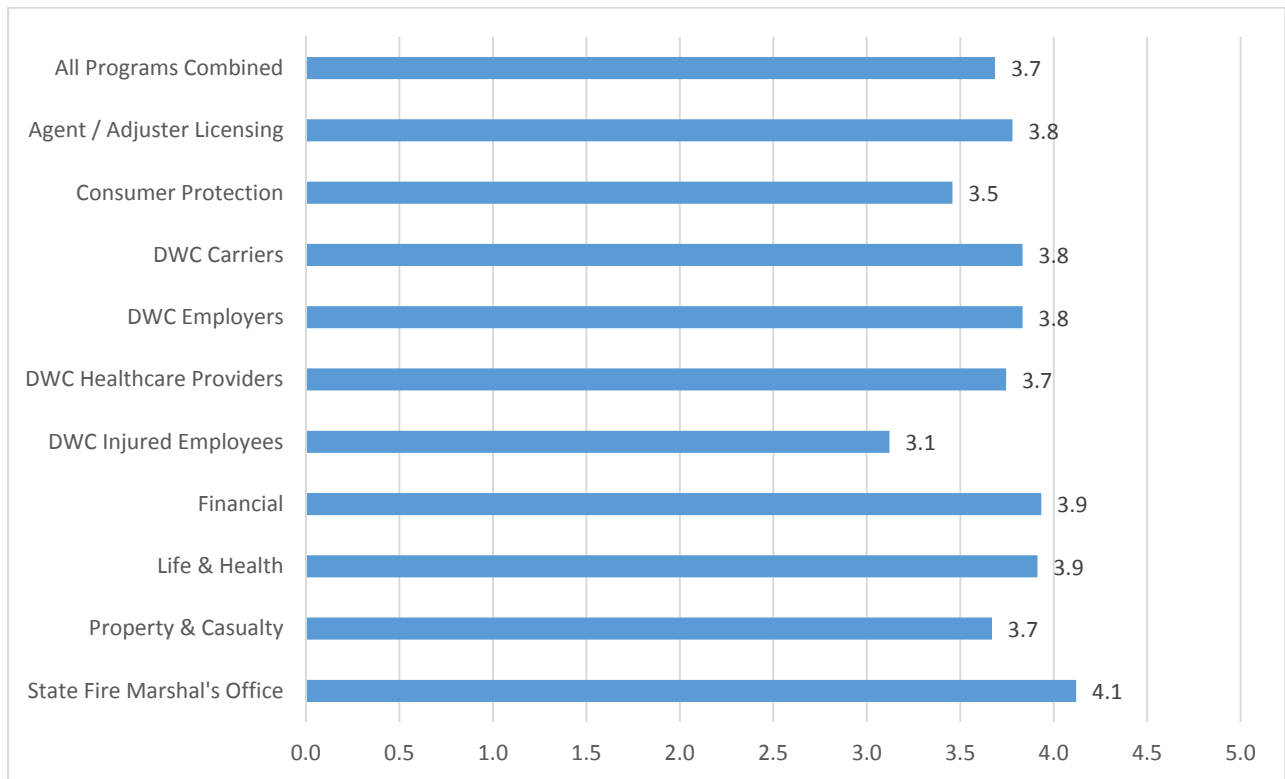
**Figure 4.1: TDI’s Internet sites are easy to use.
Average Score by Program**



**Table 4.2: TDI’s Internet Sites Clearly Explain Services Offered by TDI.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	21.6	(328)	44.1	(670)	20.2	(307)	9.7	(147)	4.5	(68)
Agent / Adjuster Licensing	24.9	(98)	44.9	(177)	16.8	(66)	10.2	(40)	3.3	(13)
Consumer Protection	16.8	(94)	39.6	(221)	23.3	(130)	13.1	(73)	7.2	(40)
DWC Carriers	16.7	(2)	58.3	(7)	16.7	(2)	8.3	(1)	0.0	(0)
DWC Employers	25.0	(12)	41.7	(20)	25.0	(12)	8.3	(4)	0.0	(0)
DWC Health Care Providers	19.6	(10)	47.1	(24)	25.5	(13)	3.9	(2)	3.9	(2)
DWC Injured Employees	12.1	(4)	27.3	(9)	30.3	(10)	21.2	(7)	9.1	(3)
Financial	26.7	(20)	52.0	(39)	13.3	(10)	4.0	(3)	4.0	(3)
Life and Health	22.6	(26)	53.0	(61)	17.4	(20)	7.0	(8)	0.0	(0)
Property and Casualty	16.5	(18)	45.9	(50)	29.4	(32)	4.6	(5)	3.7	(4)
State Fire Marshal’s Office	35.2	(44)	49.6	(62)	9.6	(12)	3.2	(4)	2.4	(3)

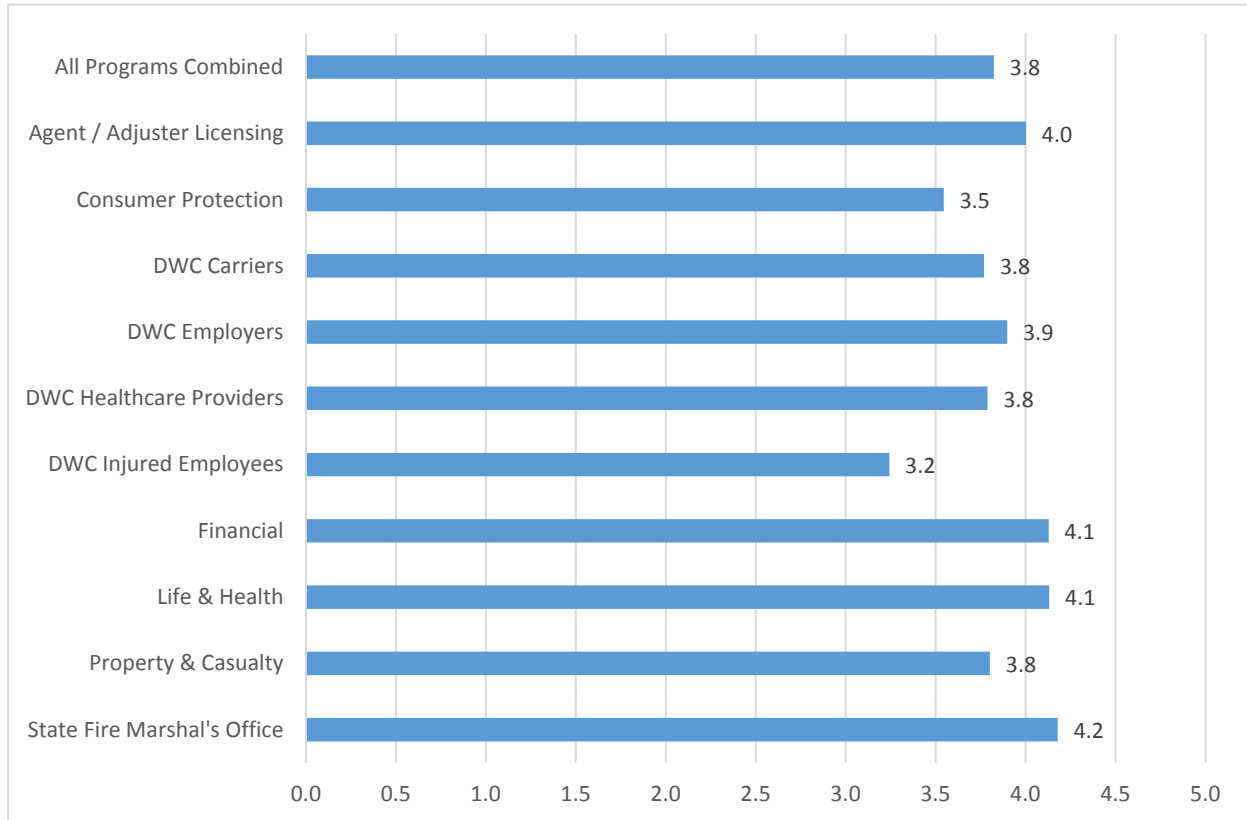
**Figure 4.2: TDI’s Internet Sites Clearly Explain Services Offered by TDI.
Average Score by Program**



**Table 4.3: TDI's Internet Sites Provide Accurate Information.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	24.2	(372)	45.5	(700)	21.7	(333)	5.6	(86)	3.0	(46)
Agent / Adjuster Licensing	30.5	(121)	45.8	(182)	18.9	(75)	3.0	(12)	1.8	(7)
Consumer Protection	17.5	(98)	39.5	(221)	28.3	(158)	9.3	(52)	5.4	(30)
DWC Carriers	15.4	(2)	53.8	(7)	23.1	(3)	7.7	(1)	0.0	(0)
DWC Employers	28.6	(14)	44.9	(22)	16.3	(8)	8.2	(4)	2.0	(1)
DWC Health Care Providers	19.2	(10)	51.9	(27)	21.2	(11)	3.8	(2)	3.8	(2)
DWC Injured Employees	9.1	(3)	30.3	(10)	42.4	(14)	12.1	(4)	6.1	(2)
Financial	30.8	(24)	52.6	(41)	15.4	(12)	1.3	(1)	0.0	(0)
Life and Health	29.5	(36)	56.6	(69)	11.5	(14)	2.5	(3)	0.0	(0)
Property and Casualty	19.8	(22)	49.5	(55)	24.3	(27)	3.6	(4)	2.7	(3)
State Fire Marshal's Office	34.1	(42)	53.7	(66)	8.9	(11)	2.4	(3)	0.8	(1)

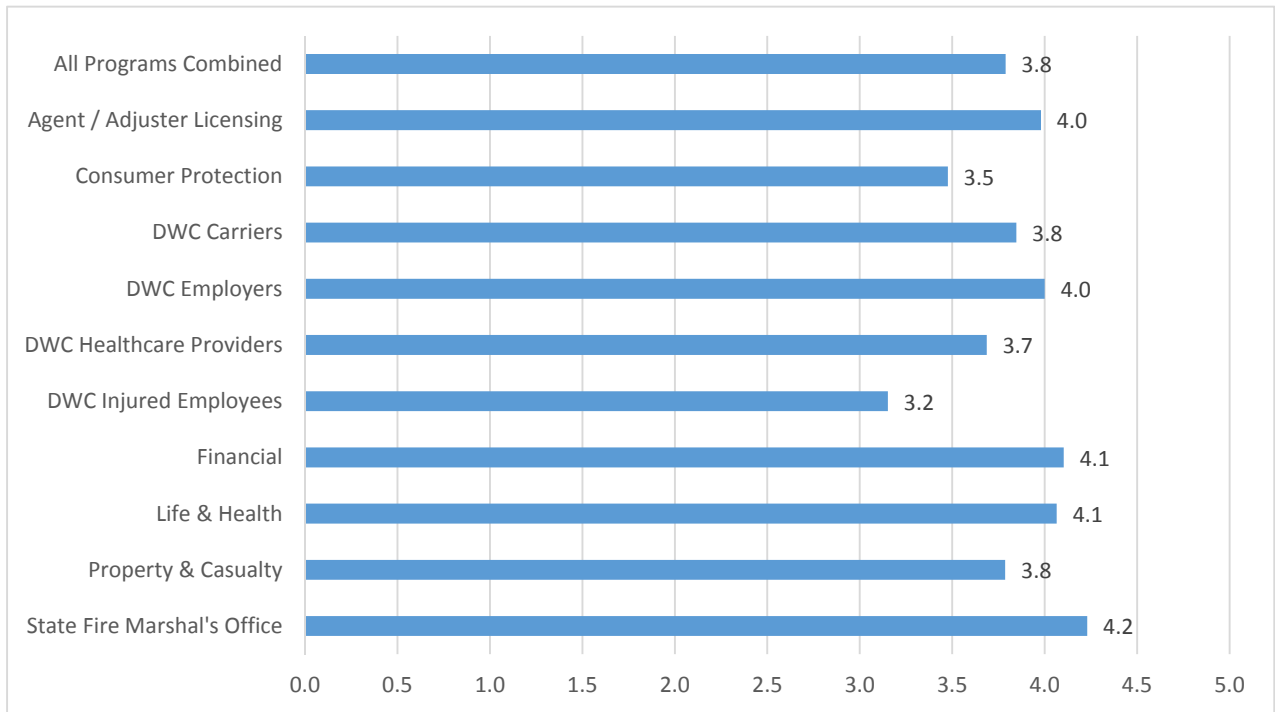
**Figure 4.3: TDI's Internet Sites Provide Accurate Information.
Average Score by Program**



