

# The Texas Department of Insurance Customer Service Report



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# 1. INTRODUCTION

## 1.1 Purpose

The Texas Government Code, Chapter 2114.002, requires all Texas agencies and institutions of higher education to provide a customer service report to the Office of the Governor's Budget and Policy team (OOG) and the Legislative Budget Board (LBB). The OOG and LBB are required to jointly create a measure for customer service satisfaction and standardize performance measures for agencies. In an effort to hear from customers of the Texas Department of Insurance (TDI), a customer service survey was conducted. TDI contracted with The University of Texas at Austin's Institute for Organizational Excellence (IOE) to perform this work and serve as an external evaluator.

## 1.2 Background

In January 2024, TDI enlisted the IOE to formally measure and evaluate customers' perceptions about services provided by TDI. The IOE conducted customer service surveys for TDI.

## 1.3 Scope

The survey was designed to reach a stratified randomized sample of TDI customers. This approach provided a formalized mechanism for data collection, analysis, and reporting on customers' responses. In addition to gathering important perception data on TDI's services, the survey served as an outreach communication to respondents about how TDI values feedback. Moreover, the survey was an educational tool and a method for promoting transparent and inclusive government.

IOE built upon previous opinion-gathering methods, findings, and the strategic direction set forth by the OOG, LBB, IOE, and TDI. The scope of the process and design of the survey included items to evaluate facilities, interactions with staff, communications, websites, complaint handling processes, the ability to serve customers in a timely fashion, printed information, and general satisfaction with services received.

This report summarizes the methodology and results of the Customer Service Survey conducted from Feb. 5 through Feb. 26, 2024. To improve the response rate, reminders were sent on Feb. 15 and Feb. 21 to individuals who had yet to respond.

## **1.4 Institute for Organizational Excellence**

Since 1979, the IOE has provided survey research services to over 100 state and local government agencies, institutions of higher education, and private and nonprofit organizations. IOE's primary goal is to promote excellence within organizations by encouraging research and continuing education. The IOE is part of the Steve Hicks School of Social Work at The University of Texas at Austin. The mailing address is 1925 San Jacinto Blvd., Austin, TX, 78712. The institute's contact information is [orgexcel@utexas.edu](mailto:orgexcel@utexas.edu) or 512-471-9831, its website is [www.survey.utexas.edu](http://www.survey.utexas.edu). The TDI project was assigned and co-authored by Hana Lindsey, a master's student at the school. Dr. Noel Landuyt co-authored this report and had technical and editing assistance from Adam Boles, Evelyn Casillas, Geoff Treitel, and Nicole Duson.

## **2. DESCRIPTION OF STUDY**

### **2.1 Primary Objectives**

The primary objective of the survey was to develop, distribute, manage, and prepare a final report of TDI's customer service and overall customer satisfaction.

The first objective was to create a customer service survey containing all new requirements from the OOG and LBB. The first step in creating this updated report was to compile an inventory of TDI customers. From that inventory, individuals were categorized based on customer groups. The second step was to design a concise, yet informative, survey instrument and corresponding methodology to ensure a valid and reliable result. The methodology included elements such as survey development, instrument design, web-based programming, distribution, administration of the instrument, collecting and compiling data, and tabulating and preparing data into a final report.

## 2.2 Inventory of TDI Customers

The following chart lists and describes 2023-2024 TDI customers.

<b>Program</b>	<b>Customer Type</b>	<b>Description of program and customer type</b>
<b>AAL</b>	<b>AI</b>	Agent and Adjuster Licensing - Agencies and individuals
<b>AAL</b>	<b>EP</b>	Agent and Adjuster Licensing - Education providers
<b>CP</b>	<b>CFC</b>	Agent and Adjuster Licensing - Consumers who filed complaints
<b>DWCC</b>	<b>LS*</b>	Division of Workers' Compensation Carriers - Licensed sellers of workers' compensation coverage in Texas
<b>DWCE</b>	<b>EIE</b>	Division of Workers' Compensation Employers – Employers of injured employees with active claims
<b>DWCIE</b>	<b>AC</b>	Division of Workers' Compensation Injured Employees - Injured employees with active claims
<b>DWCHP</b>	<b>HC*</b>	Division of Workers' Compensation Health Care Providers - Healthcare providers who filed complaints
<b>FIN</b>	<b>CSA</b>	Financial Regulation - Carriers submitting applications
<b>FIN</b>	<b>HC</b>	Financial Regulation - Holding company transactions
<b>LH</b>	<b>DS</b>	Life and Health - Life and health and managed care quality assurance data services customers
<b>PC</b>	<b>AC</b>	Property and Casualty - Actuarial customers
<b>PC</b>	<b>DSC</b>	Property and Casualty - Data services customers
<b>PC</b>	<b>IC</b>	Property and Casualty - Inspections customers
<b>SFMO</b>	<b>FIC</b>	State Fire Marshal's Office - Fire inspections customers
<b>SFMO</b>	<b>LAC</b>	State Fire Marshal's Office - Licensing administration customers
<b>SFMO</b>	<b>LIC*</b>	State Fire Marshal's Office - Licensing investigations customers
<b>SFMO</b>	<b>TEXFIRS</b>	State Fire Marshal's Office - TEXFIRS customers

\*Denotes groups that had 5 or less responses and are not displayed on table or graph findings.

## **2.3 Instrument Design**

After the initial draft of the survey and email to respondents was developed in February 2024, the IOE conferred with a TDI liaison who provided feedback. Minor changes were made and TDI leadership approved the final survey before distribution.

The survey instrument had additional features that, depending on the person's response or status, presented them with clarifying or follow-up questions. This process is referred to as "display logic." For example, only respondents who were not satisfied with their interactions with staff were asked to specify which staff services needed improvement. This particular "display logic" was not asked of individuals who said they were "satisfied" with staff. The survey, along with the display logic used, is included in Appendix 6.1.

No qualitative comments were collected. This year, a "Not Applicable" (N/A) option was added to each question.

## **2.4 Sample Population**

TDI produced a list of its customers from different divisions. After removing mailing addresses, duplicate emails, and cleaning up the list, approximately 370,000 TDI customers remained. The IOE stratified and randomized the customer list in order to produce a representative sample of TDI's external customers.

## **2.5 Survey Administration**

The survey was created and administered via email by the IOE, which held resulting data on encrypted and secure servers to ensure data protection. All individual-specific data held by IOE were deleted from servers at the project's end.

## **2.6 Survey Report**

The report contains aggregate and frequency data from the survey. For each section, data regarding the response rate are provided. To illustrate how respondents are represented as part of the overall external customers, tables detailing actual responses to those sampled are compared. For each survey item, the item text is listed along with the response categories.

In each customer category, the number of individuals included in that selection and the percentage as a portion of the total response rate is calculated. When applicable, a

graphical representation is provided. Responses for scaled items are included. These answers are reported on a scale from "Strongly Unsatisfied" to "Strongly Satisfied." Neutral response rates from "Prefer Not to Answer," "Don't know," and "N/A" are displayed only in the tables. Responses for N/A are not included in the graphics.

Detailed tables are presented for comparisons between groupings. These groupings include, but are not limited to, different divisions. These tables contain a compiled score comparison on items and percentage of responses on items, which allowed for optional choices. Items are scaled from a low of 1 to a high of 5. A satisfaction scale is used and has the following choices:

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5).

