

# REPORT ON CUSTOMER SERVICE

FOR FISCAL YEAR 2006

## STATE OFFICE OF ADMINISTRATIVE HEARINGS

SUBMITTED JUNE 1, 2006

SIGNED AND  
APPROVED:

  
SHELIA BAILEY TAYLOR  
CHIEF ADMINISTRATIVE LAW JUDGE

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**STATE OFFICE OF ADMINISTRATIVE HEARINGS  
REPORT ON CUSTOMER SERVICE**

**Fiscal Year 2005**

**INVENTORY OF EXTERNAL CUSTOMERS SERVED**

<b>CUSTOMER GROUP</b>	<b>STRATEGIES</b>	<b>TYPE OF SERVICES</b>
Attorneys*	A.1.1. Conduct Hearings A.2.1. Conduct Alternative Dispute Resolution	Conduct Hearings and/or Alternative Dispute Resolution and Mediations
Parties (Other than Attorneys)**	A.1.1. Conduct Hearings A.2.1. Conduct Alternative Dispute resolution	Conduct Hearings and/or Alternative Dispute Resolution and Mediations
Other ***	A.1.1. Conduct Hearings A.2.1. Conduct Alternative Dispute Resolution	Conduct Hearings and/or Alternative Dispute Resolution and Mediations

\* *Includes attorneys appearing before SOAH administrative law judges (ALJs) representing state agencies and other parties (e.g., petitioners, respondents, defendants and intervenors).*

\*\* *Includes individuals or entities in contested case hearings who are seeking specific relief from state agencies or responding to proposed action against them by state agencies. Also includes intervenor participants and non-attorney party representatives.*

\*\*\* *Includes persons other than a party or party representative (e.g., witnesses, paralegals, ombudsmen, administrative personnel).*

**DESCRIPTION OF THE INFORMATION-GATHERING METHODS UTILIZED IN  
OBTAINING INPUT FROM AGENCY INSTITUTION CUSTOMERS**

The State Office of Administrative Hearings (SOAH) conducts an annual Customer Satisfaction Survey. SOAH conducts the survey annually to report on its required measure that tracks the percentage of those surveyed satisfied with the overall process. The data collection begins in September of each fiscal year with the request for randomly selected printed labels from Information Resources (IR) data base of all cases that have completed the hearing process within the previous fiscal year. The survey is prepared each May and printed and mailed mid-June, with a return response time frame of approximately one month later. Results are tabulated and reported by August 15<sup>th</sup> each year. SOAH is required to report the results of the survey in the Legislative Appropriation Request (LAR) in August biannually (even numbered years).

For the survey conducted in 2005, the IR area compiled labels of docketed cases from 09/01/04 through 08/31/05 entered into the Case Management System that had gone through the complete hearing or alternative dispute resolution (ADR) process to ensure meaningful but cost-effective data collection. Survey recipients were randomly selected from the Case Management System in these cases. Targeting participants in completed cases helps ensure that survey recipients have had sufficient contact with SOAH to provide responses based on their actual observations and experiences. The procedural time line for preparation and distribution of the survey and compiling survey results is set forth on Attachment 1.

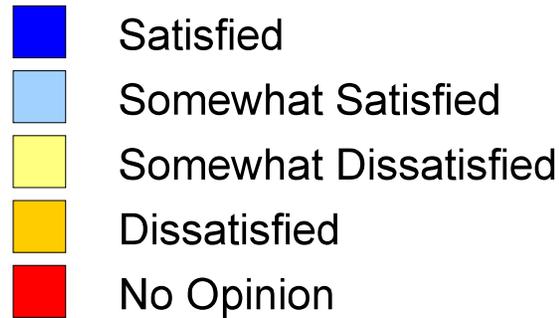
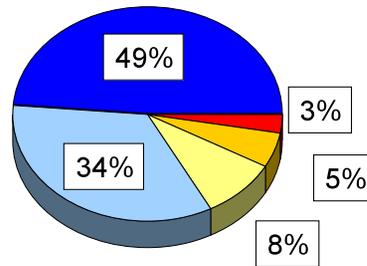
- ▶ For the FY 2005 Customer Satisfaction Survey, a total of 1200 surveys were mailed. Of those 1200 surveys, 76 responses were received for a return rate of 6% polled.
- ▶ The survey recipients include parties' attorneys for state agencies and other parties (*e.g.*, petitioners, respondents, defendants and intervenors), and party representatives other than attorneys. Occasionally, survey responses are made by other participants in the process such as witnesses, paralegals, ombudsmen, and administrative personnel.
- ▶ SOAH's FY 2005 Customer Service Survey Instrument is attached as Attachment 2.