**Table 4.4: TDI’s Internet Sites Provide Useful Information.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	23.9	(368)	45.5	(700)	20.0	(308)	6.6	(101)	4.0	(61)
Agent / Adjuster Licensing	29.3	(117)	48.0	(192)	16.8	(67)	3.5	(14)	2.5	(10)
Consumer Protection	16.5	(92)	39.4	(219)	26.4	(147)	10.4	(58)	7.2	(40)
DWC Carriers	15.4	(2)	61.5	(8)	15.4	(2)	7.7	(1)	0.0	(0)
DWC Employers	30.6	(15)	44.9	(22)	20.4	(10)	2.0	(1)	2.0	(1)
DWC Health Care Providers	19.6	(10)	43.1	(22)	27.5	(14)	5.9	(3)	3.9	(2)
DWC Injured Employees	12.1	(4)	30.3	(10)	27.3	(9)	21.2	(7)	9.1	(3)
Financial	29.5	(23)	52.6	(41)	16.7	(13)	1.3	(1)	0.0	(0)
Life and Health	28.2	(35)	54.8	(68)	12.9	(16)	3.2	(4)	0.8	(1)
Property and Casualty	21.4	(24)	50.9	(57)	15.2	(17)	9.8	(11)	2.7	(3)
State Fire Marshal’s Office	37.7	(46)	50.0	(61)	10.7	(13)	0.8	(1)	0.8	(1)

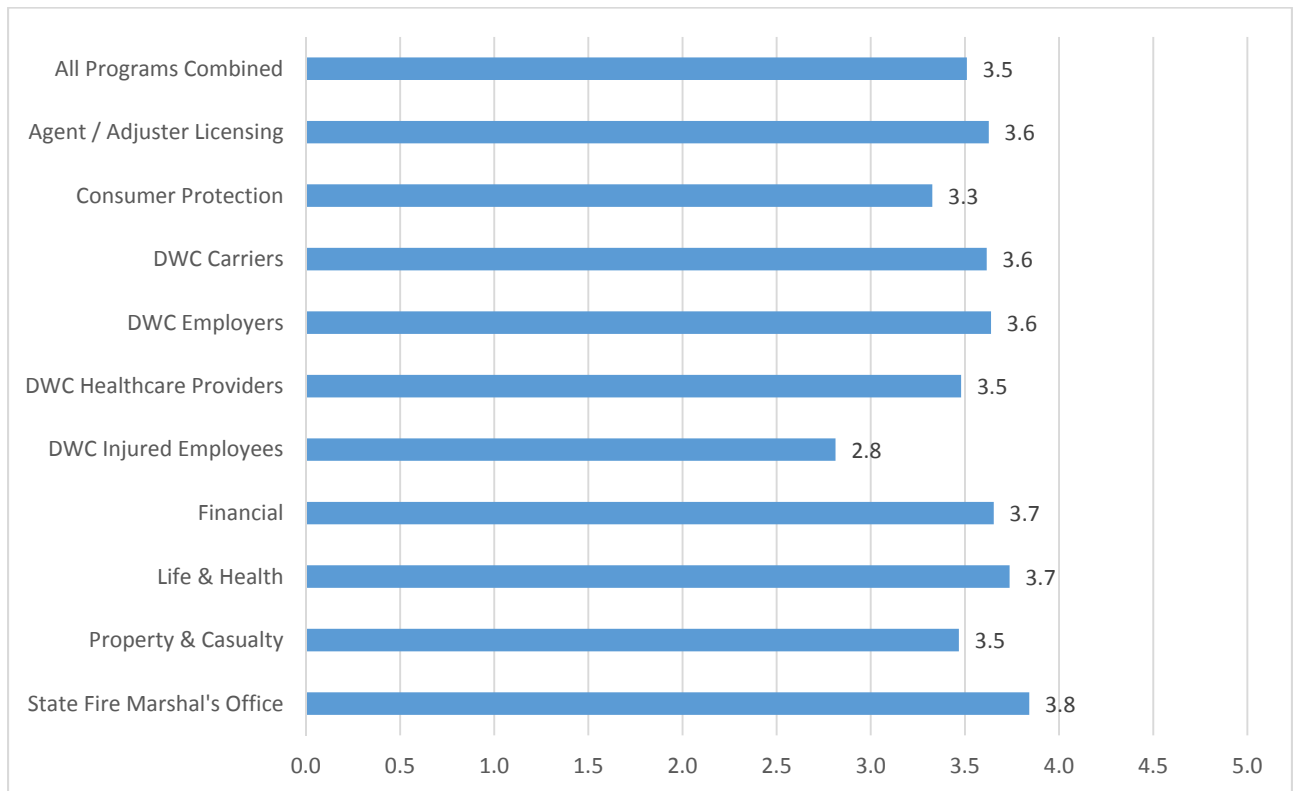
**Figure 4.4: TDI’s Internet Sites Provide Useful Information.
Average Score by Program**



**Table 4.5: TDI’s Internet Sites Have Helpful Search Features.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	19.9	(297)	35.4	(527)	26.6	(396)	12.1	(180)	6.0	(90)
Agent / Adjuster Licensing	23.5	(92)	38.6	(151)	20.5	(80)	11.8	(46)	5.6	(22)
Consumer Protection	14.8	(80)	31.9	(173)	32.8	(178)	12.2	(66)	8.3	(45)
DWC Carriers	15.4	(2)	46.2	(6)	23.1	(3)	15.4	(2)	0.0	(0)
DWC Employers	25.5	(12)	34.0	(16)	23.4	(11)	12.8	(6)	4.3	(2)
DWC Health Care Providers	20.0	(10)	26.0	(13)	38.0	(19)	14.0	(7)	2.0	(1)
DWC Injured Employees	6.3	(2)	18.8	(6)	37.5	(12)	25.0	(8)	12.5	(4)
Financial	25.0	(18)	40.3	(29)	16.7	(12)	11.1	(8)	6.9	(5)
Life and Health	25.4	(29)	38.6	(44)	21.1	(24)	14.0	(16)	0.9	(1)
Property and Casualty	17.4	(19)	33.0	(36)	33.9	(37)	10.1	(11)	5.5	(6)
State Fire Marshal’s Office	27.5	(33)	44.2	(53)	16.7	(20)	8.3	(10)	3.3	(4)

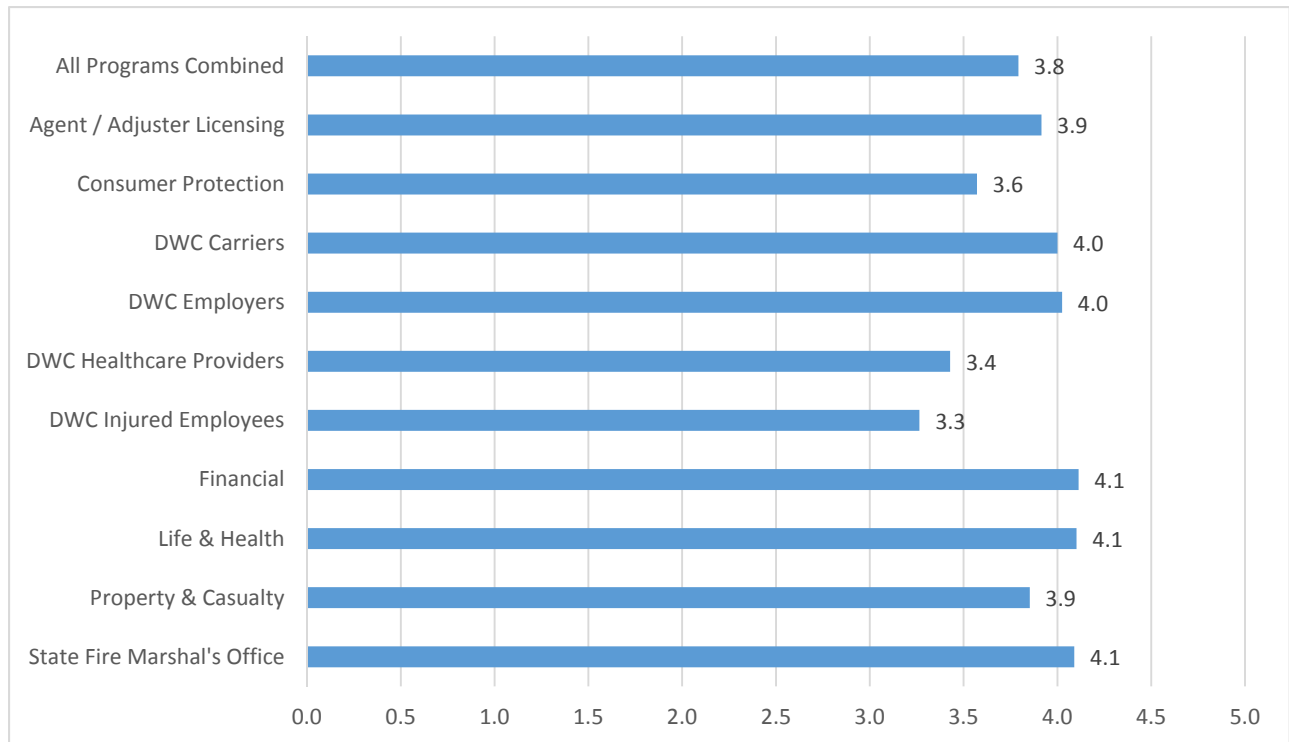
**Figure 4.5: TDI’s Internet Sites Have Helpful Search Features.
Average Score by Program**



**Table 4.6: It Is Easy to Find Office Locations on TDI’s Website.
Percent Satisfaction & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	24.9	(323)	43.3	(562)	21.6	(281)	6.7	(87)	3.5	(46)
Agent / Adjuster Licensing	27.6	(94)	45.6	(155)	19.7	(67)	4.7	(16)	2.4	(8)
Consumer Protection	17.8	(85)	41.0	(196)	27.6	(132)	7.7	(37)	5.9	(28)
DWC Carriers	22.2	(2)	55.6	(5)	22.2	(2)	0.0	(0)	0.0	(0)
DWC Employers	30.0	(12)	45.0	(18)	22.5	(9)	2.5	(1)	0.0	(0)
DWC Health Care Providers	11.9	(5)	38.1	(16)	35.7	(15)	9.5	(4)	4.8	(2)
DWC Injured Employees	11.8	(4)	38.2	(13)	20.6	(7)	23.5	(8)	5.9	(2)
Financial	35.5	(22)	50.0	(31)	8.1	(5)	3.2	(2)	3.2	(2)
Life and Health	37.5	(33)	44.3	(39)	9.1	(8)	9.1	(8)	0.0	(0)
Property and Casualty	25.3	(24)	44.2	(42)	23.2	(22)	5.3	(5)	2.1	(2)
State Fire Marshal’s Office	37.8	(42)	42.3	(47)	12.6	(14)	5.4	(6)	1.8	(2)

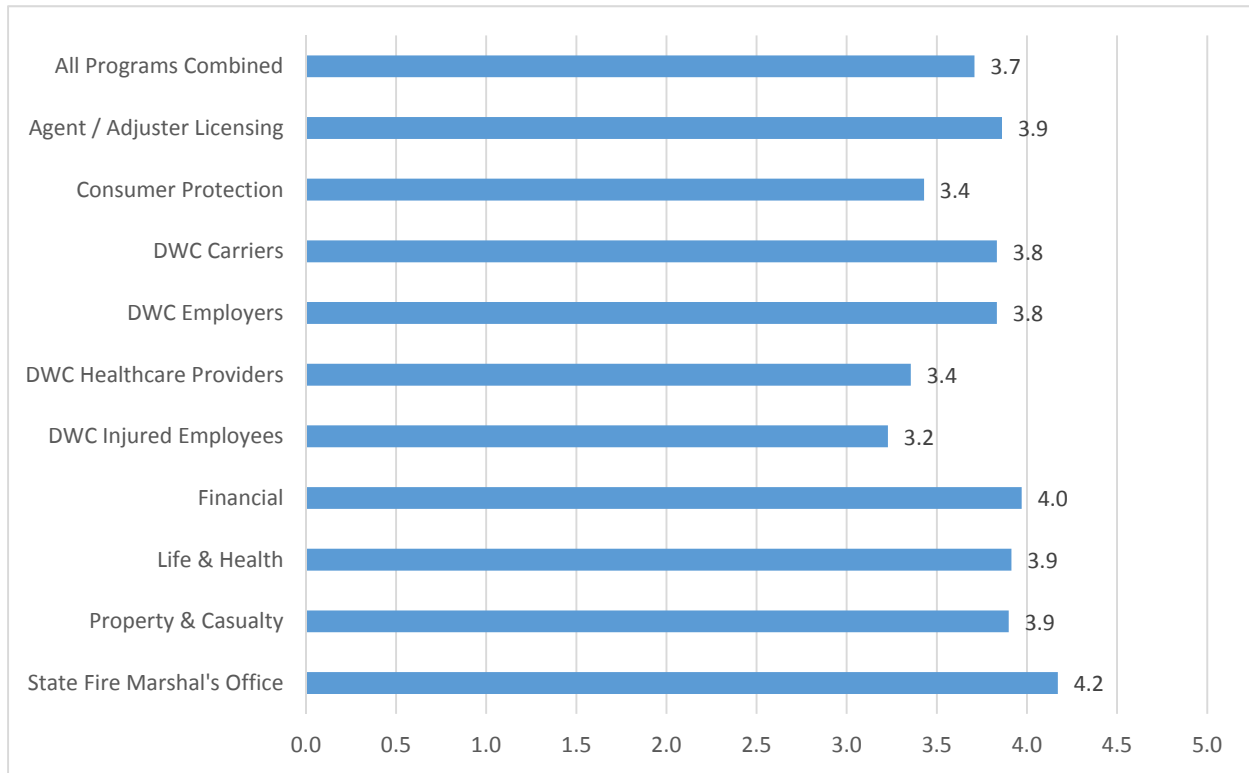
**Figure 4.6: It Is Easy to Find Office Locations on TDI’s Website.
Average Score by Program**