Other choices included Prefer Not to Answer, Don't Know, and Not Applicable (N/A) all scaled at (0).

### **3. SUMMARY OF FINDINGS**

#### **3.1 TDI Customer Service Survey**

TDI customers were asked to rate their satisfaction with various services from the agency, including the facilities, staff interaction, communication, TDI's website, the formal complaint handling process, timeliness of service, printed information, and overall satisfaction with TDI. No additional comments were collected.

Out of a sample size of approximately 39,000, 836 responses were received for a 2.1% response rate.

For a measure of overall satisfaction with TDI, all participants were asked to "Please rate your overall satisfaction with TDI." On this item, 591 responses were recorded. Table 1 shows the overall satisfaction with TDI by each customer grouping. Some groups do not show results because not enough data was collected from customers of those groups. These groups won't appear in tables or graphs. The table includes the average score on a 5-point scale with a high of 5 (Strongly Satisfied) to a low of 1 (Strongly Unsatisfied),

the number of respondents for that customer grouping on this item, the standard deviation, and the percentages of respondents indicating satisfaction, neutral, dissatisfaction, and not applicable. In comparison to the survey conducted in 2022, the overall TDI score increased from 3.10 to 3.27.

**Table 1: Overall Satisfaction with TDI**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.14	193	0.98	70.5%	9.3%	6.2%	14.0%
AAL EP	4.20	20	0.75	90.0%	5.0%	5.0%	0.0%
CP CFC	2.4	249	1.50	27.7%	11.6%	59.8%	0.8%
DWCE EIE	3.33	10	1.15	50.0%	20.0%	20.0%	10.0%
DWCIE AC	2.79	21	1.61	38.1%	9.5%	42.9%	9.5%
FIN CSA	3.58	12	1.11	66.7%	16.7%	16.7%	0.0%
FIN HC	4	11	0.74	90.9%	0.0%	9.1%	0.0%
LH DS	3.82	45	0.94	73.3%	13.3%	11.1%	2.2%
PC AC	4.18	18	0.71	77.8%	16.7%	0.0%	5.6%
PC DSC	4.14	58	0.63	84.5%	13.8%	0.0%	1.7%
PC IC	3.85	42	1.09	66.7%	16.7%	14.3%	2.4%
SFMO FIC	4	9	1.07	55.6%	11.1%	11.1%	22.2%
SFMO LAC	4.1	61	0.91	80.3%	11.5%	4.9%	3.3%
TEXFIRS	4.18	21	0.92	61.9%	14.3%	4.8%	19.0%
<b>ALL TDI</b>	<b>3.27</b>	<b>591</b>	<b>1.45</b>	<b>53.8%</b>	<b>12.9%</b>	<b>30.5%</b>	<b>2.9%</b>

Note: Only 591 responses out of the 836 for this item were received. Groups with less than 5 responses are not displayed.

#### 4. FUTURE STUDY RECOMMENDATIONS

The survey results should be reviewed by the agency to ascertain what actions, if any, are needed. Any actions or discussions regarding the survey should be captured and considered for modifications of future questionnaires.

A customer service survey should be regularly scheduled. A timeline for ongoing assessment processes should be established for this customer service survey. The recommendation is to set up a biennial customer service survey, as outlined by the OOG and LBB in the Texas Government Code, Chapter 2114.002.

Any customer service survey should have elements that are measurable over time as well as new elements that may be important to inform customers about program modifications or enhancements.



All customer engagement efforts such as newsletters, announcements, surveys, and communication materials should be inventoried and then coordinated and optimized for clear messaging.

If some customers resist email, it may be that customers need to be approached with different survey instruments such as paper and pencil instruments or by telephone.

## **5. SURVEY RESULTS**

### **5.1 TDI Customer Survey Results**

#### **Response Rate**

The overall response rates were within the anticipated range for a voluntary survey. In the research team's experience, the anticipated response rate was 2% to 10% based on other voluntary surveys conducted using an email distribution method. On the following pages, a variety of data presentations and representations are made. More details regarding this presentation were made in the Survey Reports section of this document.

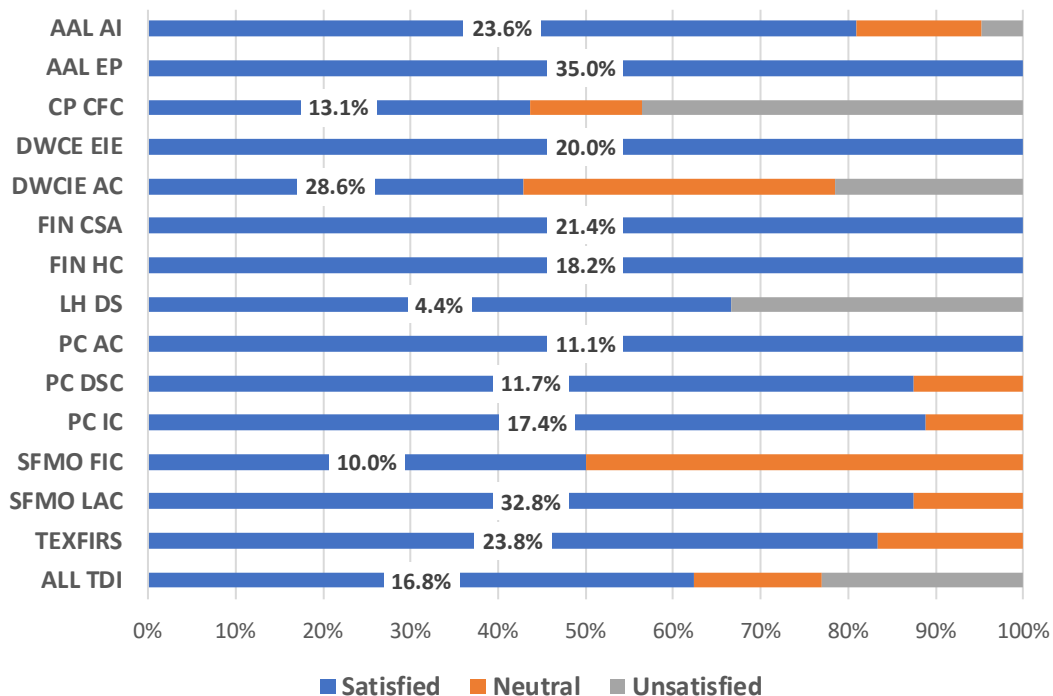
An initial sample of approximately 39,000 usable emails were prepared and distributed. A total of 836 surveys were completed or partially completed, which resulted in an approximate 2.1% response rate. Many individuals only answered some of the items, but 836 individuals successfully submitted a survey.

The following sections include the responses by customer groups for each service area assessed. The number of respondents vary based on whether the customer interacted with the service area. For example, if a customer did not visit a facility, they would not have responded to facility items. Only if the customer indicated "dissatisfied" would the customer be asked clarifying items.