**LEVELS OF CUSTOMER DETERMINED SERVICE QUALITY**

**CUSTOMER SATISFACTION SURVEY OVERALL RESPONSE 2005**

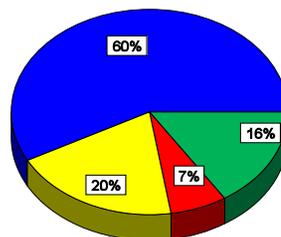
Year	Responses	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	No Opinion	Percentages
2005	76	37	26	7	4	2	49% Satisfied 34% Somewhat Satisfied 9% Somewhat Dissatisfied 5% Dissatisfied 3% No Opinion

# Overall Response



Survey Responses by Group	SURVEY RESPONSES BY CUSTOMER GROUP			
Total Responses	76			
No Opinion	<u>-2</u>			
Total Responses	74			
Customer Group	Attorneys*	Parties (Other than Attorneys)**	Other ***	Unknown****
Total Responses	44	15	5	12
Percentage of Responses Received by Group	60%	20%	7%	16%

Respondents by Group Categories



- Attorney\*
- Parties (Other than Attorneys)\*\*
- Other\*\*\*
- Unknown\*\*\*\*

\* Includes attorneys appearing before SOAH administrative law judges (ALJs) representing state agencies and other parties (e.g., witnesses, petitioners, respondents, defendants and intervenors).

\*\* Includes individuals or entities in contested case hearings that seek specific relief from state agencies or who are responding to proposed action against them by state agencies, and intervenor participants.

\*\*\* Includes persons other than a party or party representative, (e.g., witnesses, paralegals, ombudsmen, administrative personnel).

\*\*\*\* Insufficient information to classify.

**LEVELS OF CUSTOMER DETERMINED SERVICE QUALITY BY CUSTOMER GROUP**

Survey Issues	Attorneys * Total 44									
	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		No Opinion	
<b>STAFF</b> 1. Courtesy and professionalism of office <u>staff</u>	36	82%	3	7%	--	---	3	7%	2	5%
<b>STAFF</b> 2. Responsiveness of office <u>staff</u> to your inquiries	29	66%	9	21%	1	3%	3	7%	2	5%
<b>STAFF</b> 3. Office <u>staff's</u> knowledge of applicable SOAH procedure	27	62%	12	28%	--	---	2	5%	3	7%
<b>JUDGES</b> 4. Courtesy and professionalism of the <u>Judge</u> (ALJ)	32	73%	6	14%	1	3%	3	7%	2	5%
<b>JUDGES</b> 5. <u>Judge's</u> knowledge of applicable laws and procedures	18	41%	15	35%	2	5%	6	14%	3	7%
<b>JUDGES</b> 6. <u>Timeliness of judges issuing a decision</u>	23	53%	9	21%	3	7%	7	16%	2	5%
<b>HEARING OR ADR PROCESS</b> 7. Fairness and objectiveness of the <u>hearing or ADR process</u>	18	41%	12	28%	1	3%	6	14%	7	16%
<b>HEARING OR ADR PROCESS</b> 8. Efficiency of <u>hearing or ADR process</u>	22	50%	7	16%	2	5%	7	16%	6	14%