**Table 4.7: It Is Easy to Find Helpful Phone Numbers on TDI’s Website.
Percent Satisfaction & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	23.9	(333)	40.9	(570)	21.4	(298)	9.6	(133)	4.2	(58)
Agent / Adjuster Licensing	28.5	(103)	42.3	(153)	19.9	(72)	5.8	(21)	3.6	(13)
Consumer Protection	15.0	(76)	38.9	(197)	26.5	(134)	13.0	(66)	6.5	(33)
DWC Carriers	16.7	(2)	58.3	(7)	16.7	(2)	8.3	(1)	0.0	(0)
DWC Employers	31.0	(13)	35.7	(15)	23.8	(10)	4.8	(2)	4.8	(2)
DWC Health Care Providers	11.1	(5)	35.6	(16)	35.6	(16)	13.3	(6)	4.4	(2)
DWC Injured Employees	8.6	(3)	40.0	(14)	25.7	(9)	17.1	(6)	8.6	(3)
Financial	34.8	(24)	39.1	(27)	15.9	(11)	8.7	(6)	1.4	(1)
Life and Health	31.4	(33)	42.9	(45)	11.4	(12)	14.3	(15)	0.0	(0)
Property and Casualty	27.3	(27)	45.5	(45)	19.2	(19)	6.1	(6)	2.0	(2)
State Fire Marshal’s Office	40.2	(47)	43.6	(51)	11.1	(13)	3.4	(4)	1.7	(2)

**Figure 4.7: It Is Easy to Find Helpful Phone Numbers on TDI’s Website.
Average Score by Program**



Agency Offices

Satisfaction with the Agency's Offices

Section 2114.002(b) (1), Texas Government Code, provides that the evaluation of an agency's facilities may include an assessment of the customer's ability to access that agency and an assessment of the office location, signage, and cleanliness. These recommendations were implemented on the survey by asking TDI customers whether the agency's offices are conveniently located, clearly identified with signs, and clean.

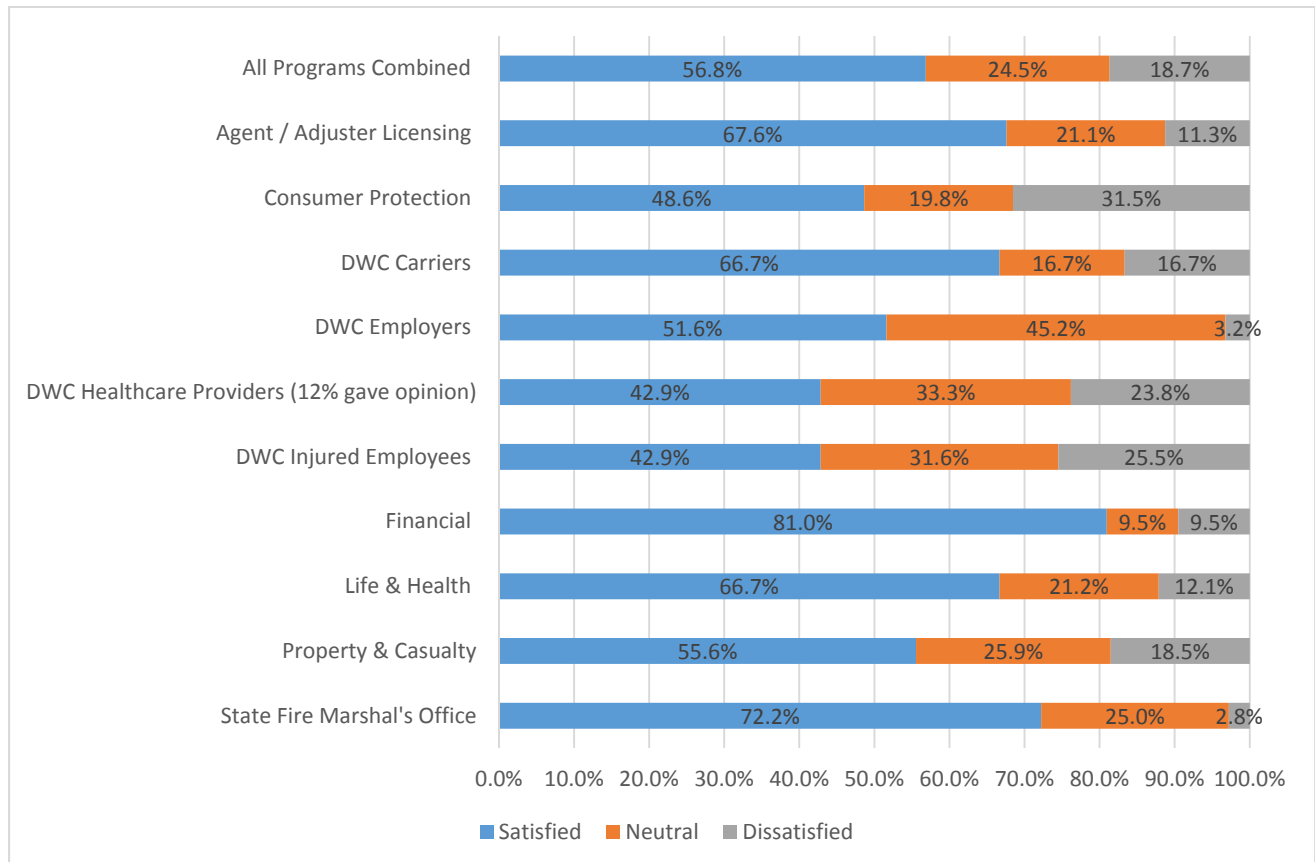
Overall, the combined program satisfaction rate decreased from 2016 to 2018, from roughly 70 percent to 56.8 percent. Financial was the only customer group to show an increase in satisfaction with agency offices from 2016, increasing from 77.1 percent in 2016 to 81.0 percent in 2018. In addition, the data show:

- The two highest scoring customer groups were Financial at 81.0 percent and SFMO at 72.2 percent.
- DWC Injured Employees and Healthcare Providers ranked lowest in satisfaction with agency offices at 42.9 percent each.
- Cleanliness was the highest rated aspect of agency offices, with customers from four program areas (AAL, DWC Carriers, Life and Health, SFMO) giving average answers of 4.0 or higher.

Table 5: Agency Offices Composite Percent Agreement by Response

Program	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
All Programs Combined	19.1	37.8	24.5	11.0	7.7
Agent / Adjuster Licensing	38.0	29.6	21.1	11.3	0.0
Consumer Protection	15.3	33.3	19.8	15.3	16.2
DWC Carriers	9.9	36.4	33.3	11.7	8.6
DWC Employers	0.0	66.7	16.7	8.3	8.3
DWC Health Care Providers	6.5	45.2	45.2	3.2	0.0
DWC Injured Employees	0.0	42.9	33.3	19.0	4.8
Financial	14.3	28.6	31.6	13.3	12.2
Life and Health	28.6	52.4	9.5	4.8	4.8
Property and Casualty	21.2	45.5	21.2	6.1	6.1
State Fire Marshal's Office	18.5	37.0	25.9	14.8	3.7

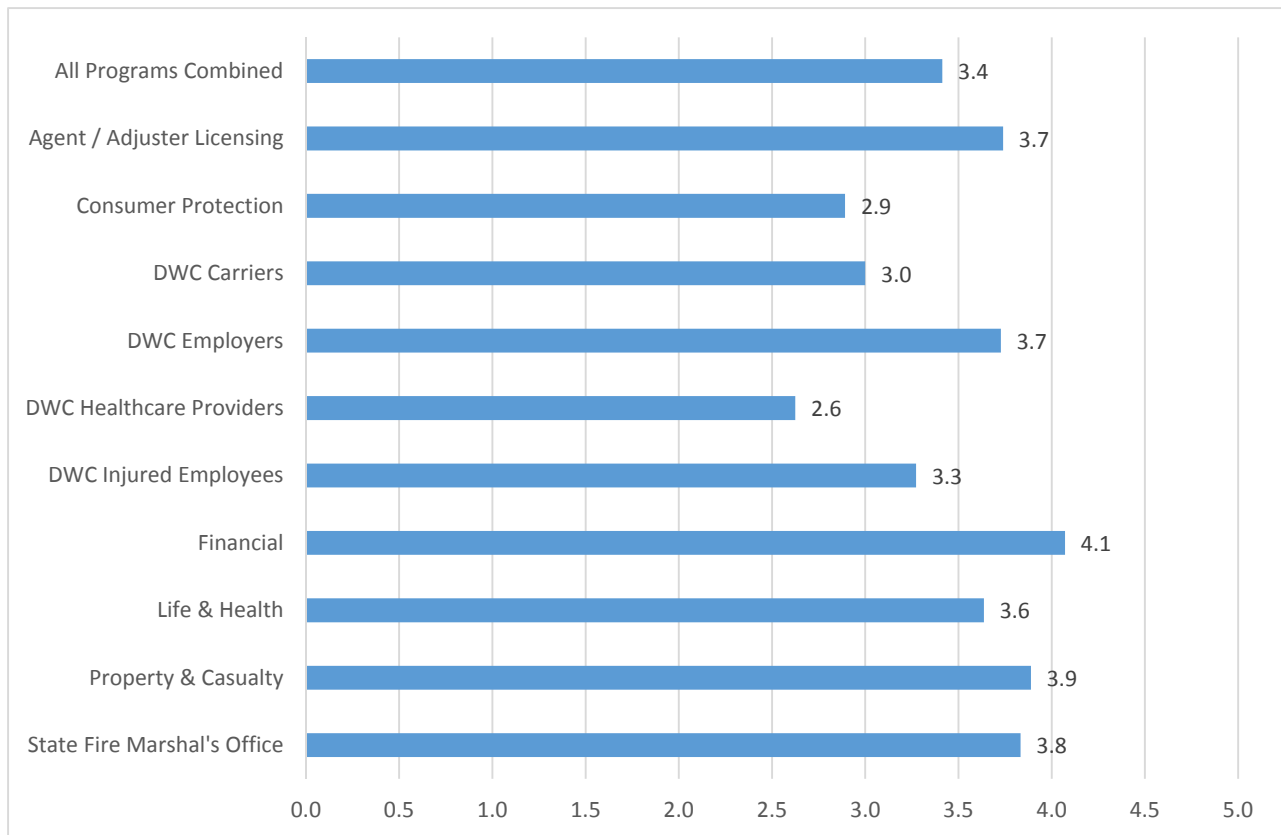
Figure 5: Agency Offices Composite Percent Satisfaction, Neutral, and Dissatisfied



**Table 5.1: TDI and DWC Offices are Conveniently Located.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	17.9	(29)	34.6	(56)	25.9	(42)	14.2	(23)	7.4	(12)
Agent / Adjuster Licensing	34.8	(8)	21.7	(5)	26.1	(6)	17.4	(4)	0.0	(0)
Consumer Protection	10.8	(4)	27.0	(10)	18.9	(7)	27.0	(10)	16.2	(6)
DWC Carriers	0.0	(0)	50.0	(2)	25.0	(1)	0.0	(0)	25.0	(1)
DWC Employers	9.1	(1)	54.5	(6)	36.4	(4)	0.0	(0)	0.0	(0)
DWC Health Care Providers	0.0	(0)	12.5	(1)	50.0	(4)	25.0	(2)	12.5	(1)
DWC Injured Employees	15.2	(5)	27.3	(9)	36.4	(12)	12.1	(4)	9.1	(3)
Financial	28.6	(4)	57.1	(8)	7.1	(1)	7.1	(1)	0.0	(0)
Life and Health	18.2	(2)	45.5	(5)	27.3	(3)	0.0	(0)	9.1	(1)
Property and Casualty	33.3	(3)	33.3	(3)	22.2	(2)	11.1	(1)	0.0	(0)
State Fire Marshal's Office	16.7	(2)	58.3	(7)	16.7	(2)	8.3	(1)	0.0	(0)