## Facilities

If you visit or have visited a TDI facility, **how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?** In comparison to the last iteration, the overall score for "facilities" increased slightly from 3.34 to 3.53.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.17	216	0.90	23.6%	4.2%	1.4%	70.8%
AAL EP	4.57	20	0.49	35.0%	0.0%	0.0%	65.0%
CP CFC	2.83	260	1.65	13.1%	3.8%	13.1%	70.0%
DWCIE AC	3.21	21	1.37	28.6%	23.8%	14.3%	33.3%
DWCE EIE	4.5	10	0.50	20.0%	0.0%	0.0%	80.0%
FIN CSA	4.33	14	0.47	21.4%	0.0%	0.0%	78.6%
FIN HC	4.5	11	0.50	18.2%	0.0%	0.0%	81.8%
LH DS	3.67	45	1.25	4.4%	0.0%	2.2%	93.3%
PC IC	4.56	46	0.68	17.4%	2.2%	0.0%	80.4%
PC DSC	4.38	60	0.70	11.7%	1.7%	0.0%	86.7%
PC AC	4.5	18	0.50	11.1%	0.0%	0.0%	88.9%
SFMO FIC	3.5	10	0.50	10.0%	10.0%	0.0%	80.0%
SFMO LAC	4.29	64	0.68	32.8%	4.7%	0.0%	62.5%
TEXFIRS	4.50	21	0.76	23.8%	4.8%	0.0%	71.4%
<b>ALL TDI</b>	<b>3.53</b>	<b>614</b>	<b>1.49</b>	<b>16.8%</b>	<b>3.9%</b>	<b>6.2%</b>	<b>73.1%</b>



\*Not Applicable (N/A) responses are not included in this graph.

If you visit or have visited a TDI facility, **how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?**

For each of the items in the table below, the average score is provided, and in parentheses is the number of respondents. These items were posed to any respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the facilities, please help us understand where we can do better. How satisfied are you with the facility's...?

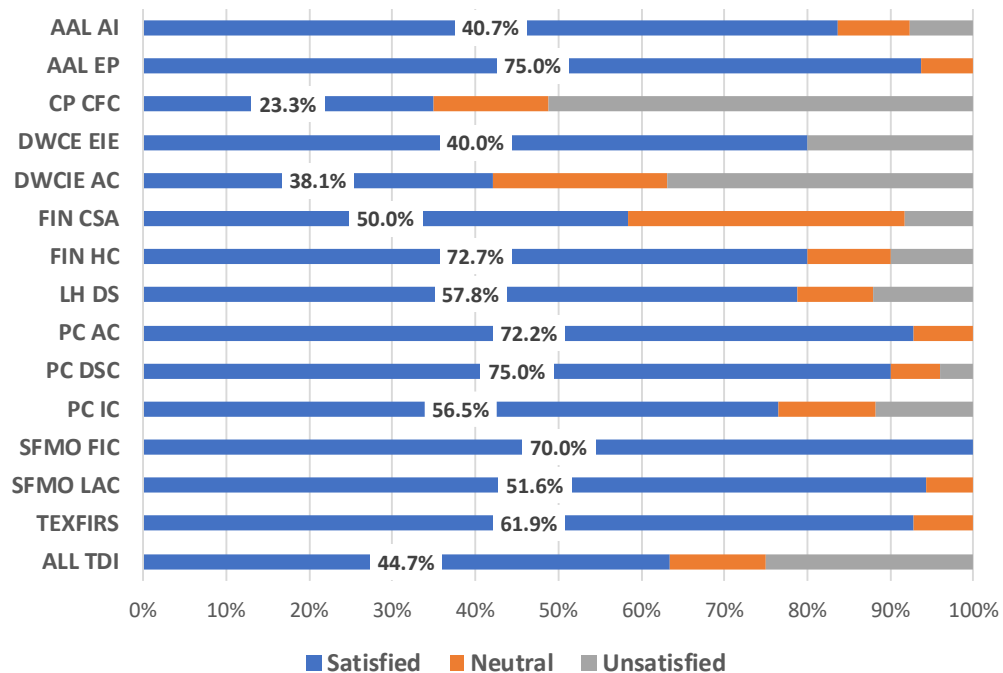
- accessibility (your ability to access the facility)
- location
- signs
- cleanliness

Group	Accessibility	Location	Signs	Cleanliness
AAL AI	2.38 (13)	2.62 (13)	2.38 (13)	2.15 (13)
AAL EP	0	0	0	0
CP CFC	1.52 (52)	1.43 (49)	1.26 (47)	1.47 (45)
DWCE EIE	0	0	0	0
DWCIE AC	2.13 (8)	2.13 (8)	1.88 (8)	2.13 (8)
FIN CSA	0	0	0	0
FIN HC	0	0	0	0
LH DS	4 (1)	4 (1)	1 (1)	5 (1)
PC AC	0	0	0	0
PC DSC	3 (1)	3 (1)	3 (1)	3 (1)
PC IC	0 (1)	0 (1)	0 (1)	0 (1)
SFMO FIC	3 (1)	3 (1)	3 (1)	3 (1)
SFMO LAC	2.33 (3)	2 (2)	2 (2)	2 (2)
TEXTIRS	4 (1)	3 (1)	3 (1)	4 (1)
<b>ALL TDI</b>	<b>1.76 (70)</b>	<b>1.67 (66)</b>	<b>1.47 (64)</b>	<b>1.74 (62)</b>

## Staff

If you interact or have interacted with TDI staff, **how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of nameplates or tags for accountability?** In comparison to the last iteration, the overall score for "staff" increased from 3.41 to 3.56.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.13	214	1.07	40.7%	4.2%	3.7%	51.4%
AAL EP	4.44	20	0.61	75.0%	5.0%	0.0%	20.0%
CP CFC	2.63	257	1.52	23.3%	9.3%	34.2%	33.1%
DWCE EIE	3.8	10	0.98	40.0%	0.0%	10.0%	50.0%
DWCIE AC	3.11	21	1.59	38.1%	19.0%	33.3%	9.5%
FIN CSA	3.75	14	0.92	50.0%	28.6%	7.1%	14.3%
FIN HC	4.2	11	0.98	72.7%	9.1%	9.1%	9.1%
LH DS	4.06	45	1.07	57.8%	6.7%	8.9%	26.7%
PC AC	4.29	18	0.59	72.2%	5.6%	0.0%	22.2%
PC DSC	4.34	60	0.76	75.0%	5.0%	3.3%	16.7%
PC IC	4.18	46	1.12	56.5%	8.7%	8.7%	26.1%
SFMO FIC	4.43	10	0.49	70.0%	0.0%	0.0%	30.0%
SFMO LAC	4.37	64	0.59	51.6%	3.1%	0.0%	45.3%
TEXTFIRS	4.64	21	0.61	61.9%	4.8%	0.0%	33.3%
<b>ALL TDI</b>	<b>3.56</b>	<b>611</b>	<b>1.44</b>	<b>44.7%</b>	<b>8.2%</b>	<b>17.7%</b>	<b>29.5%</b>



\*Not Applicable (N/A) responses are not included in this graph.

If you interact or have interacted with TDI staff, **how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of nameplates or tags for accountability?**

For each of the items in the table below, the average score is provided and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied or strongly unsatisfied score.

[Drilldown on unacceptable responses] We are sorry that you were not satisfied with your interactions with TDI staff, please help us understand where we can do better. How satisfied are you with the staff's...?

