

State Office of Administrative Hearings



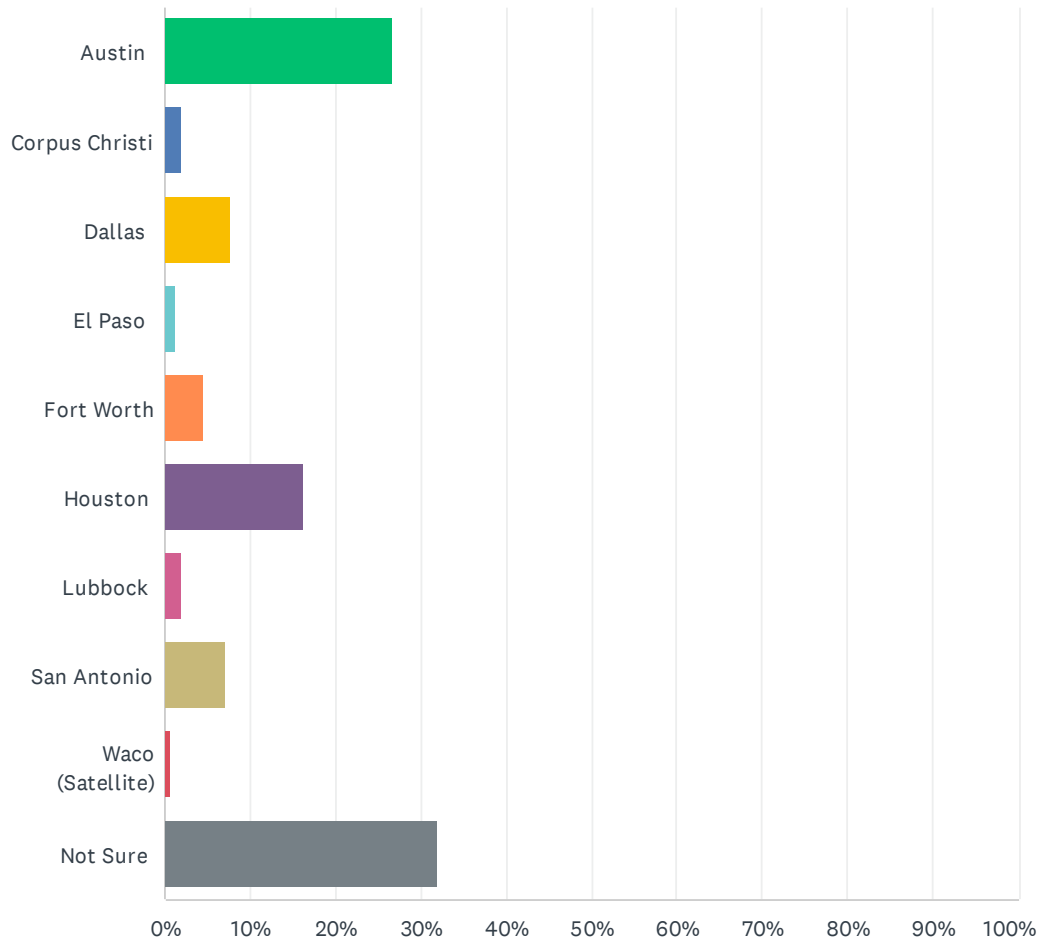
Hearings Customer Service Survey

Fiscal Year 2025 Survey Results

September 1, 2024, through August 31, 2025

Q1 The agency has offices and staff across Texas. If you interacted with staff in a particular office, please select which one. If you interacted with staff in different locations or are not sure where they worked, please select "Not Sure".