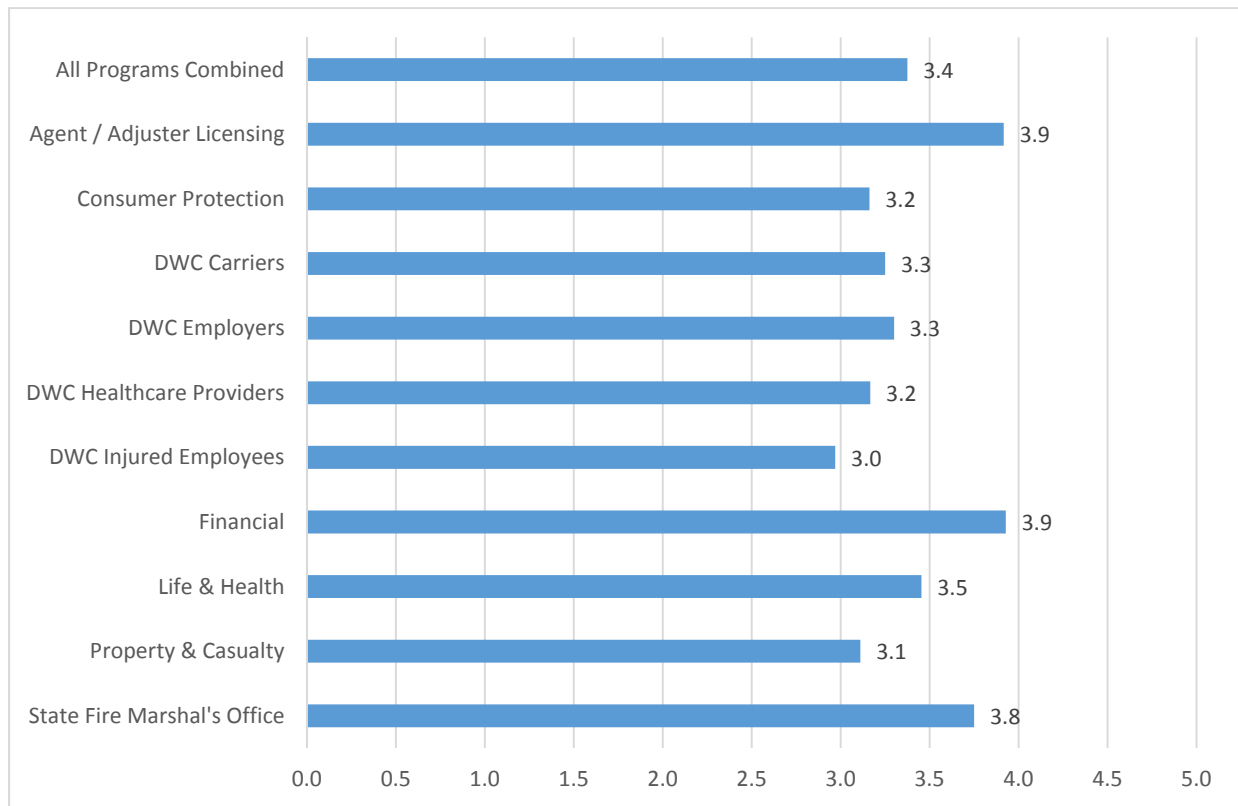
**Figure 5.1: TDI and DWC Offices are Conveniently Located.
Average Score by Program**



**Table 5.2: TDI and DWC Offices are Clearly Identified with Signs.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	16.9	(27)	36.9	(59)	23.1	(37)	13.1	(21)	10.0	(16)
Agent / Adjuster Licensing	33.3	(8)	37.5	(9)	16.7	(4)	12.5	(3)	0.0	(0)
Consumer Protection	16.2	(6)	35.1	(13)	18.9	(7)	8.1	(3)	21.6	(8)
DWC Carriers	0.0	(0)	50.0	(2)	25.0	(1)	25.0	(1)	0.0	(0)
DWC Employers	0.0	(0)	40.0	(4)	50.0	(5)	10.0	(1)	0.0	(0)
DWC Health Care Providers	0.0	(0)	50.0	(3)	16.7	(1)	33.3	(2)	0.0	(0)
DWC Injured Employees	15.2	(5)	21.2	(7)	27.3	(9)	18.2	(6)	18.2	(6)
Financial	21.4	(3)	64.3	(9)	7.1	(1)	0.0	(0)	7.1	(1)
Life and Health	18.2	(2)	45.5	(5)	9.1	(1)	18.2	(2)	9.1	(1)
Property and Casualty	11.1	(1)	22.2	(2)	33.3	(3)	33.3	(3)	0.0	(0)
State Fire Marshal's Office	16.7	(2)	41.7	(5)	41.7	(5)	0.0	(0)	0.0	(0)

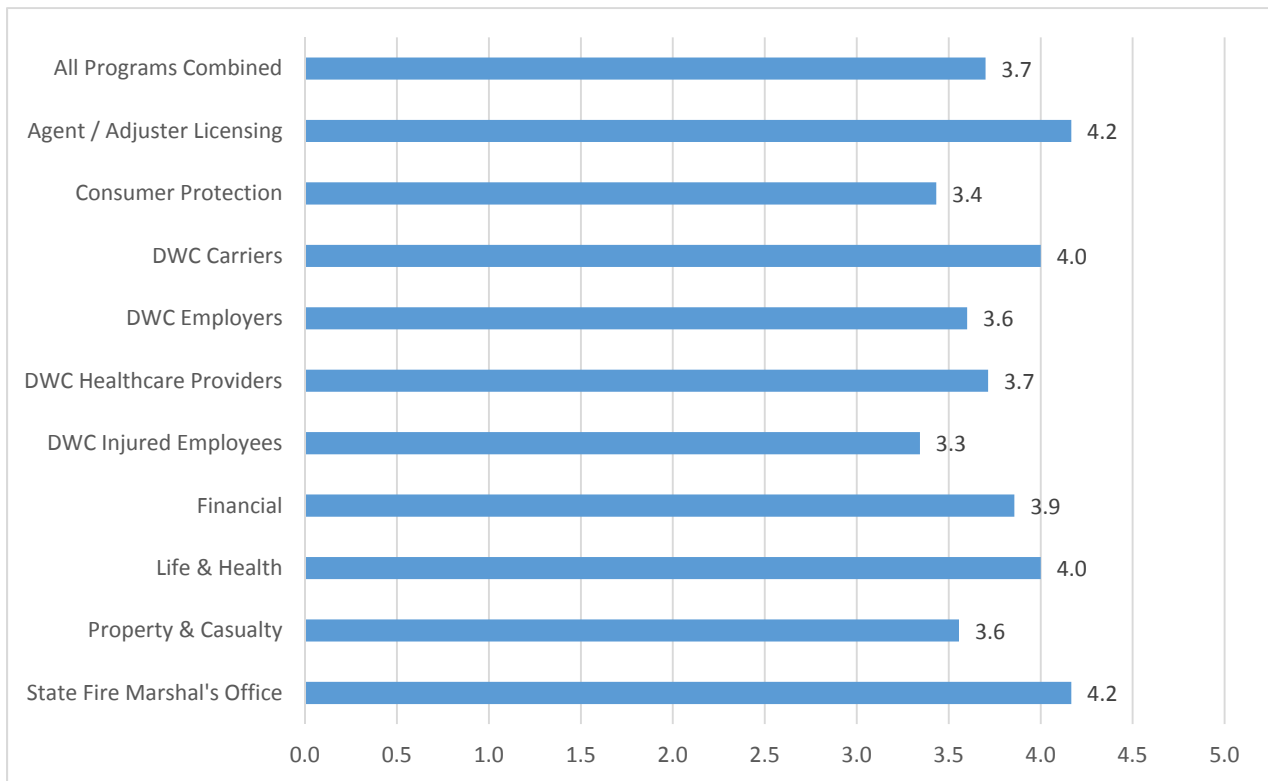
**Figure 5.2: TDI and DWC Offices are Clearly Identified with Signs.
Average Score by Program**



**Table 5.3: TDI and DWC Offices are Clean.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	22.5	(36)	41.9	(67)	24.4	(39)	5.6	(9)	5.6	(9)
Agent / Adjuster Licensing	45.8	(11)	29.2	(7)	20.8	(5)	4.2	(1)	0.0	(0)
Consumer Protection	18.9	(7)	37.8	(14)	21.6	(8)	10.8	(4)	10.8	(4)
DWC Carriers	0.0	(0)	100.0	(4)	0.0	(0)	0.0	(0)	0.0	(0)
DWC Employers	10.0	(1)	40.0	(4)	50.0	(5)	0.0	(0)	0.0	(0)
DWC Health Care Providers	0.0	(0)	71.4	(5)	28.6	(2)	0.0	(0)	0.0	(0)
DWC Injured Employees	12.5	(4)	37.5	(12)	31.3	(10)	9.4	(3)	9.4	(3)
Financial	35.7	(5)	35.7	(5)	14.3	(2)	7.1	(1)	7.1	(1)
Life and Health	27.3	(3)	45.5	(5)	27.3	(3)	0.0	(0)	0.0	(0)
Property and Casualty	11.1	(1)	55.6	(5)	22.2	(2)	0.0	(0)	11.1	(1)
State Fire Marshal's Office	33.3	(4)	50.0	(6)	16.7	(2)	0.0	(0)	0.0	(0)

**Figure 5.3: TDI and DWC Offices are Clean.
Average Score by Program**



Printed Information

Satisfaction with the agency's printed information

The *Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2019-2023* recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the agency's printed information:

- The customer received printed information (such as brochures, handouts, books, etc.) explaining the services available.
- The printed information was clear and understandable.
- Printed brochures or written material provided thorough and accurate information.

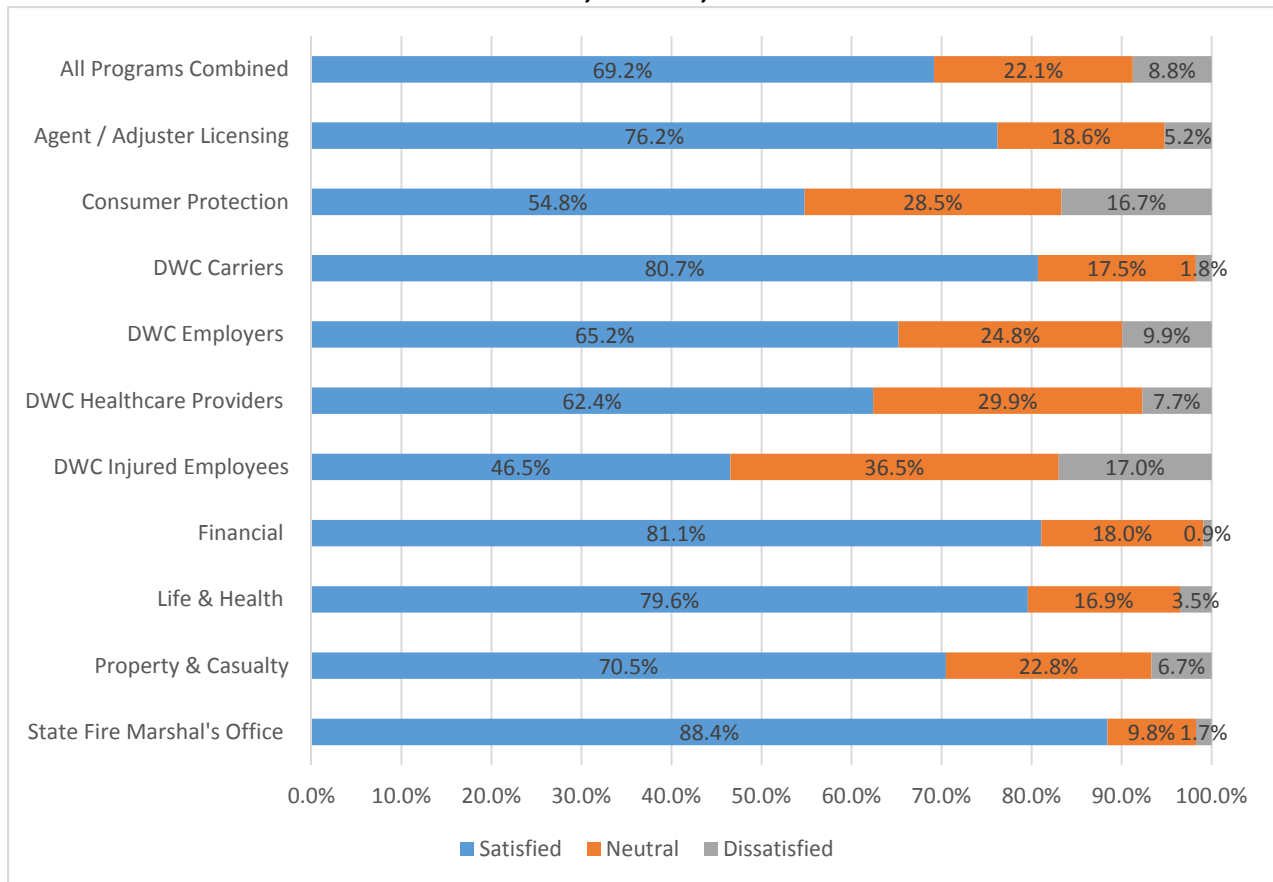
These suggestions formed the basis for five survey questions that asked TDI customers whether the agency's printed information is accurate, understandable, useful, well-designed, and interesting given the topic. As shown in Figure 6, 6 of 10 customer groups were satisfied with agency printed information at a level of about 70 percent satisfaction or higher. In addition, the data show that:

- For all programs combined, printed information scores decreased from 2016 to 2018, from 77 percent to 69.2 percent.
- SFMO reported an 88.4 percent satisfaction score with printed information. The second highest scoring customer group was Financial, at 81.1 percent.
- DWC Injured Employees scored the lowest at 46.5 percent, followed by Consumer Protection at 54.4 percent. For Consumer Protection, this represents an increase of about 7 percentage points from 2016.