**LEVELS OF CUSTOMER DETERMINED SERVICE QUALITY BY CUSTOMER GROUP**

Survey Issues	Parties (Other than Attorneys) ** Total 15									
	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		No Opinion	
<b>** Parties and non-attorney party Representatives</b>										
<b>STAFF</b> 1. Courtesy and professionalism of office <u>staff</u>	11	74%	4	27%	--	---	--	---	--	---
<b>STAFF</b> 2. Responsiveness of office <u>staff</u> to your inquiries	8	54%	3	20%	1	7%	1	7%	2	14%
<b>STAFF</b> 3. Office <u>staff's</u> knowledge of applicable SOAH procedure	8	54%	5	34%	--	---	1	7%	1	7%
<b>JUDGES</b> 4. <u>Courtesy and professionalism</u> of the <u>Judge</u> (ALJ)	10	67%	3	20%	1	7%	--	---	1	7%
<b>JUDGES</b> 5. <u>Judge's</u> knowledge of applicable laws and procedures	8	54%	3	20%	2	14%	1	7%	1	7%
<b>JUDGES</b> 6. <u>Timeliness</u> of <u>judges</u> issuing a <u>decision</u>	6	40%	3	20%	1	7%	4	27%	1	7%
<b>HEARING OR ADR PROCESS</b> 7. Fairness and objectiveness of the <u>hearing or ADR process</u>	6	40%	1	7%	3	20%	3	20%	2	14%
<b>HEARING OR ADR PROCESS</b> 8. Efficiency of <u>hearing or ADR process</u>	8	54%	2	14%	1	7%	3	20%	1	7%

LEVELS OF CUSTOMER DETERMINED SERVICE QUALITY BY CUSTOMER GROUP										
Survey Issues	Other *** Total 5									
*** Other	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		No Opinion	
<b>STAFF</b> 1. Courtesy and professionalism of office <u>staff</u>	4	80%	--	---	--	---	--	---	1	20%
<b>STAFF</b> 2. Responsiveness of office <u>staff</u> to your inquiries	3	60%	1	20%	--	---	--	---	1	20%
<b>STAFF</b> 3. Office <u>staff's</u> knowledge of applicable SOAH procedure	4	80%	--	---	--	---	--	---	1	20%
<b>JUDGES</b> 4. Courtesy and professionalism of the <u>Judge</u> (ALJ)	4	80%	--	---	--	---	--	---	1	20%
<b>JUDGES</b> 5. <u>Judge's</u> knowledge of applicable laws and procedures	4	80%	--	---	--	---	--	---	1	20%
<b>JUDGES</b> 6. Timeliness of <u>judges</u> issuing a decision	2	40%	1	20%	--	---	--	---	2	40%
<b>HEARING OR ADR PROCESS</b> 7. Fairness and objectiveness of the <u>hearing</u> or ADR process	2	40%	--	---	--	---	--	---	3	60%
<b>HEARING OR ADR PROCESS</b> 8. Efficiency of <u>hearing</u> or ADR process	2	40%	--	---	--	---	--	---	3	60%

LEVELS OF CUSTOMER DETERMINED SERVICE QUALITY BY CUSTOMER GROUP										
Survey Issues	Unknown **** Total 12									
**** Unknown	Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Dissatisfied		No Opinion	
<b>STAFF</b> 1. Courtesy and professionalism of office <u>staff</u>	9	75%	1	9%	1	9%	--	---	1	9%
<b>STAFF</b> 2. Responsiveness of office <u>staff</u> to your inquiries	8	67%	1	9%	1	9%	1	9%	1	9%
<b>STAFF</b> 3. Office <u>staff's</u> knowledge of applicable SOAH procedure	7	59%	3	25%	--	---	--	---	2	17%
<b>JUDGES</b> 4. <u>Courtesy and professionalism</u> of the <u>Judge</u> (ALJ)	9	75%	1	9%	1	9%	--	---	1	9%
<b>JUDGES</b> 5. <u>Judge's</u> knowledge of <u>applicable laws and procedures</u>	6	50%	3	25%	1	9%	--	---	2	17%
<b>JUDGES</b> 6. <u>Timeliness</u> of judges issuing a <u>decision</u>	5	42%	1	9%	1	9%	2	17%	3	25%
<b>HEARING OR ADR PROCESS</b> 7. Fairness and objectiveness of the <u>hearing or ADR process</u>	5	42%	2	17%	1	9%	1	9%	3	25%
<b>HEARING OR ADR PROCESS</b> 8. Efficiency of <u>hearing or ADR process</u>	7	59%	1	9%	1	9%	1	9%	2	17%