Answered: 599 Skipped: 2

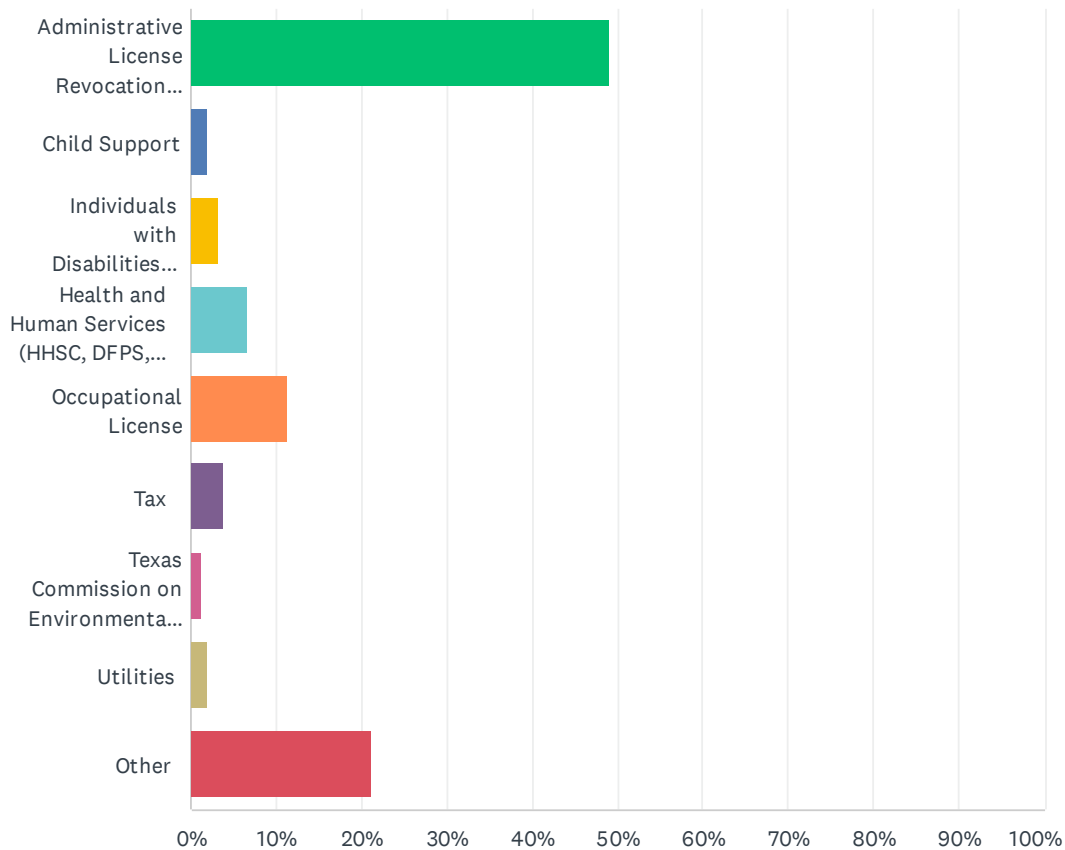


State Office of Administrative Hearings 2025 Hearings Customer Service Survey

ANSWER CHOICES	RESPONSES	
Austin	26.71%	160
Corpus Christi	2.00%	12
Dallas	7.68%	46
El Paso	1.34%	8
Fort Worth	4.51%	27
Houston	16.19%	97
Lubbock	1.84%	11
San Antonio	7.01%	42
Waco (Satellite)	0.67%	4
Not Sure	32.05%	192
TOTAL		599

Q2 Please select the hearing type:

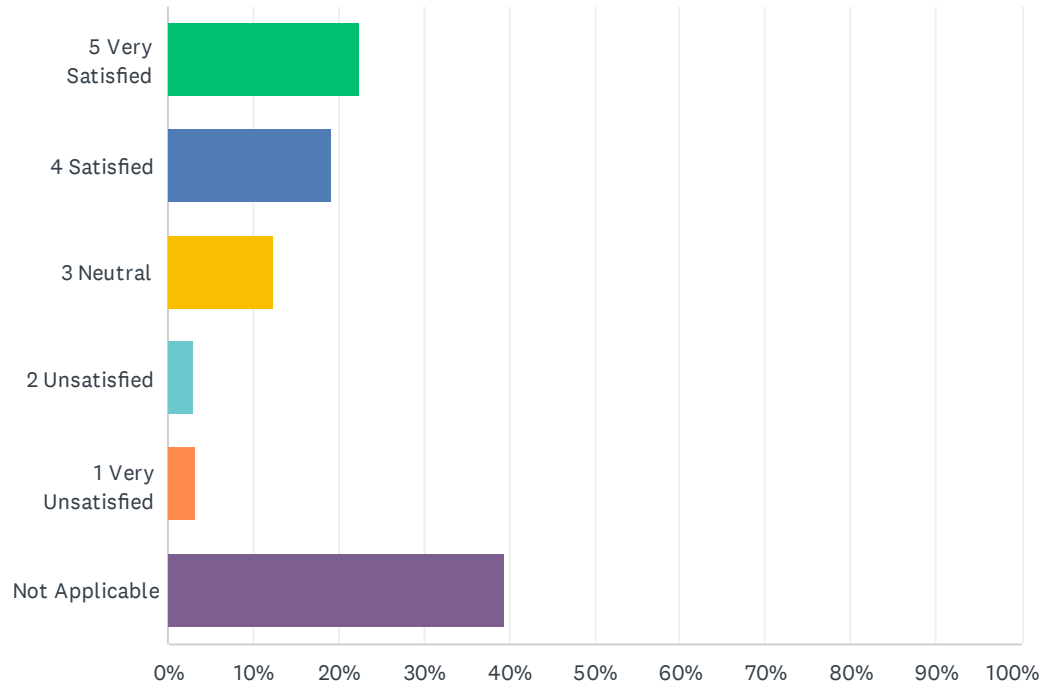
Answered: 517 Skipped: 84



ANSWER CHOICES	RESPONSES	
Administrative License Revocation (ALR) Driver's License	48.94%	253
Child Support	1.93%	10
Individuals with Disabilities Education Act (IDEA)	3.09%	16
Health and Human Services (HHSC, DFPS, and DSHS)	6.58%	34
Occupational License	11.22%	58
Tax	3.87%	20
Texas Commission on Environmental Quality (TCEQ)	1.35%	7
Utilities	1.93%	10
Other	21.08%	109
TOTAL		517