**Table 6: Printed Information Composite
Percent Agreement by Response**

Program	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
All Programs Combined	25.9	43.3	22.1	4.9	3.9
Agent / Adjuster Licensing	30.7	45.5	18.6	3.2	2.0
Consumer Protection	20.0	34.8	28.5	8.9	7.8
DWC Carriers	19.3	61.4	17.5	1.8	0.0
DWC Employers	29.8	35.4	24.8	7.5	2.5
DWC Health Care Providers	13.7	48.7	29.9	7.7	0.0
DWC Injured Employees	13.8	32.7	36.5	5.0	11.9
Financial	27.9	53.2	18.0	0.5	0.5
Life and Health	28.5	51.1	16.9	3.2	0.4
Property and Casualty	23.4	47.1	22.8	2.8	3.9
State Fire Marshal's Office	36.9	51.5	9.8	0.9	0.9

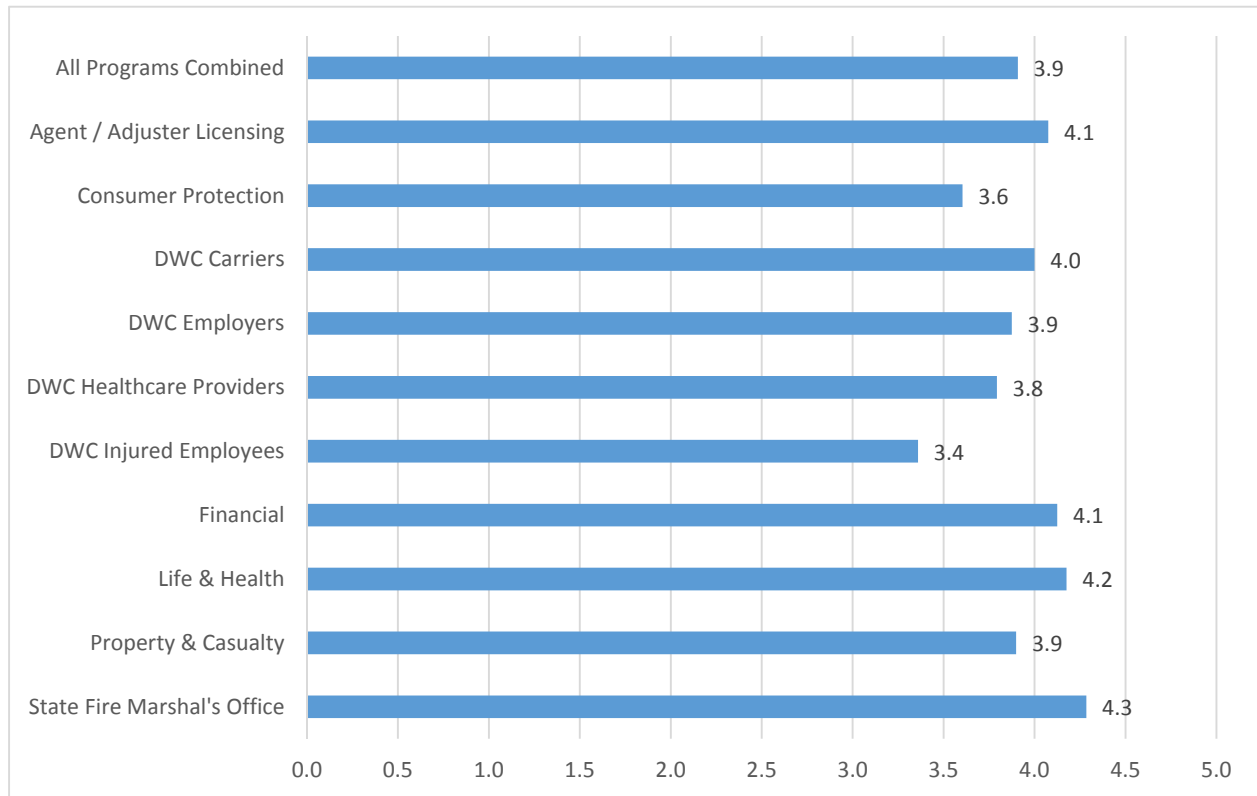
**Figure 6: Printed Information Composite
Percent Satisfied, Neutral, and Dissatisfied**



**Table 6.1: Agency Brochures, Publications, and Other Printed Information are Accurate.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	28.1	(296)	44.9	(474)	20.2	(213)	3.4	(36)	3.4	(36)
Agent / Adjuster Licensing	33.7	(94)	45.5	(127)	17.6	(49)	1.1	(3)	2.2	(6)
Consumer Protection	21.4	(68)	38.1	(121)	26.7	(85)	7.2	(23)	6.6	(21)
DWC Carriers	20.0	(3)	60.0	(9)	20.0	(3)	0.0	(0)	0.0	(0)
DWC Employers	30.0	(12)	40.0	(16)	20.0	(8)	7.5	(3)	2.5	(1)
DWC Health Care Providers	17.2	(5)	51.7	(15)	24.1	(7)	6.9	(2)	0.0	(0)
DWC Injured Employees	12.8	(5)	33.3	(13)	41.0	(16)	2.6	(1)	10.3	(4)
Financial	28.6	(16)	55.4	(31)	16.1	(9)	0.0	(0)	0.0	(0)
Life and Health	33.8	(25)	51.4	(38)	13.5	(10)	1.4	(1)	0.0	(0)
Property and Casualty	23.6	(21)	51.7	(46)	19.1	(17)	2.2	(2)	3.4	(3)
State Fire Marshal's Office	40.5	(47)	50.0	(58)	7.8	(9)	0.9	(1)	0.9	(1)

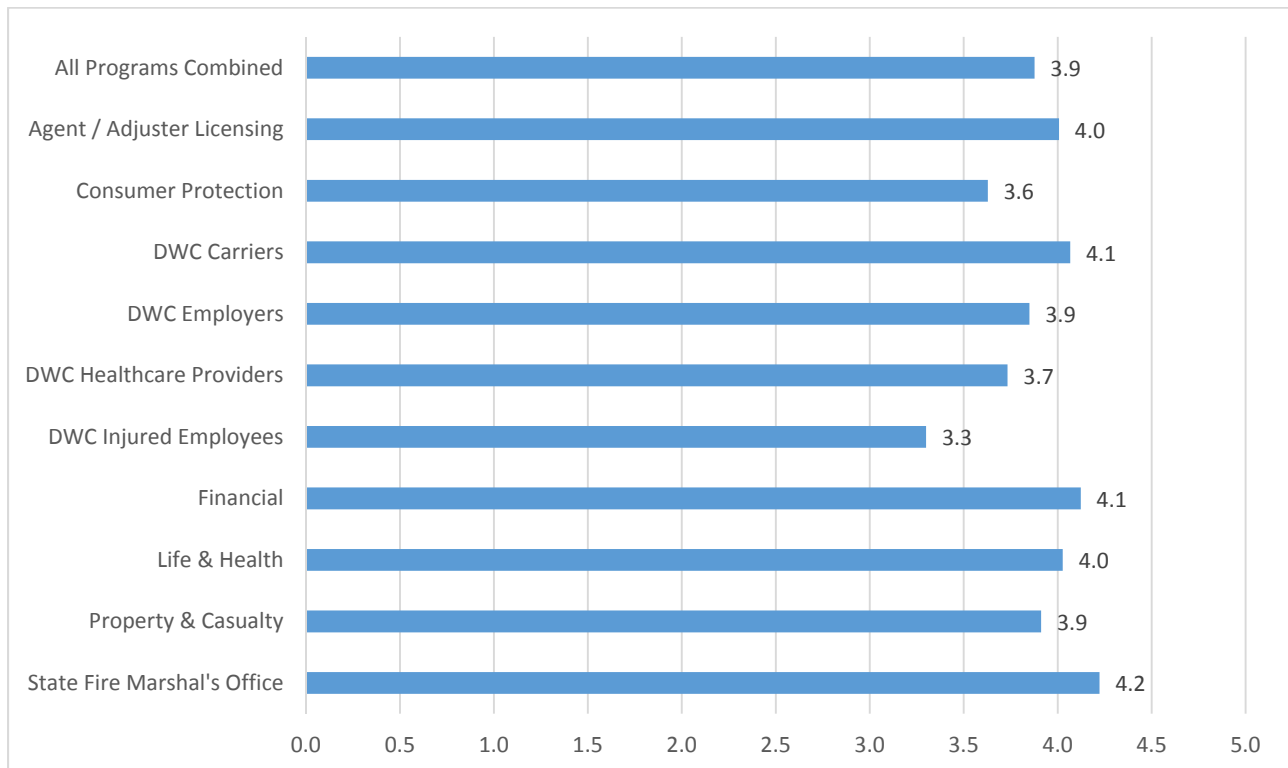
**Figure 6.1: Agency Brochures, Publications, and Other Printed Information are Accurate.
Average Score by Program**



**Table 6.2: Agency Brochures, Publications, and Other Printed Information are Understandable.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	26.2	(279)	47.4	(505)	17.6	(187)	5.5	(59)	3.3	(35)
Agent / Adjuster Licensing	30.2	(85)	49.1	(138)	13.2	(37)	6.0	(17)	1.4	(4)
Consumer Protection	20.9	(67)	41.3	(132)	24.1	(77)	7.2	(23)	6.6	(21)
DWC Carriers	20.0	(3)	66.7	(10)	13.3	(2)	0.0	(0)	0.0	(0)
DWC Employers	30.0	(12)	37.5	(15)	22.5	(9)	7.5	(3)	2.5	(1)
DWC Health Care Providers	13.3	(4)	53.3	(16)	26.7	(8)	6.7	(2)	0.0	(0)
DWC Injured Employees	12.5	(5)	35.0	(14)	35.0	(14)	5.0	(2)	12.5	(5)
Financial	28.1	(16)	59.6	(34)	10.5	(6)	0.0	(0)	1.8	(1)
Life and Health	27.0	(20)	54.1	(40)	13.5	(10)	5.4	(4)	0.0	(0)
Property and Casualty	25.3	(23)	50.5	(46)	16.5	(15)	5.5	(5)	2.2	(2)
State Fire Marshal's Office	37.6	(44)	51.3	(60)	7.7	(9)	2.6	(3)	0.9	(1)

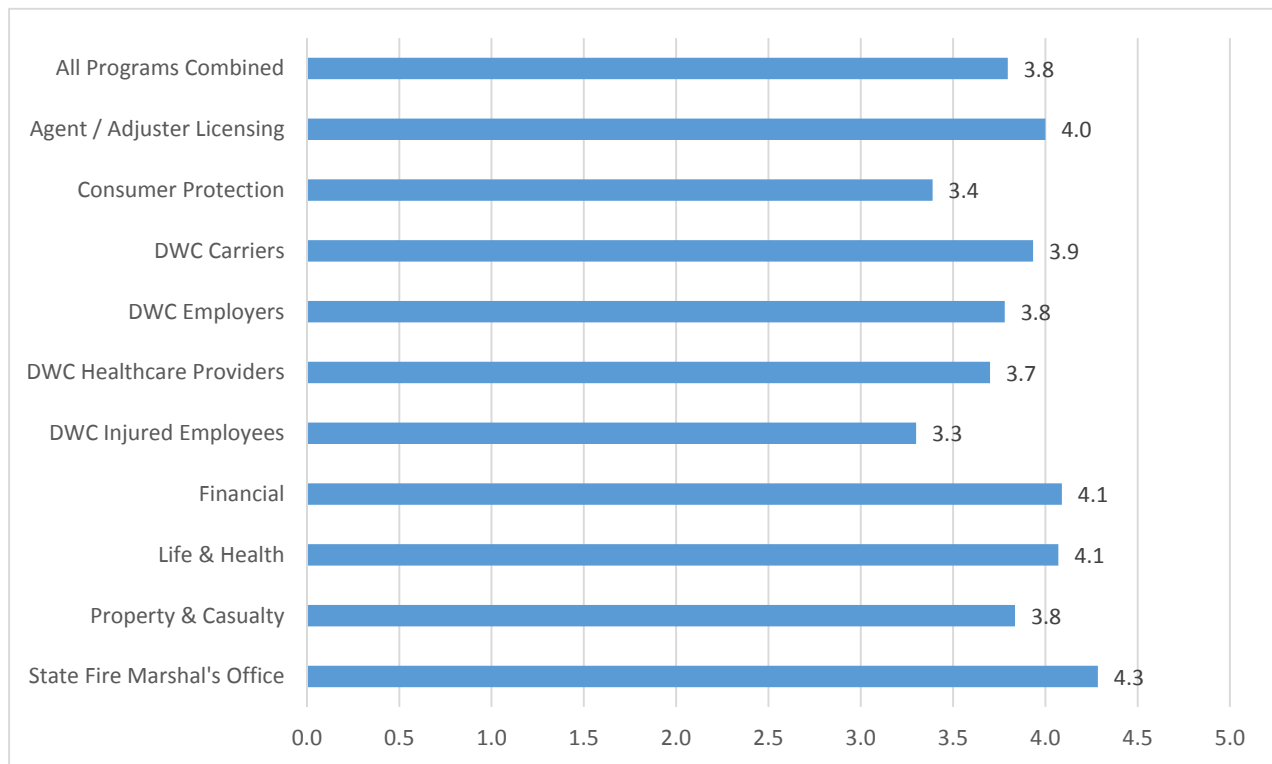
**Figure 6.2: Agency Brochures, Publications, and Other Printed Information are Understandable.
Average Score by Program**