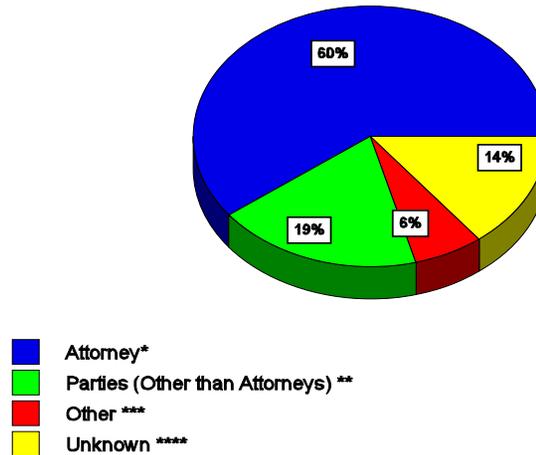
## SATISFIED RESPONSES BY CUSTOMER GROUP

**Total Satisfied Customers Responding to Survey: 63**

**Total Satisfied Responses by Customer Group:**

Satisfied Group (Total 63)	Total Respondent for Individual Group Type	Percentage of Total Customers Satisfied
<b>Attorney*</b>	38	60%
<b>Parties (Other than Attorneys)**</b>	12	19%
<b>Other***</b>	4	6%
<b>Unknown ****</b>	9	14%

**Satisfied Responses by Customer Group**



\* Includes attorneys appearing before SOAH administrative law judges (ALJs) representing state agencies and other parties (e.g., witnesses, petitioners, respondents, defendants and intervenors).

\*\* Includes individuals or entities in contested case hearings that seek specific relief from state agencies or who are responding to proposed action against them by state agencies, and intervenor participants.

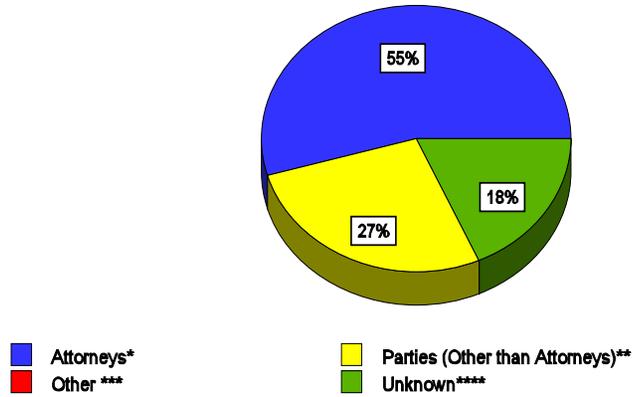
\*\*\* Includes persons other than a party or party representative, (e.g., witnesses, paralegals, ombudsmen, administrative personnel).

\*\*\*\* Insufficient information to classify.

### DISSATISFIED RESPONSES BY CUSTOMER GROUP

Dissatisfied Group (Total 11)	Total Respondent for Individual Group Type	Percentage of Total Respondents Dissatisfied Targeted Group
Attorneys *	6	55%
Parties (Other than Attorneys)**	3	27%
Others ***	0	0%
Unknown ****	2	18%

Dissatisfied Responses by Customer Group



\* Includes attorneys appearing before SOAH administrative law judges (ALJs) representing state agencies and other parties (e.g., witnesses, petitioners, respondents, defendants and intervenors).

\*\* Includes individuals or entities in contested case hearings that seek specific relief from state agencies or who are responding to proposed action against them by state agencies, and intervenor participants.

\*\*\* Includes persons other than a party or party representative, (e.g., witnesses, paralegals, ombudsmen, administrative personnel).

\*\*\*\* Insufficient information to classify.

## **ANALYSIS OF CUSTOMER SATISFACTION SURVEY FINDINGS AND ACTIONS TAKEN IN RESPONSE TO FY 2005 SURVEY COMMENTS**

- ▶ **A State agency setting a hearing should be held accountable for being ready to proceed. The agency should not be given unlimited continuances.**

SOAH agrees that all parties should be ready to proceed to hearing at the scheduled time except when an adequate reason for delay is presented. It is not SOAH's practice to allow unlimited continuances to either agency parties or non-agency parties.