Q3 How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

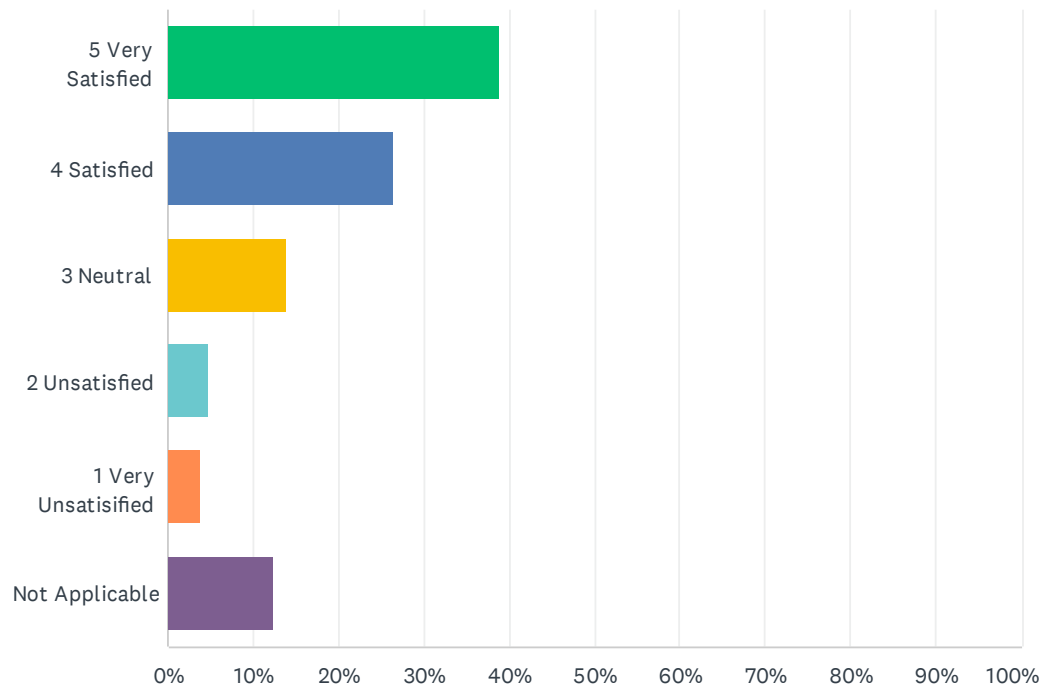
Answered: 458 Skipped: 143



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	22.49%	103
4 Satisfied	19.21%	88
3 Neutral	12.45%	57
2 Unsatisfied	3.06%	14
1 Very Unsatisfied	3.28%	15
Not Applicable	39.52%	181
TOTAL		458

Q4 How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name?

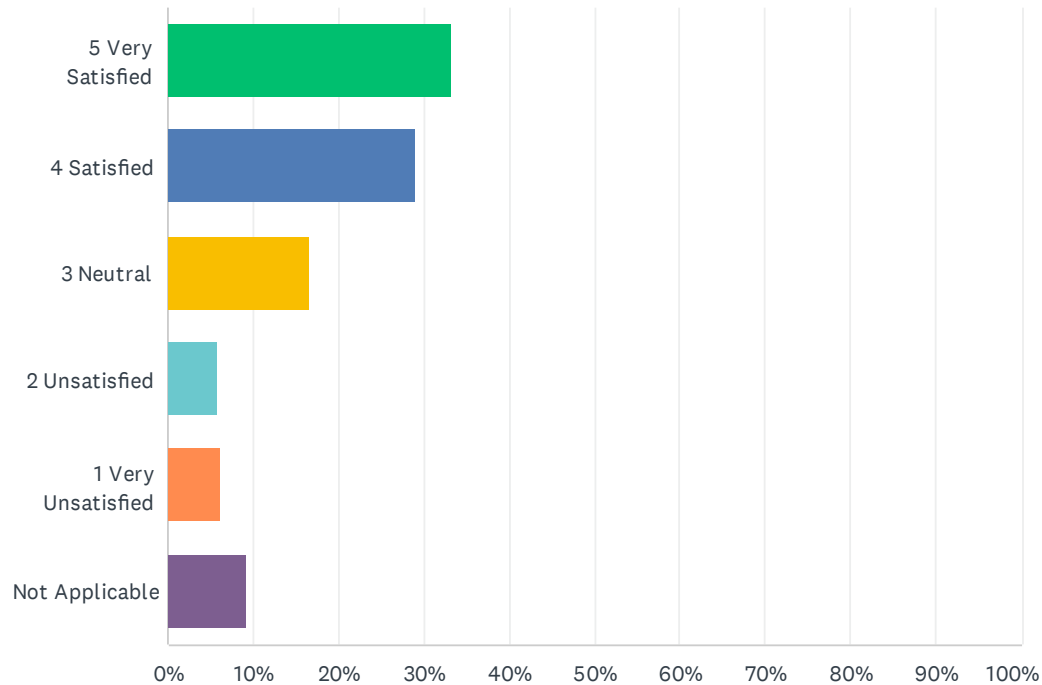
Answered: 446 Skipped: 155



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	38.79%	173
4 Satisfied	26.46%	118
3 Neutral	13.90%	62
2 Unsatisfied	4.71%	21
1 Very Unsatisfied	3.81%	17
Not Applicable	12.33%	55
TOTAL		446

Q5 How satisfied are you with agency communications, including telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any other communications?