**Table 6.3: Agency Brochures, Publications, and Other Printed Information are Useful.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	26.6	(283)	41.9	(446)	20.8	(222)	6.0	(64)	4.7	(50)
Agent / Adjuster Licensing	32.0	(90)	43.8	(123)	18.9	(53)	2.8	(8)	2.5	(7)
Consumer Protection	19.8	(64)	32.1	(104)	25.3	(82)	13.0	(42)	9.9	(32)
DWC Carriers	20.0	(3)	60.0	(9)	13.3	(2)	6.7	(1)	0.0	(0)
DWC Employers	29.3	(12)	34.1	(14)	24.4	(10)	9.8	(4)	2.4	(1)
DWC Health Care Providers	16.7	(5)	43.3	(13)	33.3	(10)	6.7	(2)	0.0	(0)
DWC Injured Employees	15.0	(6)	32.5	(13)	32.5	(13)	7.5	(3)	12.5	(5)
Financial	30.4	(17)	50.0	(28)	17.9	(10)	1.8	(1)	0.0	(0)
Life and Health	28.2	(20)	53.5	(38)	15.5	(11)	2.8	(2)	0.0	(0)
Property and Casualty	23.1	(21)	47.3	(43)	24.2	(22)	1.1	(1)	4.4	(4)
State Fire Marshal's Office	38.8	(45)	52.6	(61)	7.8	(9)	0.0	(0)	0.9	(1)

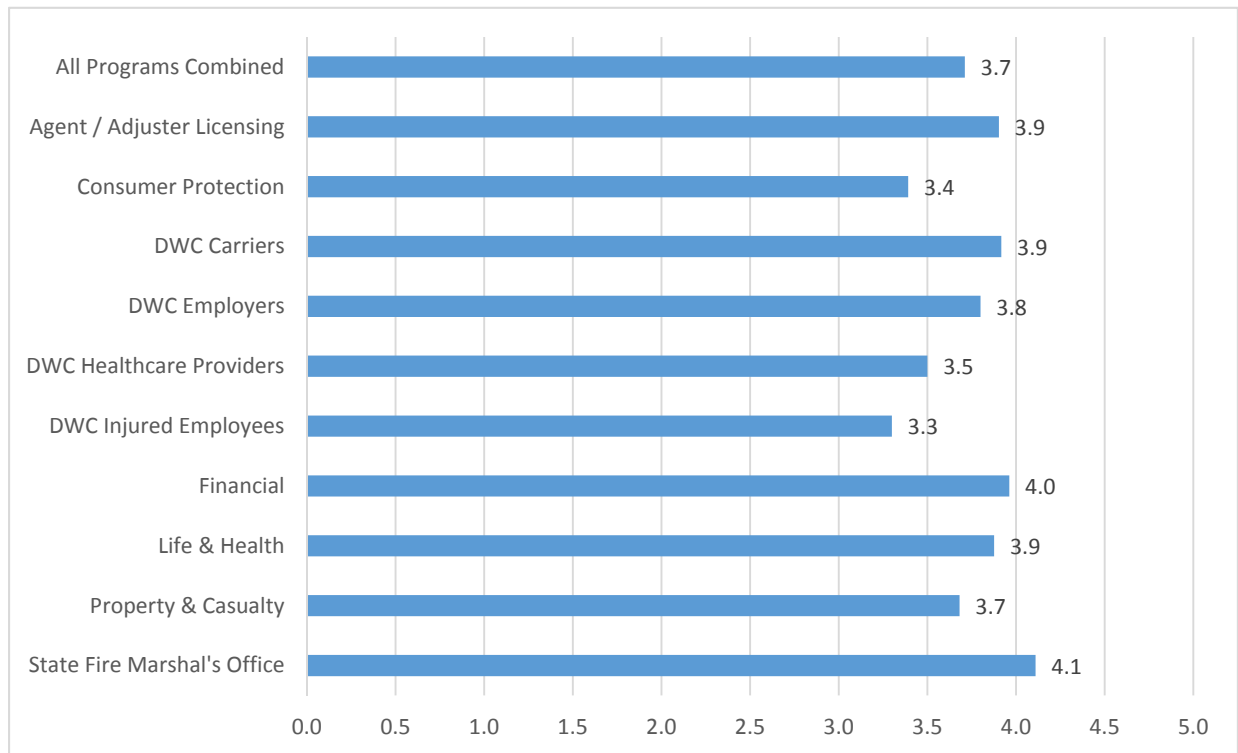
**Figure 6.3: Agency Brochures, Publications, and Other Printed Information are Useful.
Average Score by Program**



**Table 6.4: Agency Brochures, Publications, and Other Printed Information are Interesting Given the Topic.
Percent Agreement & Count by Response**

Program	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	22.7	(231)	38.6	(393)	30.1	(306)	4.4	(45)	4.2	(43)
Agent / Adjuster Licensing	26.8	(72)	43.5	(117)	24.9	(67)	3.0	(8)	1.9	(5)
Consumer Protection	17.8	(56)	27.7	(87)	38.2	(120)	8.3	(26)	8.0	(25)
DWC Carriers	16.7	(2)	58.3	(7)	25.0	(3)	0.0	(0)	0.0	(0)
DWC Employers	30.0	(12)	30.0	(12)	32.5	(13)	5.0	(2)	2.5	(1)
DWC Health Care Providers	7.1	(2)	46.4	(13)	35.7	(10)	10.7	(3)	0.0	(0)
DWC Injured Employees	15.0	(6)	30.0	(12)	37.5	(15)	5.0	(2)	12.5	(5)
Financial	24.5	(13)	47.2	(25)	28.3	(15)	0.0	(0)	0.0	(0)
Life and Health	24.6	(16)	44.6	(29)	26.2	(17)	3.1	(2)	1.5	(1)
Property and Casualty	21.6	(19)	38.6	(34)	31.8	(28)	2.3	(2)	5.7	(5)
State Fire Marshal's Office	30.3	(33)	52.3	(57)	16.5	(18)	0.0	(0)	0.9	(1)

**Figure 6.4: Agency Brochures, Publications, and Other Printed Information are Interesting Given the Topic.
Average Score by Program**

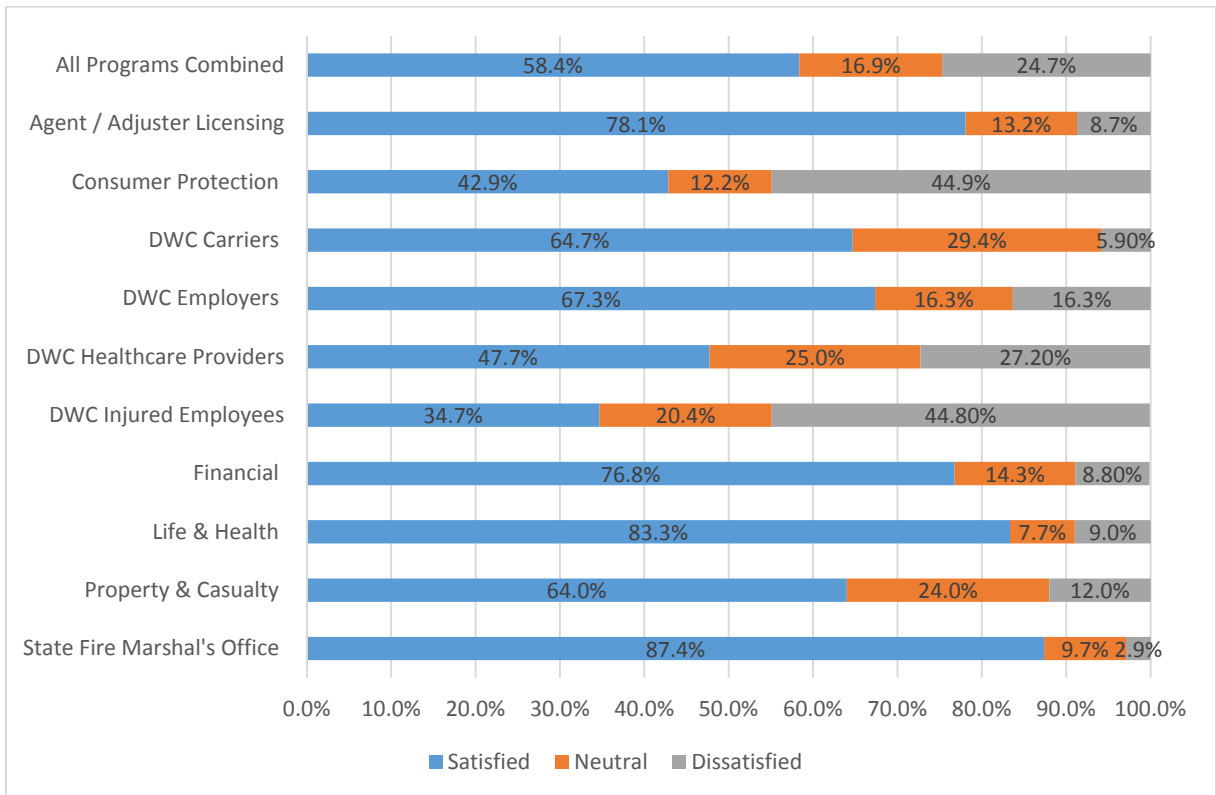


Overall Satisfaction with the Agency

As shown in Figure 7: Overall Satisfaction with the Agency, 58.4 percent of customers expressed that they were very satisfied or satisfied. The overall satisfaction section is obtained from a single item, “Rate your overall satisfaction with TDI.” When comparing this single item to all other service areas (staff, telephone, office, etc.), it typically scored about the same or slightly lower in comparison. Agent / Adjuster Licensing, Financial, Life and Health, and State Fire Marshal’s Office scored 75 percent or higher in overall satisfaction.

Customers were asked two additional questions about their satisfaction with the information they received from the agency and their satisfaction with agency staff. Results for satisfaction with the information customers received from the agency are about the same as results for overall satisfaction with the agency. Results for satisfaction with agency staff are slightly higher and are about equivalent to the results for the questions about satisfaction with staff asked earlier in the survey.