- ▶ **Discontinue hearings on the merits by telephone. Cannot hear party and cannot effectively cross-examine.**

By allowing parties to participate by phone on a case-by-case basis, SOAH makes its hearings more readily accessible than they would be if all hearing participants always had to travel to the hearing site, which is typically in Austin. This approach reduces costs and time for our hearing participants. Parties should, of course, be able to hear each other during telephone hearings. If there is a poor connection, the parties may request that an improved connection be obtained or that the hearing be rescheduled. Additionally, if a party has a particular reason a party or witness should appear to testify in person, the party may object to a request to appear by phone.

- ▶ **SOAH should be able to enforce rules when agreed upon by parties and not carried out by the other party. We were ruled against but collection calls continue and no billing has been sent by the company as agreed upon.**

SOAH understands the frustration that parties experience when other hearing participants fail to follow through on an agreement reached to resolve a case. As an administrative agency, however, SOAH has authority only to address matters that have been entrusted to it by the Legislature. The Legislature has not provided SOAH with continuing jurisdiction to enforce agreements reached by hearing participants. Such agreements may potentially be enforced either through the agency that referred the case to SOAH or through the court system.

- ▶ **A better knowledge by staff of the SOAH web site and applicable procedures and rules would be helpful.**

SOAH regularly updates its web site in order to better serve the needs of the public and our hearing participants and in response to improvements in technology. SOAH is in the process of implementing a major program to expand and improve the information available on our web site which should also make the site more user friendly. Staff will be trained to assist the public as needed.

Appropriate SOAH staff are trained in SOAH's rules and procedures on an on-going basis through formal and informal in-house training. SOAH believes it provides excellent service in this respect but will continue to work to improve in this area. Because our hearings are legal proceedings, SOAH staff are not allowed to informally provide parties with advice or to interpret our rules or judges' orders. While this limitation can sometimes seem cumbersome to parties in need of help, it is necessary in order to comply with the law and to be fair to other hearings participants. Parties may always file a motion with the judge assigned to the case asking for clarification or guidance relating to hearing procedures and rules.

◆ **Make agencies follow §2001.058(e) instead of ignoring Administrative Law Judge (ALJ) Proposals for Decision.**

The Legislature has provided SOAH no authority to enforce this law. Enforcement of this provision would potentially be available through the court system.

◆ **Put the docket on the web site sooner. Publish general docket one month in advance and update weekly.**

SOAH agrees with this comment and will publish a comprehensive docket reflecting all cases set for hearing on its web site. This docket will be updated at least weekly.

Additional negative comments include the following:

- ◆ If there was any way to make things more efficient, I had to take a substantial amount of time off work before I received the results of my hearing.
- ◆ Too much leeway was given to an agency that is making their procedures up as they go along.
- ◆ Case was dropped because of poor communication. The date was moved and nobody informed us I had to appear in court.
- ◆ Hearing rooms are sometimes much too cold in temperature.
- ◆ Parking facilities are not satisfactory in that it is difficult to port materials from the parking garage in clement weather, much less through the rain.

The response to these comments is that, although the hearings process at SOAH functions very well, we continue to work to improve the quality and efficiency of the hearings process through training and monitoring. Overall those responding expressed satisfaction with SOAH as indicated by the following comments:

- ◆ Excellent group of people.
- ◆ All personnel have been courteous and professional.
- ◆ Excellent service. Exceeded expectations for a State Agency.
- ◆ Overall very satisfied - the process ran smoothly.
- ◆ While not always obtaining a favorable result, judges were fair and professional.
- ◆ Enjoyed working with SOAH judges and staff, all of them were courteous, fair and very

professional.

The respondents to the survey made other positive comments, including several about individual ALJs.

SOAH is committed to the effective and efficient performance of its mission, that being to conduct fair, objective, prompt, and efficient hearings and alternative dispute resolution proceedings and to provide fair, logical, and timely decisions. Towards that end, SOAH will continue to work to identify needed areas of improvement and the best ways to address these needs.