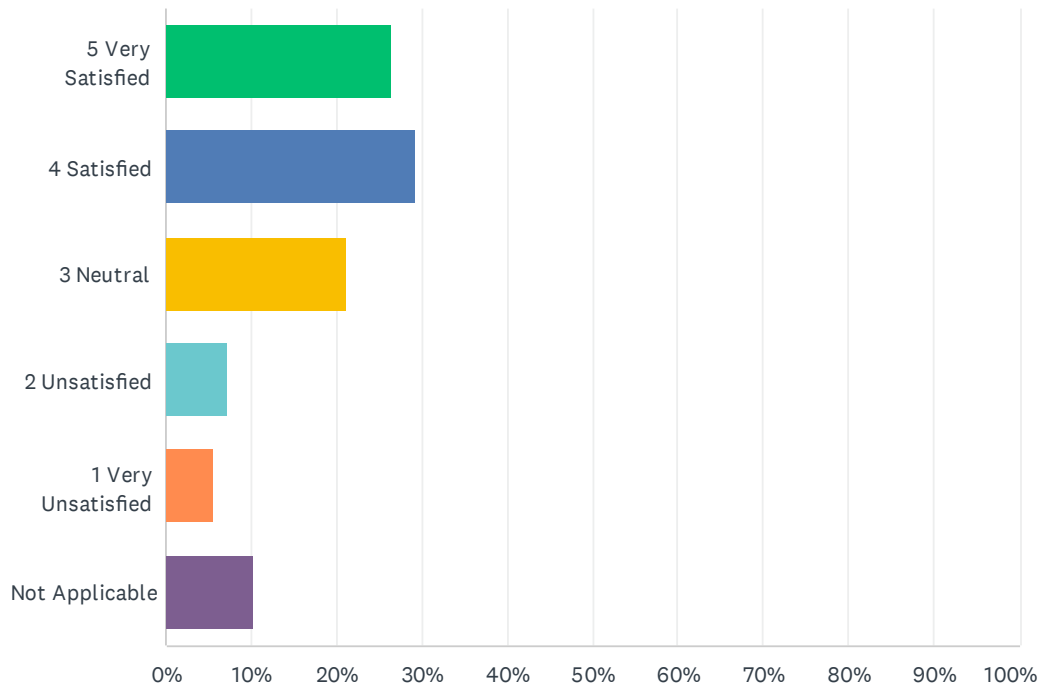
Answered: 434 Skipped: 167



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	33.18%	144
4 Satisfied	29.03%	126
3 Neutral	16.59%	72
2 Unsatisfied	5.76%	25
1 Very Unsatisfied	6.22%	27
Not Applicable	9.22%	40
TOTAL		434

Q6 How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the agency, office locations, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to file a formal complaint?