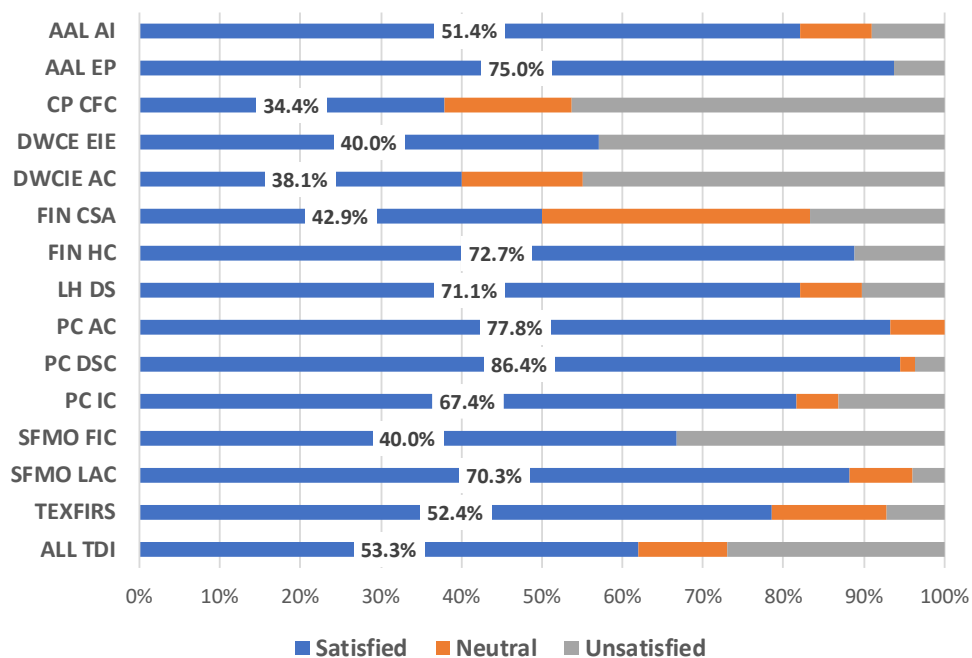
- courtesy or friendliness
- knowledge to address your question
- ability to identify themselves to you

Group	Courtesy	Knowledgeability	Identification
AAL AI	2.94 (18)	2.33 (18)	3.17 (18)
AAL EP	3 (1)	3 (1)	3 (1)
CP CFC	2.14 (111)	1.59 (111)	2.34 (111)
DWCE EIE	1 (1)	1 (1)	4 (1)
DWCIE AC	2.36 (11)	1.73 (11)	2.64 (11)
FIN CSA	3.2 (5)	2.4 (5)	2.8 (5)
FIN HC	2.5 (2)	3 (2)	3.5 (2)
LH DS	2.86 (7)	1.86 (7)	2.43 (7)
PC AC	3 (1)	4 (1)	4 (1)
PC DSC	3.6 (5)	3.2 (5)	2.6 (5)
PC IC	2.88 (8)	2.88 (8)	2.5 (8)
SFMO FIC	0	0	0
SFMO LAC	3 (2)	3.5 (2)	3.5 (2)
TEXFIRS	0 (1)	0 (1)	0 (1)
<b>ALL TDI</b>	<b>2.32 (157)</b>	<b>1.82 (157)</b>	<b>2.45 (157)</b>

## Communication

If you communicate or have communicated with TDI, **how satisfied are/were you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?** In comparison to the last iteration, the overall score for "communication" increased slightly from 3.32 to 3.46.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.13	214	1.01	51.4%	5.6%	5.6%	37.4%
AAL EP	4.25	20	0.75	75.0%	0.0%	5.0%	20.0%
CP CFC	2.77	259	1.50	34.4%	14.3%	42.1%	9.3%
DWCE EIE	2.86	10	1.36	40.0%	0.0%	30.0%	30.0%
DWCIE AC	2.95	21	1.53	38.1%	14.3%	42.9%	4.8%
FIN CSA	3.5	14	1.19	42.9%	28.6%	14.3%	14.3%
FIN HC	4.11	11	0.87	72.7%	0.0%	9.1%	18.2%
LH DS	3.95	45	1.01	71.1%	6.7%	8.9%	13.3%
PC AC	4.27	18	0.57	77.8%	5.6%	0.0%	16.7%
PC DSC	4.28	59	0.76	86.4%	1.7%	3.4%	8.5%
PC IC	4.24	46	1.11	67.4%	4.3%	10.9%	17.4%
SFMO FIC	3.5	10	1.12	40.0%	0.0%	20.0%	40.0%
SFMO LAC	4.2	64	0.89	70.3%	6.3%	3.1%	20.3%
TEXFIRS	4.29	21	0.96	52.4%	9.5%	4.8%	33.3%
<b>ALL TDI</b>	<b>3.46</b>	<b>610</b>	<b>1.43</b>	<b>53.3%</b>	<b>9.5%</b>	<b>23.1%</b>	<b>14.1%</b>



\*Not Applicable (N/A) responses are not included in this graph.

If you communicate or have communicated with TDI, **how satisfied are/were you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?**

For each of the items in the table below, the average score is provided and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unacceptable responses] We are sorry that you were not satisfied with agency communications, please help us understand where we can do better. How satisfied are you with the different types of agency communication?

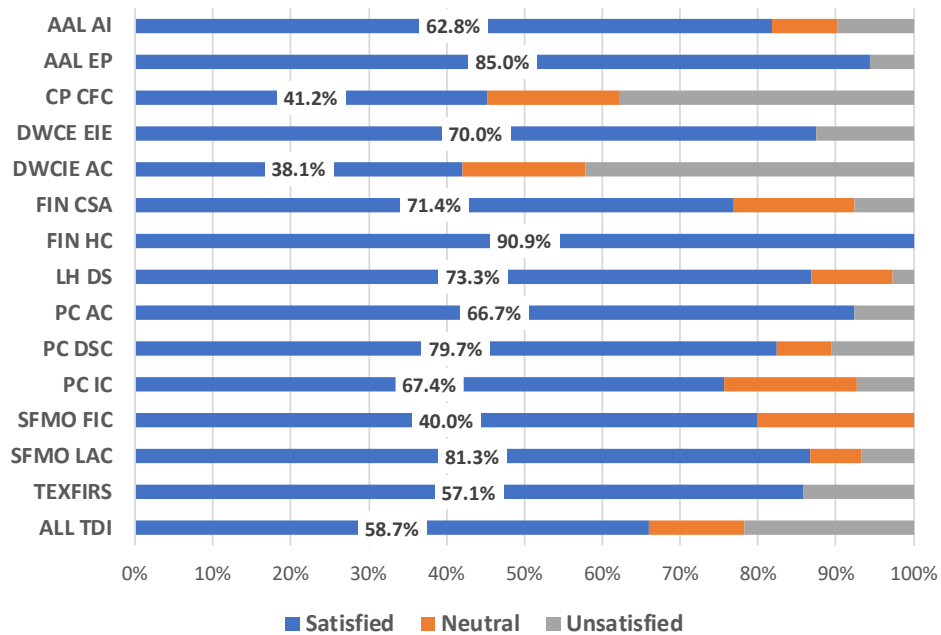
- access to the toll-free telephone
- the time spent holding on the phone
- the number of times being transferred while on the phone
- talking to a person
- written correspondence or letter
- email
- text/chat messages mobile application