**PERFORMANCE MEASURE INFORMATION  
RELATED TO CUSTOMER SERVICE**

<b>Customer Service Measure</b>	<b>FY 2005</b>
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	83%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	10%
Number of Customers Surveyed	1200
Number of Customers Served*	51
Cost per Customer Surveyed** (Does not include administrative costs)	.65
Number of Customers Identified	1200
Number of Customer Groups Inventoried	4

\* Number of Customers Served refers to the number of agencies that referred cases during FY 2005. Some agencies referred large numbers of cases and all cases involved more than one party. This explains why the figure for customers surveyed is much larger than the number of customers served.

\*\* Cost per customer surveyed is calculated at .65 per page and includes the cost of printing and postage, but does not include administrative costs incurred to prepare and distribute the survey and tabulate the responses.

**STATE AGENCIES AND OTHER GOVERNMENTAL ENTITIES  
SERVED BY THE STATE OFFICE OF ADMINISTRATIVE HEARINGS  
Fiscal Year 2005**

1. Aging & Disability Services, Texas Department of
2. Agriculture, Texas Department of
3. Alcoholic Beverage Commission, Texas
4. Architectural Examiners, Texas Board of
5. Attorney General, Office of the
6. Barber Examiners, Texas State Board of
7. Building & Procurement Commission, Texas
8. Chiropractic Examiners, Texas Board of
9. Cosmetology Commission, Texas
10. Dental Examiners, Texas State Board of
11. Education Agency, Texas
12. Educator Certification, Texas State Board for
13. Edwards Aquifer Authority
14. Employees Retirement System of Texas
15. Engineers, Texas Board of Professional
16. Environmental Quality, Texas Commission on
17. Family & Protective Services, Texas Department of
18. Fire Fighters' Pension Commissioner, Office of the
19. Funeral Service Commission, Texas
20. Geoscientists, Texas Board of Professional
21. Health & Human Services Commission, Texas
22. Health Services, Texas Department of State
23. Housing & Community Affairs, Texas Department of
24. Insurance, Texas Department of
25. Law Enforcement Officer Standards & Education, Texas Commission on
26. Licensing & Regulation, Texas Department of
27. Lottery Commission, Texas
28. Medical Examiners, Texas State Board of
29. Municipal Retirement System, Texas
30. Nurse Examiners, Texas Board of
31. Optometry Board, Texas
32. Pharmacy, Texas State Board of
33. Plumbing Examiners, Texas State Board of
34. Psychologists, Texas State Board of Examiners of
35. Public Accountancy, Texas State Board of
36. Public Safety, Texas Department of
37. Public Utility Commission of Texas
38. Racing Commission, Texas
39. Real Estate Commission, Texas
40. Residential Construction Commission, Texas
41. Secretary of State

42. State Securities Board, Texas
43. Structural Pest Control Board, Texas
44. Teacher Retirement System of Texas
45. Transportation, Texas Department of
46. University of Houston
47. University of Texas Health Science Center at Houston
48. Veterinary Medical Examiners, Texas State Board of
49. Workers' Compensation Commission, Texas
50. Workforce Commission, Texas
51. Youth Commission, Texas

# ATTACHMENT 1

**ATTACHMENT 1**  
**Customer Satisfaction Survey - Procedural Timeline**

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**I. TIMELINES**

**A. MAY**

1. May 1<sup>st</sup> - Survey Liaison prepares purchase requisition for Business Reply Mail (BRM) account fee - this account is handled by the Post Office and holds monies for return survey mail (postage due). The fee is for handling charges only.
2. May 10<sup>th</sup> - Request Information Resources Manager have labels prepared for administrative license revocation program using Lotus Notes program and labels prepared for the general docket cases from the Information Resources (IR) data base.
3. May 15<sup>th</sup> - Survey Liaison prepares "Draft" survey form
  - ▶ Reformat survey form to correspond with current year.
  - ▶ Submit "Draft" of reformatted survey to Chief Administrative Law Judge or her/his designee along with any other person designated by the Chief ALJ to assist with revisions.
4. May 20<sup>th</sup> - *Chief ALJ and any other designated person(s) return survey form with revisions to Survey Liaison. Survey Liaison prepares final survey.*
5. May 21<sup>st</sup> - *Survey Liaison submits final survey print job to State printing contractor. Requests printing on recycled paper, trifolded, tabbed and labels affixed to survey. Within 5 days receive printed survey from State printing contractor.*