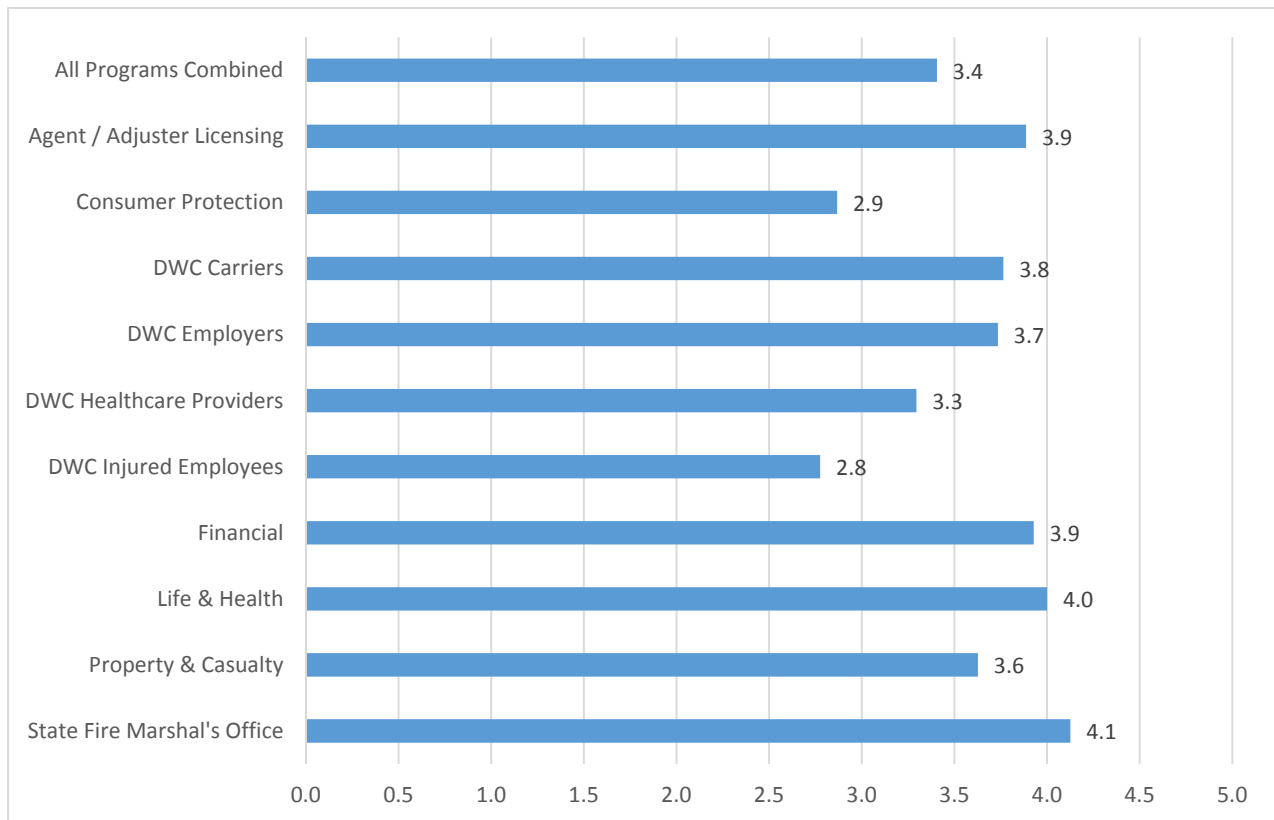
**Table 7: Overall Satisfaction with TDI and DWC
Percent Satisfied, Neutral, and Dissatisfied**



**Table 7.1: Overall Satisfaction with TDI and DWC
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	19.6	(249)	38.8	(493)	16.9	(215)	12.0	(153)	12.7	(161)
Agent / Adjuster Licensing	23.5	(73)	54.5	(169)	13.2	(41)	4.5	(14)	4.2	(13)
Consumer Protection	13.9	(68)	29.0	(142)	12.2	(60)	19.8	(97)	25.1	(123)
DWC Carriers	17.6	(3)	47.1	(8)	29.4	(5)	5.9	(1)	0.0	(0)
DWC Employers	28.6	(14)	38.8	(19)	16.3	(8)	10.2	(5)	6.1	(3)
DWC Health Care Providers	13.6	(6)	34.1	(15)	25.0	(11)	22.7	(10)	4.5	(2)
DWC Injured Employees	10.2	(5)	24.5	(12)	20.4	(10)	22.4	(11)	22.4	(11)
Financial	26.8	(15)	50.0	(28)	14.3	(8)	7.1	(4)	1.8	(1)
Life and Health	29.5	(23)	53.8	(42)	7.7	(6)	5.1	(4)	3.8	(3)
Property and Casualty	14.7	(11)	49.3	(37)	24.0	(18)	8.0	(6)	4.0	(3)
State Fire Marshal's Office	30.1	(31)	57.3	(59)	9.7	(10)	1.0	(1)	1.9	(2)

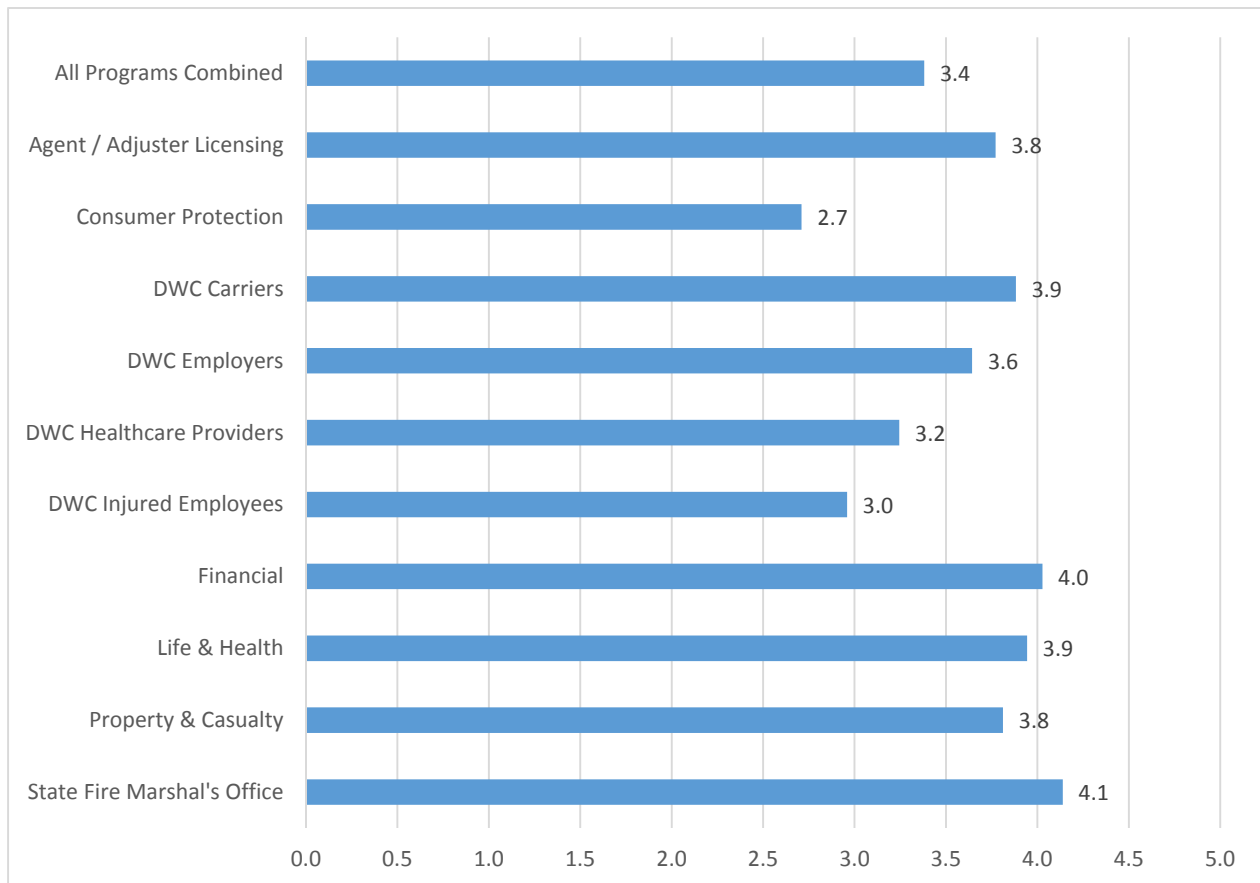
**Figure 7.1: Overall Satisfaction with TDI and DWC
Average Score by Program**



**Table 8: Satisfaction with Information Received from TDI and DWC
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	22.0	(350)	33.8	(537)	17.7	(282)	13.3	(211)	13.2	(210)
Agent / Adjuster Licensing	26.1	(104)	39.7	(158)	23.9	(95)	5.8	(23)	4.5	(18)
Consumer Protection	14.9	(90)	19.4	(117)	15.2	(92)	22.8	(138)	27.6	(167)
DWC Carriers	23.5	(4)	47.1	(8)	23.5	(4)	5.9	(1)	0.0	(0)
DWC Employers	28.6	(16)	33.9	(19)	19.6	(11)	8.9	(5)	8.9	(5)
DWC Health Care Providers	10.2	(5)	34.7	(17)	30.6	(15)	18.4	(9)	6.1	(3)
DWC Injured Employees	10.2	(5)	30.6	(15)	20.4	(10)	22.4	(11)	16.3	(8)
Financial	31.5	(23)	49.3	(36)	9.6	(7)	9.6	(7)	0.0	(0)
Life and Health	30.2	(32)	46.2	(49)	14.2	(15)	6.6	(7)	2.8	(3)
Property and Casualty	21.8	(22)	53.5	(54)	11.9	(12)	9.9	(10)	3.0	(3)
State Fire Marshal's Office	35.8	(49)	46.7	(64)	15.3	(21)	0.0	(0)	2.2	(3)

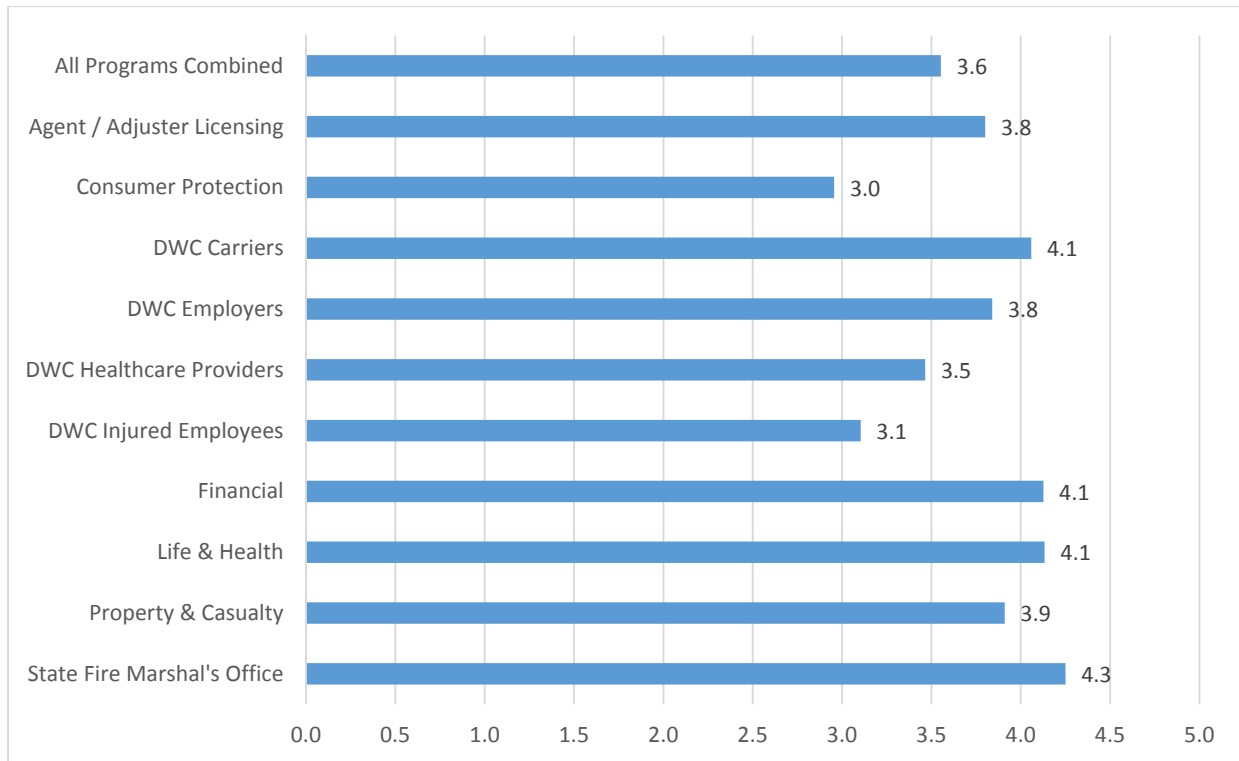
**Figure 8: Satisfaction with Information Received from TDI and DWC
Average Score by Program**



**Table 9: Satisfaction with Agency Staff
Percent Satisfaction & Count by Response**

Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
All Programs Average	27.1	(387)	32.1	(458)	20.9	(298)	9.0	(128)	11.0	(157)
Agent / Adjuster Licensing	29.1	(101)	35.4	(123)	27.1	(94)	3.2	(11)	5.2	(18)
Consumer Protection	16.8	(87)	21.6	(112)	24.1	(125)	15.6	(81)	22.0	(114)
DWC Carriers	29.4	(5)	52.9	(9)	11.8	(2)	5.9	(1)	0.0	(0)
DWC Employers	40.0	(20)	26.0	(13)	18.0	(9)	10.0	(5)	6.0	(3)
DWC Health Care Providers	25.6	(11)	25.6	(11)	23.3	(10)	20.9	(9)	4.7	(2)
DWC Injured Employees	14.6	(7)	31.3	(15)	22.9	(11)	12.5	(6)	18.8	(9)
Financial	40.8	(29)	42.3	(30)	7.0	(5)	8.5	(6)	1.4	(1)
Life and Health	39.0	(41)	44.8	(47)	9.5	(10)	3.8	(4)	2.9	(3)
Property and Casualty	31.0	(31)	44.0	(44)	15.0	(15)	5.0	(5)	5.0	(5)
State Fire Marshal's Office	43.0	(55)	42.2	(54)	13.3	(17)	0.0	(0)	1.6	(2)

**Figure 9: Satisfaction with Agency Staff
Average Score by Program**



Interaction with the Division of Workers' Compensation

An item asking customers whether their interaction was with the Division of Workers' Compensation was added to the survey this year. While the DWC program area customers responded "Yes" at a higher rate, there were still a considerable number of DWC customers who responded "No" and non-DWC customers who responded "Yes." DWC Employers and DWC Healthcare Providers customers responded "Yes" at especially low rates – 32.8 percent and 22.4 percent, respectively.