Group	Phone access	Time on hold	# of transfers	Talk to a person	Letters/Written Com	Email	Text/Chat messages	Mobile App
AAL AI	2.58 (12)	2.33 (12)	2.42 (12)	2.42 (12)	2.42 (12)	2.42 (12)	2.25 (12)	2.33 (12)
AAL EP	2 (1)	2 (1)	3 (1)	3 (1)	2 (1)	2 (1)	0 (1)	0 (1)
CP CFC	2.03 (143)	1.53 (144)	1.49 (144)	1.48 (145)	1.25 (145)	1.74 (145)	0.82 (142)	0.79 (142)
DWCE EIE	0.67 (3)	0.67 (3)	1 (3)	2 (3)	1 (3)	2 (3)	0 (3)	0 (3)
DWCIE AC	3.08 (12)	2.25 (12)	2 (12)	2.25 (12)	1.42 (12)	2.33 (12)	1.17 (12)	1.58 (12)
FIN CSA	3 (6)	2 (6)	1.83 (6)	2.17 (6)	0.67 (6)	2.67 (6)	0 (6)	0.67 (6)
FIN HC	2 (1)	2 (1)	3 (1)	1 (1)	2 (1)	2 (1)	0 (1)	0 (1)
LH DS	2 (7)	2 (7)	1.14 (7)	1.86 (7)	1 (7)	2.43 (7)	0.43 (7)	0.43 (7)
PC AC	4 (1)	4 (1)	4 (1)	4 (1)	3 (1)	3 (1)	0 (1)	0 (1)
PC DSC	2.33 (3)	2 (3)	2 (3)	2 (3)	2 (3)	4.33 (3)	1 (3)	1 (3)
PC IC	2.14 (7)	1.71 (7)	1.86 (7)	1.57 (7)	1.29 (7)	2 (7)	0.57 (7)	0.43 (7)
SFMO FIC	4 (2)	3 (2)	2.5 (2)	2.5 (2)	3 (2)	3 (2)	1.5 (2)	3 (2)
SFMO LAC	1.5 (6)	2 (6)	2.5 (6)	3 (6)	2.17 (6)	2.17 (6)	1.67 (6)	1.5 (6)
TEXFIRS	0 (3)	0 (3)	0 (3)	0 (3)	0 (3)	1.33 (3)	0 (3)	0 (3)
<b>ALL TDI</b>	<b>2.09 (196)</b>	<b>1.62 (197)</b>	<b>1.58 (197)</b>	<b>1.64 (198)</b>	<b>1.29 (198)</b>	<b>1.92 (198)</b>	<b>0.8 (195)</b>	<b>0.83 (195)</b>

## Website

If you interact or have interacted with TDI's website (tdi.texas.gov), **how satisfied are/were you with the agency's website, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?** In comparison to the last iteration, the overall score for "website" increased slightly from 3.44 to 3.55.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.08	215	1.04	62.8%	6.5%	7.4%	23.3%
AAL EP	4.17	20	0.69	85.0%	0.0%	5.0%	10.0%
CP CFC	3	255	1.42	41.2%	15.3%	34.5%	9.0%
DWCE EIE	3.88	10	0.78	70.0%	0.0%	10.0%	20.0%
DWCIE AC	2.89	21	1.45	38.1%	14.3%	38.1%	9.5%
FIN CSA	3.92	14	0.83	71.4%	14.3%	7.1%	7.1%
FIN HC	4.2	11	0.40	90.9%	0.0%	0.0%	9.1%
LH DS	3.95	45	0.56	73.3%	8.9%	2.2%	15.6%
PC AC	4.23	18	0.80	66.7%	0.0%	5.6%	27.8%
PC DSC	3.96	59	0.86	79.7%	6.8%	10.2%	3.4%
PC IC	4.05	46	1.06	67.4%	15.2%	6.5%	10.9%
SFMO FIC	4	10	0.63	40.0%	10.0%	0.0%	50.0%
SFMO LAC	4.07	64	0.89	81.3%	6.3%	6.3%	6.3%
TEXTFIRS	4.07	21	0.96	57.1%	0.0%	9.5%	33.3%
ALL TDI	3.55	606	1.26	58.7%	10.9%	19.3%	11.1%



\*Not Applicable (N/A) responses are not included in this graph.



If you interact or have interacted with TDI's website (tdi.texas.gov), **how satisfied are/were you with the agency's website, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?**

For each of the items in the table below, the average score is provided and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unacceptable responses] We are sorry that you were not satisfied with TDI's website, please help us understand where we can do better. How satisfied are you with the following related to TDI's website...?

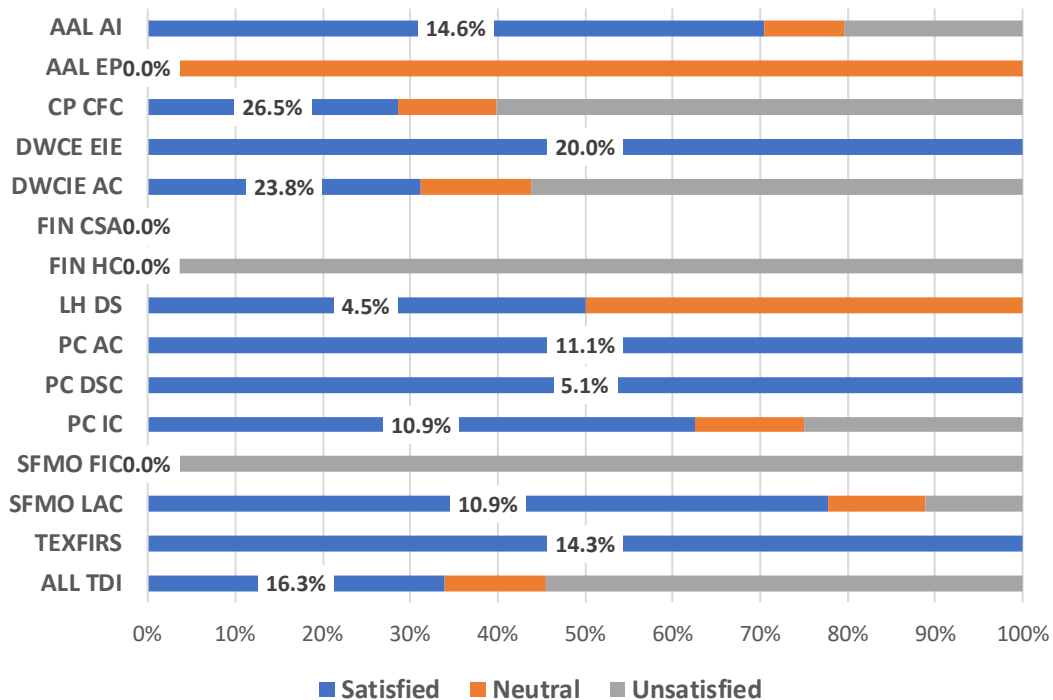
- ease of navigation
- mobile access
- accuracy of information
- ability to find services/ programs
- ease in finding contact information
- information available to make a complaint