**B. JUNE**

1. June 1<sup>st</sup> - Survey Liaison prepares survey for mailing
  - ▶ Survey Liaison prepares a purchase requisition for postage to be sent to the Post Office - needed for surveys to be return mailed to SOAH. The warrant should be mailed to the Capitol Station Post Office for credit to SOAH's BRM account.
2. June 15<sup>th</sup> - Survey Liaison is responsible for separating interagency surveys from regular mail surveys and then making sure they are stamped "Interagency Mail" or sent for postage metering. Finalized survey are sent to SOAH's Mail Clerk for postage metering (if appropriate), then survey is mailed out to external customers.

**C. JULY**

1. July 15<sup>th</sup> - *Due date for return of responses from customers.*
2. July 30<sup>th</sup> - *Due date for tabulation of responses.*

**D. AUGUST Bi-Annually (Even numbered year)**

1. August 15<sup>th</sup> - *Results of survey reported in Legislative Appropriation Request (LAR).*
  - ▶ Measure: Percentage of those surveyed satisfied with overall process.
  - ▶ Methodology: Manual tally of responses to surveys returned by participants in hearings reflecting satisfaction with the overall process divided by the total number of responses received.

# ATTACHMENT 2



Please Detach Here - fold response, staple or tape, seal and mail

PLEASE RETURN THE SURVEY RESPONSE NO LATER THAN JULY 15, 2005

### STATE OFFICE OF ADMINISTRATIVE HEARINGS/CUSTOMER SURVEY

*We at SOAH care about the quality of service we provide to every customer. We value your opinion*

My contact with SOAH was as:

- An attorney representing
- a state agency
- party other than state agency
- A non-attorney party or party representative
- Other \_\_\_\_\_

*Let us know how you feel about the quality of our service.*

#### SOAH STAFF

- Courtesy and professionalism
- Responsiveness to inquiries
- Knowledge of applicable SOAH procedures

#### ADMINISTRATIVE LAW JUDGES

- Courtesy and professionalism
- Knowledge of applicable laws and procedures
- Timeliness of decisions

#### HEARINGS OR ADR PROCESS

- Fairness and objectiveness of hearing or ADR process
- Efficiency of hearing or ADR process

Satisfied    Somewhat Satisfied    Dissatisfied    Somewhat Dissatisfied    No Opinion

<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

#### FACILITIES

- Adequacy of Parking
- Adequacy of hearing rooms
- Office location and accessibility

#### COMMUNICATION

- Response to complaints
- Quality of printed materials (brochures etc.)
- Internet Web site usefulness

#### AGENCY SERVICES

- Overall satisfaction with agency experience

Satisfied    Somewhat Satisfied    Dissatisfied    Somewhat Dissatisfied    No Opinion

<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Thank you for taking the time to complete this survey. Please list any comments or suggestions to help us improve our service:

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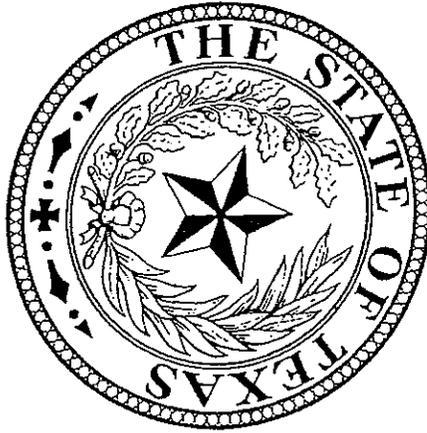
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Affix Label  
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**STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
ANNUAL SURVEY  
2005**



ANNUAL SURVEY No. 11



STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PO BOX 13025  
AUSTIN TX 78711-9909

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