**Table 10: Was Your Interaction with the Division of Workers' Compensation?
Percent Agreement & Count by Response**

Program	Yes		No		Total	
	Percent	Count	Percent	Count	Percent	Count
All Programs Average	11.0	(217)	89.0	(1748)	100.0	(1965)
Agent / Adjuster Licensing	7.9	(43)	92.1	(504)	100.0	(547)
Consumer Protection	7.7	(53)	92.4	(640)	100.0	(693)
DWC Carriers	72.2	(13)	5	(27.78)	100.0	(18)
DWC Employers	32.8	(20)	67.2	(41)	100.0	(61)
DWC Health Care Providers	22.4	(13)	77.6	(45)	100.0	(58)
DWC Injured Employees	83.7	(41)	16.3	(8)	100.0	(49)
Financial	9.4	(9)	90.6	(87)	100.0	(96)
Life and Health	0.7	(1)	139	(99.3)	100.0	(140)
Property and Casualty	7.9	(10)	117	(92.1)	100.0	(127)
State Fire Marshal's Office	8.0	(14)	92.0	(162)	100.0	(176)

Customers' Self-Reported Descriptions

The survey presented each respondent with a list of customer descriptions and asked the respondent to select the description that best applied to his or her role as a customer of TDI. Respondents also could supply "Other" descriptions. Some customers selected multiple descriptions, and some customers did not answer the question. IOE staff analyzed the "Other" descriptions and generated additional categories as needed. Table 11 below summarizes customers' self-reported and "Other" descriptions.

The survey was administered in such a way that it did not rely on individuals to self-select the customer description. Each survey was collected and categorized by the customer grouping indicated by TDI.

Table 11: Customers' Self-Reported Descriptions

Originally Listed Description	Count	"Other" Descriptions	Count
Agent/Adjuster	592	Supplied other job title/description	90
Consumer	447	Infrequent or miscellaneous response	42
Insurance Industry Representative	313	Claimant or family member of claimant	33
State Fire Marshal's Office Customer	139	Firefighter, Volunteer Firefighter, Pyrotech.	14
Health Care Provider	97	Investigator	14
Employer	87	Attorney/Legal Assistant/Paralegal	2
Injured Employee	65		
Workers' Compensation Carrier	14		
Law Enforcement Entity	8		
Workers' Compensation Health Care Network	5		
Open Records Requestor	3		

Although self-reported descriptions do not necessarily correspond to TDI's programs, it is plausible to assume that self-reported employers, injured employees, health care providers, workers' compensation carriers, and workers' compensation health care network respondents were customers of a program within the DWC.

Primary Reason Customers Contacted the Agency

The agency asked customers to state the primary reason they contacted TDI and to rate their level of satisfaction with the service received from TDI regarding that issue. As Table 12 shows, the primary reason that a customer contacted TDI was closely related to the function of the TDI program division that was contacted. For example, respondents identified as having contacted DWC Employers, DWC Health Care Providers, and DWC Injured Employees (programs 4, 5, and 6) were most likely to contact the agency because of issues relating to workers' compensation. Similar results are evident for the other program divisions.

Table 12: Most Frequent Reasons for Contacting the Agency

Comment Theme	Texas Department of Insurance Programs*										
	1	2	3	4	5	6	7	8	9	10	Total
Related to licensing or certification	212	82	1	7	1	2	26	4	15	61	411
Related to filing rates, forms, or reports	37	54	7	7	5	4	22	74	32	18	260
Related to regulated entity	2	196	0	2	17	1	13	17	7	0	255
Related to premium, coverage, or settling a claim	16	124	0	4	11	3	3	4	14	0	179
Related to health insurance or providers	3	43	0	2	2	2	2	14	0	0	68
Related to SFMO	0	1	0	5	0	0	0	0	1	47	54
Related to workers' compensation	3	1	2	7	3	28	0	0	1	0	45
Related to insurance fraud	2	27	0	2	0	0	1	0	0	0	32
Related to windstorm/TWIA	2	5	0	0	0	0	0	0	25	0	32
Did not contact TDI/don't recall	5	11	0	0	0	2	1	0	0	3	22
Information request	1	6	0	0	0	0	0	0	0	0	7
Related to training or conference	1	0	0	0	0	0	2	0	0	0	3
Miscellaneous or infrequent response	75	68	0	0	4	0	5	5	4	0	161
Total	359	618	10	36	43	42	75	118	99	129	1529

***Key to TDI program divisions:**

- 1. Agent / Adjuster Licensing
- 2. Consumer Protection
- 3. DWC Carriers
- 4. DWC Employers

- 5. DWC Health Care Providers
- 6. DWC Injured Employees
- 7. Financial

- 8. Life & Health
- 9. Property & Casualty
- 10. SFMO

Customers' Comments Regarding How TDI Can Improve its Service

The final question of the survey asked TDI customers to suggest ways that the agency can improve its service. As shown in Table 13, many customers expressed unsolicited praise for the agency or agency staff. A large number of customers expressed that the agency's forms and website needed to be improved. Customers also suggested that TDI increase the number of staff working in the agency. Consumer Protection customers had the most recommendations for improving agency services, with 536. This result is to be expected given the large number of CP customers who participated in the survey.

Table 13: Most Frequent Suggestions for Improving Agency Services

Comment Theme	Texas Department of Insurance Programs*										
	1	2	3	4	5	6	7	8	9	10	Total
Improve forms, documentation, or reports	19	61	0	0	1	0	6	17	11	10	125
Provide more frequent updates or better information	6	77	0	3	6	3	8	8	7	4	122
Respond in a more timely manner	23	67	0	1	3	4	5	8	8	2	121
Expressed praise for TDI or agency staff	25	35	4	4	2	1	8	10	11	10	110
Improve licensing process	31	53	0	0	0	0	2	1	2	17	106
No improvement necessary; no	30	29	0	1	2	5	7	7	1	13	95
Improve complaint process	3	71	0	0	1	0	0	2	0	3	80
Improve telephone service	30	25	0	0	0	0	3	6	2	4	70
Website needs to be improved	21	9	0	5	2	0	5	6	4	9	61
Improve filing process	4	24	0	0	0	1	6	12	8	0	55
Improve staff training: courtesy, customer	9	22	3	0	2	5	1	1	1	3	47
Improve staff training: more substantive knowledge	11	6	1	2	2	2	4	3	3	2	36
Needs more enforcement authority or	1	20	0	2	8	2	0	0	1	0	34
Improve WC system	0	7	0	3	2	5	0	0	0	0	17
TDI should be more impartial	0	6	0	1	2	2	0	0	0	2	13
Reduce costs to customers	1	8	0	0	1	0	0	0	1	0	11
Increase number of TDI employees	3	3	0	1	0	1	0	0	0	2	10
Miscellaneous or infrequent response	30	13	0	2	4	4	0	0	7	0	60
Total	247	536	8	25	38	35	55	81	67	81	1173

***Key to TDI program divisions:**

- 1. Agent / Adjuster Licensing
- 2. Consumer Protection
- 3. DWC Carriers
- 4. DWC Employers

- 5. DWC Health Care Providers
- 6. DWC Injured Employees
- 7. Financial

- 8. Life & Health
- 9. Property & Casualty
- 10. SFMO

Limitations of the Study

The survey process did result in a sufficient number of valid responses to provide statistically reliable results. However, on several measures the number of respondents who gave an opinion was limited in number that any direct generalization of the findings from a small population to the overall customer population of TDI should only be made understanding the limitation of the data. In other words, general trends or generalizing to the entire population maybe considered as plausible, but not fully supported by the data findings.

Customer group listings collected and provided by the agency may need additional vetting to insure accuracy and applicability. For example, not all customer groups had complete contact information, and all respondents were not individually or specifically referenced. Moreover, sampling of additional customers was used to compensate for inaccurate contact information.

Customers were categorized using the taxonomy provided by TDI. However, on the section where customers were allowed to indicate the customer grouping in which they self-identified, frequently they did not correspond with each other. This could be due to customers not knowing what customer category or service area with which they were identified.

Appendix A Methodology

The methodology used to conduct the TDI Customer Satisfaction Survey was prepared by the IOE staff according to established guidelines for scientific surveys. The content of the survey was revised by TDI staff in an effort to update the survey from the prior instrument. To ensure content accuracy, thoroughness, and readability of the survey documents, the staff obtained comments and suggestions from representatives of TDI regarding the final edited instrument. The final content of the survey was at the direction of TDI.

The surveys were fielded in two phases between January to March of 2018. An online survey was conducted during the months of February and March that was directed to survey recipients who included an e-mail address in the information they respondents had on file with TDI. A subsequent email survey was directed to recipients within a few days to increase response rate in low responding categories. Hard copy surveys were sent customers in program areas that did not report email addresses. In order to not exceed budgetary requirements, only a single mailing was conducted.

From the complete listing of all customers who contacted TDI in 2017, the IOE asked approximately 8950 TDI customers to participate in the survey. TDI is organized into 10 program areas, and each area supplied data for the project. Two customer groups (DWC Carriers, DWC Health Care Providers) had populations small enough to warrant surveying the entire population. Relatively few of these customers had used these programs in the six months before the survey, so excluding even a few of these individuals could have had a significant effect on the findings. For the other eight groups, the population of customers was large enough for sampling purposes. IOE staff selected a sample of customers from each of these groups to participate in the survey. These samples were drawn using probability-based random sampling, a standard technique that ensures impartiality and precise estimates. The overall response rate was 24.9 percent. The final survey response rates were sufficiently large to produce statistically valid results for each of the 10 program areas.

Appendix B

Online Survey Instrument

English ▼



TDI has asked the Institute for Organizational Excellence (IOE) at UT Austin to conduct a customer survey. The State of Texas expects its agencies and their employees to provide customers with quality services. Each state agency is required to assess its customers' satisfaction. This survey is optional, confidential, and takes less than 5 minutes. Your thoughtfulness and honesty are critical. Please contact us at orgexcel@utexas.edu for any questions or visit our website, www.survey.utexas.edu. For many of the items, you will be asked for your level of agreement.

I have interacted with TDI staff?

Yes

No

>>

English ▼

The Texas Department of Insurance's Staff...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
are helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
identify themselves by saying their names or using name tags or plates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



English ▼

I have filed a complaint with the Texas Department of Insurance?

Yes

No



When handling the complaints, the Texas Department of Insurance...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
handles complaints against insurers or regulated entities effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has an easy way to file the complaints about TDI.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
responds to complaints about TDI in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provides updates on the progress of insurance-related complaints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
tells you about the outcome of insurance-related complaints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



English ▼

I have talked on the phone with the Texas Department of Insurance?

Yes

No



English ▼

I have visited one or more of TDI's internet sites (www.tdi.texas.gov; www.helpinsure.com; www.texashealthoptions.com; www.texassure.com; www.haveanexitstrategy.com)?

Yes

No



During telephone conversations, the Texas Department of Insurance's staff...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
provide accurate information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide understandable information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide helpful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
are friendly and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For telephone calls, rate your level of satisfaction with...

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	NA
toll-free telephone access to TDI.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your ability to talk to someone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the amount of time you were on hold.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
how fast TDI returned your calls.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TDI's internet sites (www.tdi.texas.gov; www.helpinsure.com; www.texashealthoptions.com; www.texassure.com; www.haveanexitstrategy.com)...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
are easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly explain services offered by TDI.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide accurate information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provide useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
have helpful search features.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

It is easy to find...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
office locations on TDI's internet sites.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helpful phone numbers on TDI's Internet sites.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

English ▼

I have visited a Texas Department of Insurance or Division of Workers' Compensation office?

Yes

No



English ▼

The Texas Department of Insurance and Division of Workers' Compensation offices are...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
conveniently located.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clearly identified with signs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



English ▾

I have seen printed information from the Texas Department of Insurance?

Yes

No

<<

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English ▾

Agency brochures, publications, and other printed information are...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
understandable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
interesting, given the topic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<<

>>

How do you feel about the Texas Department of Insurance and Division of Workers' Compensation?

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	NA
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Rate your level of satisfaction with the information you got from the agency:

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	NA
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Rate your level of satisfaction with the agency staff who worked with you:

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	NA
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Was your interaction with the Division of Workers' Compensation?

Yes	No
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Select the option that best describes you.

- Agent / Adjuster
- Consumer
- Employer
- Health Care Provider
- Injured Employee
- Insurance Industry Representative
- Law Enforcement Entity
- Open Records Requestor
- State Fire Marshal's Office Customer
- Workers' Compensation Carrier
- Workers' Compensation Health Care Network
- Other

Indicate the primary reason you contacted the TDI.

How can TDI improve its services?



We thank you for your time spent taking this survey.
Your response has been recorded.