Group	Ease of navigation	Mobile Access	Info accuracy	Finding services	Finding contact info	Info to complaint
AAL AI	2.5 (30)	1.5 (30)	3 (30)	2.43 (30)	2.57 (30)	1.77 (30)
AAL EP	2 (1)	0 (1)	4 (1)	2 (1)	2 (1)	0 (1)
CP CFC	2.2 (127)	1.26 (125)	1.94 (126)	1.77 (126)	1.89 (123)	1.93 (126)
DWCE EIE	2 (1)	0 (1)	1 (1)	1 (1)	2 (1)	0 (1)
DWCIE AC	1.73 (11)	1.91 (11)	2.45 (11)	1.73 (11)	2.09 (11)	1.82 (11)
FIN CSA	2.67 (3)	0 (3)	3 (3)	2 (3)	3.67 (3)	2.67 (3)
FIN HC	0	0	0	0	0	0
LH DS	3.4 (5)	0 (5)	3 (5)	2 (5)	2.4 (5)	0.8 (5)
PC AC	2 (1)	0 (1)	5 (1)	2 (1)	1 (1)	0 (1)
PC DSC	2.2 (10)	1.3 (10)	3.4 (10)	2.2 (10)	1.9 (10)	2.5 (10)
PC IC	2.78 (9)	1.78 (9)	3 (9)	2.33 (9)	2.22 (9)	1.11 (9)
SFMO FIC	4 (1)	3 (1)	4 (1)	2 (1)	4 (1)	0 (1)
SFMO LAC	2.71 (7)	1.86 (7)	3 (7)	1.86 (7)	2.86 (7)	1.57 (7)
TEXFIRS	2 (2)	0 (2)	2 (2)	1.5 (2)	2 (2)	1 (2)
<b>ALL TDI</b>	<b>2.27 (181)</b>	<b>1.27 (179)</b>	<b>2.24 (180)</b>	<b>1.83 (180)</b>	<b>2.02 (177)</b>	<b>1.82 (180)</b>

## Complaint Handling Process

If you have filed a formal complaint, **how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?** In comparison to the last iteration, the overall score for "complaint handling process" decreased from 2.90 to 2.58.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	3.66	213	1.33	14.6%	1.9%	4.2%	79.3%
AAL EP	3.00	20	0.00	0.0%	5.0%	0.0%	95.0%
CP CFC	2.42	257	1.55	26.5%	10.5%	55.6%	7.4%
DWCE EIE	4	10	0.00	20.0%	0.0%	0.0%	80.0%
DWCIE AC	2.44	21	1.62	23.8%	9.5%	42.9%	23.8%
FIN CSA	0	14	0.00	0.0%	0.0%	0.0%	100.0%
FIN HC	1	11	0.00	0.0%	0.0%	9.1%	90.9%
LH DS	3.75	44	0.83	4.5%	4.5%	0.0%	90.9%
PC AC	4	18	0.00	11.1%	0.0%	0.0%	88.9%
PC DSC	4.33	59	0.47	5.1%	0.0%	0.0%	94.9%
PC IC	3.75	46	1.48	10.9%	2.2%	4.3%	82.6%
SFMO FIC	1	10	0.00	0.0%	0.0%	10.0%	90.0%
SFMO LAC	3.67	64	1.05	10.9%	1.6%	1.6%	85.9%
TEXTIRS	4.67	21	0.47	14.3%	0.0%	0.0%	85.7%
<b>ALL TDI</b>	<b>2.58</b>	<b>607</b>	<b>1.57</b>	<b>16.3%</b>	<b>5.6%</b>	<b>26.2%</b>	<b>51.9%</b>



\*Not Applicable (N/A) responses are not included in this graph.

If you have filed a formal complaint, **how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?**

For each of the items in the table below, the average score is provided and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unacceptable responses] We are sorry that you were not satisfied with the agency's complaint handling process, please help us understand where we can do better. How satisfied are you with the agency's complaint handling process...?

- to easily file a complaint
- to have it handled in a timely manner

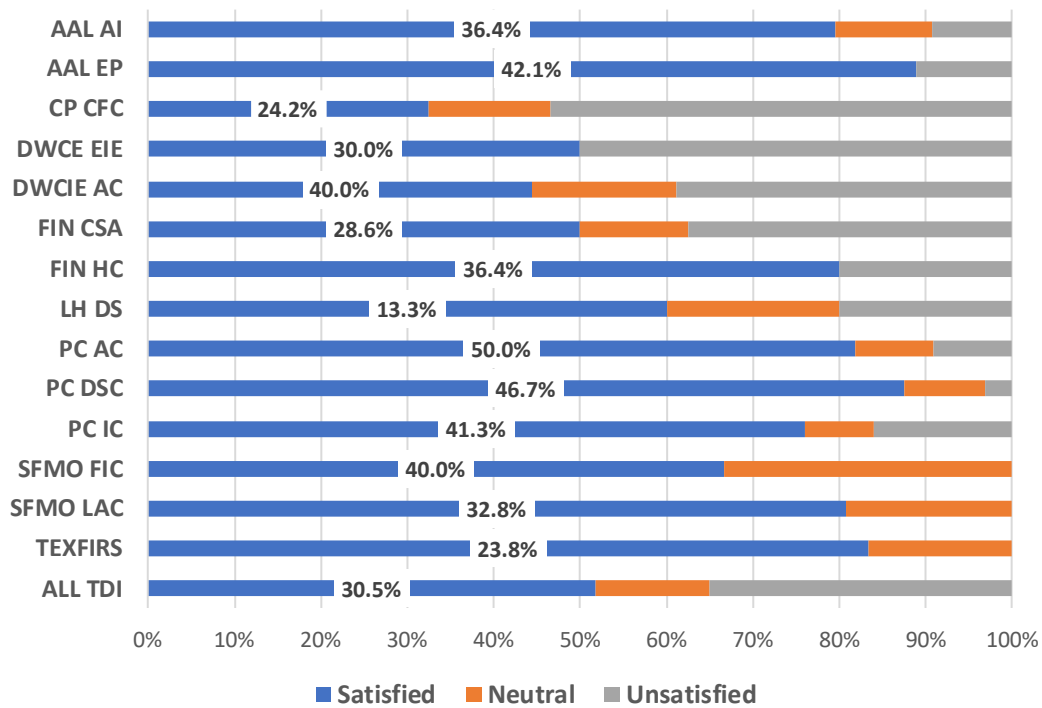
Group	<div style="display: flex; justify-content: space-between; padding: 5px;"> <span style="transform: rotate(-45deg);">Easily file a complaint</span> <span style="transform: rotate(-45deg);">Timely manner</span> </div>	
AAL AI	2.54 (13)	2 (13)
AAL EP	3 (1)	3 (1)
CP CFC	2.67 (169)	1.84 (169)
DWCE EIE	0	0
DWCIE AC	1.91 (11)	1.45 (11)
FIN CSA	0	0
FIN HC	1 (1)	1 (1)
LH DS	2 (2)	1 (2)
PC AC	0	0
PC DSC	0	0
PC IC	3 (3)	2 (3)
SFMO FIC	2 (1)	2 (1)
SFMO LAC	2 (2)	2 (2)
TEXFIRS	0	0
<b>ALL TDI</b>	<b>2.61 (192)</b>	<b>1.83 (192)</b>

## Service Time

If you waited to receive a service from TDI, **how satisfied were you with the agency's ability to timely serve you, including the amount of time you waited for service in person?** In comparison to the last iteration, the overall score for "service time" stayed the same at 3.17.

**Note:** Service time does not continue to a drilldown.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.03	214	1.05	36.4%	5.1%	4.2%	54.2%
AAL EP	4.11	19	0.87	42.1%	0.0%	5.3%	52.6%
CP CFC	2.58	256	1.51	24.2%	10.5%	39.8%	25.4%
DWCE EIE	2.67	10	1.37	30.0%	0.0%	30.0%	40.0%
DWCIE AC	3	20	1.53	40.0%	15.0%	35.0%	10.0%
FIN CSA	3	14	1.41	28.6%	7.1%	21.4%	42.9%
FIN HC	4	11	1.10	36.4%	0.0%	9.1%	54.5%
LH DS	3.7	45	1.10	13.3%	4.4%	4.4%	77.8%
PC AC	4	18	0.85	50.0%	5.6%	5.6%	38.9%
PC DSC	4.13	60	0.70	46.7%	5.0%	1.7%	46.7%
PC IC	3.96	46	1.34	41.3%	4.3%	8.7%	45.7%
SFMO FIC	4.17	10	0.90	40.0%	20.0%	0.0%	40.0%
SFMO LAC	4.12	64	0.70	32.8%	7.8%	0.0%	59.4%
TEXTFIRS	4.5	21	0.76	23.8%	4.8%	0.0%	71.4%
ALL TDI	3.17	606	1.50	30.5%	7.8%	20.6%	41.1%

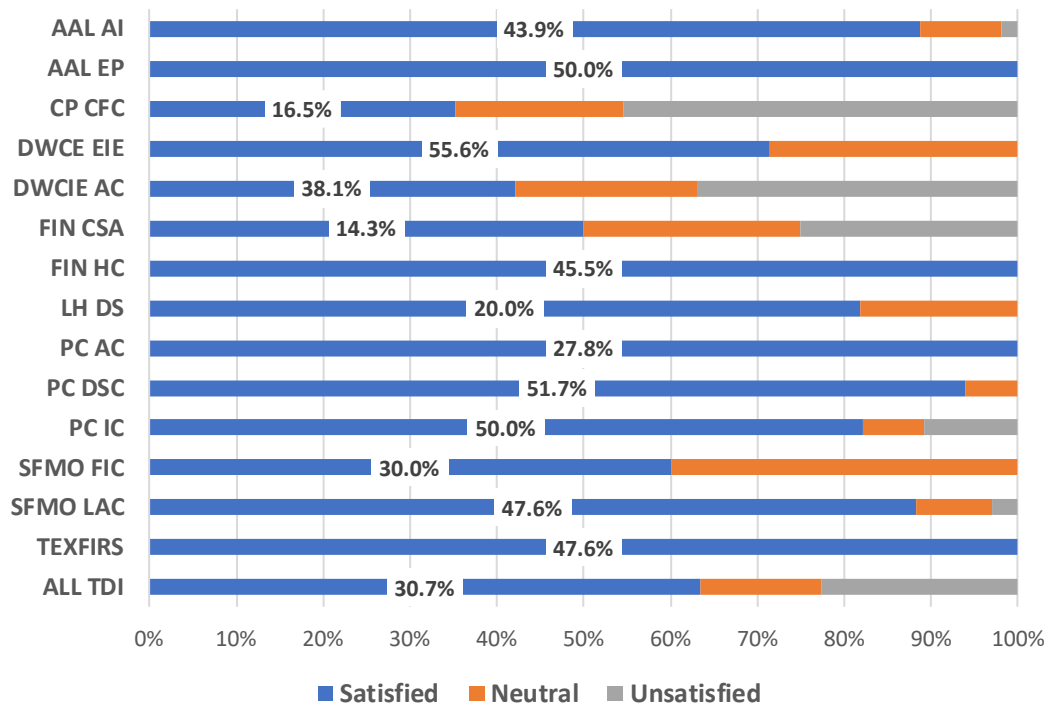


\*Not Applicable (N/A) responses are not included in this graph.

## Printed Information

If you receive or have received printed information from TDI, **how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?** In comparison to the last iteration, the overall score for "printed information" increased slightly from 3.36 to 3.51.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.28	214	0.79	43.9%	4.7%	0.9%	50.5%
AAL EP	4.40	20	0.49	50.0%	0.0%	0.0%	50.0%
CP CFC	2.69	255	1.47	16.5%	9.0%	21.2%	53.3%
DWCE EIE	3.86	9	0.64	55.6%	22.2%	0.0%	22.2%
DWCIE AC	3.11	21	1.48	38.1%	19.0%	33.3%	9.5%
FIN CSA	3	14	1.22	14.3%	7.1%	7.1%	71.4%
FIN HC	4	11	0.00	45.5%	0.0%	0.0%	54.5%
LH DS	4	45	0.60	20.0%	4.4%	0.0%	75.6%
PC AC	4.4	18	0.49	27.8%	0.0%	0.0%	72.2%
PC DSC	4.33	60	0.59	51.7%	3.3%	0.0%	45.0%
PC IC	4.14	46	1.06	50.0%	4.3%	6.5%	39.1%
SFMO FIC	3.8	10	0.75	30.0%	20.0%	0.0%	50.0%
SFMO LAC	4.18	63	0.82	47.6%	4.8%	1.6%	46.0%
TEXFIRS	4.6	21	0.49	47.6%	0.0%	0.0%	52.4%
<b>ALL TDI</b>	<b>3.51</b>	<b>605</b>	<b>1.37</b>	<b>30.7%</b>	<b>6.8%</b>	<b>10.9%</b>	<b>51.6%</b>



\*Not Applicable (N/A) responses are not included in this graph.

If you receive or have received printed information from TDI, **how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?**

For each of the items in the table below, the average score is provided and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unacceptable responses] We are sorry that you were not satisfied with the agency’s printed information, please help us understand where we can do better. How satisfied are you with the following related to TDI’s printed information...?

- accuracy
- clarity
- usefulness

Group	Accuracy	Clarity	Usefulness
AAL AI	2.67 (12)	2.83 (12)	2.5 (12)
AAL EP	0	0	0
CP CFC	1.95 (76)	1.78 (76)	1.55 (76)
DWCE EIE	2.5 (2)	2.5 (2)	2.5 (2)
DWCIE AC	2 (11)	2 (11)	2 (11)
FIN CSA	1 (1)	1 (1)	1 (1)
FIN HC	0	0	0
LH DS	3.5 (2)	3 (2)	2 (2)
PC AC	0	0	0
PC DSC	3.5 (2)	3 (2)	2.5 (2)
PC IC	2.8 (5)	2.6 (5)	2.8 (5)
SFMO FIC	3.5 (2)	3 (2)	3 (2)
SFMO LAC	2.33 (3)	2 (3)	2.33 (3)
TEXFIRS	0	0	0
<b>ALL TDI</b>	<b>2.1 (104)</b>	<b>1.92 (104)</b>	<b>1.75 (104)</b>

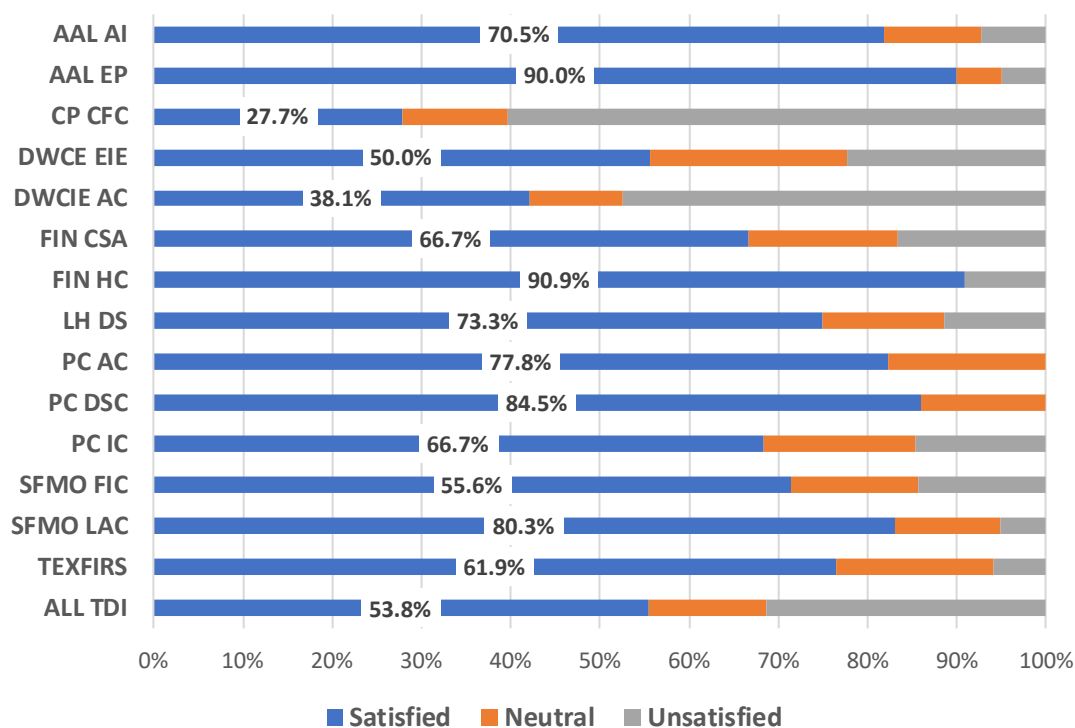
## Overall Satisfaction

In comparison to the last iteration, the overall satisfaction increased slightly from 3.10 to 3.27.

**Please rate your overall satisfaction with TDI:**

**Note:** Overall satisfaction does not continue to a drilldown.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	NA
AAL AI	4.14	193	0.98	70.5%	9.3%	6.2%	14.0%
AAL EP	4.20	20	0.75	90.0%	5.0%	5.0%	0.0%
CP CFC	2.4	249	1.50	27.7%	11.6%	59.8%	0.8%
DWCE EIE	3.33	10	1.15	50.0%	20.0%	20.0%	10.0%
DWCIE AC	2.79	21	1.61	38.1%	9.5%	42.9%	9.5%
FIN CSA	3.58	12	1.11	66.7%	16.7%	16.7%	0.0%
FIN HC	4	11	0.74	90.9%	0.0%	9.1%	0.0%
LH DS	3.82	45	0.94	73.3%	13.3%	11.1%	2.2%
PC AC	4.18	18	0.71	77.8%	16.7%	0.0%	5.6%
PC DSC	4.14	58	0.63	84.5%	13.8%	0.0%	1.7%
PC IC	3.85	42	1.09	66.7%	16.7%	14.3%	2.4%
SFMO FIC	4	9	1.07	55.6%	11.1%	11.1%	22.2%
SFMO LAC	4.1	61	0.91	80.3%	11.5%	4.9%	3.3%
TEXFIRS	4.18	21	0.92	61.9%	14.3%	4.8%	19.0%
<b>ALL TDI</b>	<b>3.27</b>	<b>591</b>	<b>1.45</b>	<b>53.8%</b>	<b>12.9%</b>	<b>30.5%</b>	<b>2.9%</b>



\*Not Applicable (N/A) responses are not included in this graph.

## Appendix

### 6.1 TDI Customer Service Survey

#### INTRODUCTORY PARAGRAPH

On behalf of the Texas Department of Insurance (TDI) and the Institute for Organizational Excellence (IOE), thank you for taking a few minutes to complete this short survey. The survey takes one to three minutes to take, and you are not required to answer all items. All of your individual answers will remain confidential. For more information or to contact the IOE, visit [www.survey.utexas.edu](http://www.survey.utexas.edu).

1. If you visit or visited a TDI facility, how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

Options:

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- Not Applicable (0)

- 1A. [Drilldown on unacceptable responses] We are sorry that you were not satisfied with the facilities, please help us understand where we can do better. How satisfied are you with the facility's...?

- accessibility (your ability to access the facility)
- location
- signs
- cleanliness

Options: (for each above)

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- Not Applicable (0)



2. If you interact or have interacted with TDI staff, how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of name plates or tags for accountability?

Options:

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

- 2A. [Drilldown on unacceptable responses] We are sorry that you were not satisfied with your interactions with TDI staff, please help us understand where we can do better. How satisfied are you with the staff's...?

- courtesy or friendliness
- knowledge to address your question
- ability to identify themselves to you

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

3. If you communicate or have communicated with TDI, how satisfied are/were you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

- Satisfied (4)
- Strongly Satisfied (5)
- Not Applicable (0)

3A. [Drilldown on unacceptable responses] We are sorry that you were not satisfied with agency communications, please help us understand where we can do better. How satisfied are you with the different types of agency communication?

- access to the toll-free telephone
- the time spent holding on the phone
- the number of times being transferred while on the phone
- talking to a person
- written correspondence or letter
- email
- text/chat messages
- mobile application

Options: (for each above)

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- Not Applicable (0)

4. If you interact or have interacted with TDI's website (TDI.gov), how satisfied are/were you with the agency's website, including the ease of use, mobile access, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- Not Applicable (0)

4A. [Drilldown on unacceptable responses] We are sorry that you were not satisfied with TDI's website, please help us understand where we can do better. How satisfied are you with the following related to TDI's website...?

- ease of navigation
- mobile access
- accuracy of information
- ability to find services/ programs
- ease in finding contact information
- information available to make a complaint

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

5. If you have filed a formal complaint, how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

5A. [Drilldown on unacceptable responses] We are sorry that you were not satisfied with the agency's complaint handling process, please help us understand where we can do better.

How satisfied are you with the agency's complaint handling process...?

- to easily file a complaint
- to have it handled in a timely manner

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

6. If you waited to receive a service from TDI, how satisfied were you with the agency's ability to timely serve you, including the amount of time you waited for service in person?

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

7. If you receive or have received printed information from TDI, how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

7A. [Drilldown on unacceptable responses] We are sorry that you were not satisfied with the agency's printed information, please help us understand where we can do better.

How satisfied are you with the following related to TDI's printed information...?

- accuracy
- clarity
- usefulness

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

8. Please rate your overall satisfaction with TDI:

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

Not Applicable (0)

## **6.1 About the IOE**

The instrument findings were produced by the Institute for Organizational Excellence (IOE). The IOE is a research institute associated with the Center for Social Work Research at the University of Texas at Austin's School of Social Work. The IOE has more than 35 years of experience in providing survey research services to over one hundred state and local agencies and institutions of higher education as well as private and nonprofit organizations.

The primary goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. We seek to achieve our mission through the following: providing valuable tools for organizational improvement; delivering effective and reliable methods for the assessment of employee perceptions; maintaining useful benchmark data for measuring performance; and fostering an organization's perceptiveness to change, ability to learn, and potential for success.

The IOE director is Dr. Noel Landuyt. The IOE is principally known for conducting employee attitudinal surveys, such as the Survey of Employee Engagement (an employee assessment used for Texas government employees since 1979). The IOE's website is [www.survey.utexas.edu](http://www.survey.utexas.edu). Special appreciation for assistance in preparation, writing, and analysis conducted on this project goes to Hana Lindsey, Graduate Research Assistant, and Nicole Duson, Database Coordinator.

The IOE can be contacted by phone at (512) 471-9831, by email to [nlanduyt@austin.utexas.edu](mailto:nlanduyt@austin.utexas.edu) or by mail to IOE, UT Austin, 1925 San Jacinto Blvd, Austin, TX 78712.