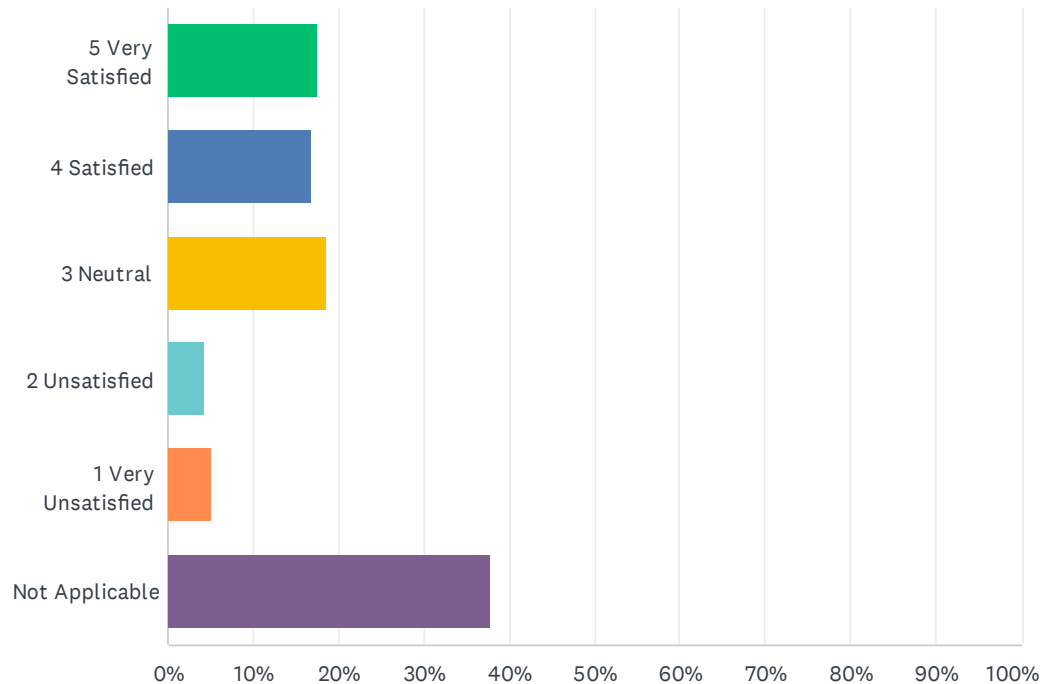
Answered: 427 Skipped: 174



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	26.46%	113
4 Satisfied	29.27%	125
3 Neutral	21.08%	90
2 Unsatisfied	7.26%	31
1 Very Unsatisfied	5.62%	24
Not Applicable	10.30%	44
TOTAL		427

Q7 How satisfied are you with the agency's formal complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

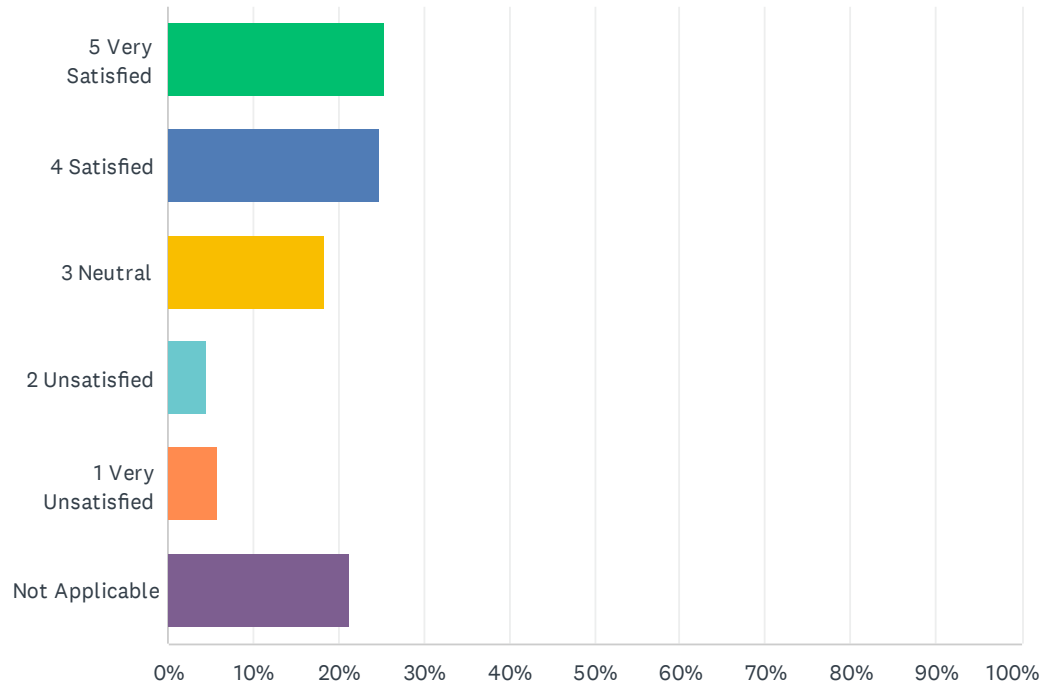
Answered: 424 Skipped: 177



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	17.45%	74
4 Satisfied	16.75%	71
3 Neutral	18.63%	79
2 Unsatisfied	4.25%	18
1 Very Unsatisfied	5.19%	22
Not Applicable	37.74%	160
TOTAL		424

Q8 How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?

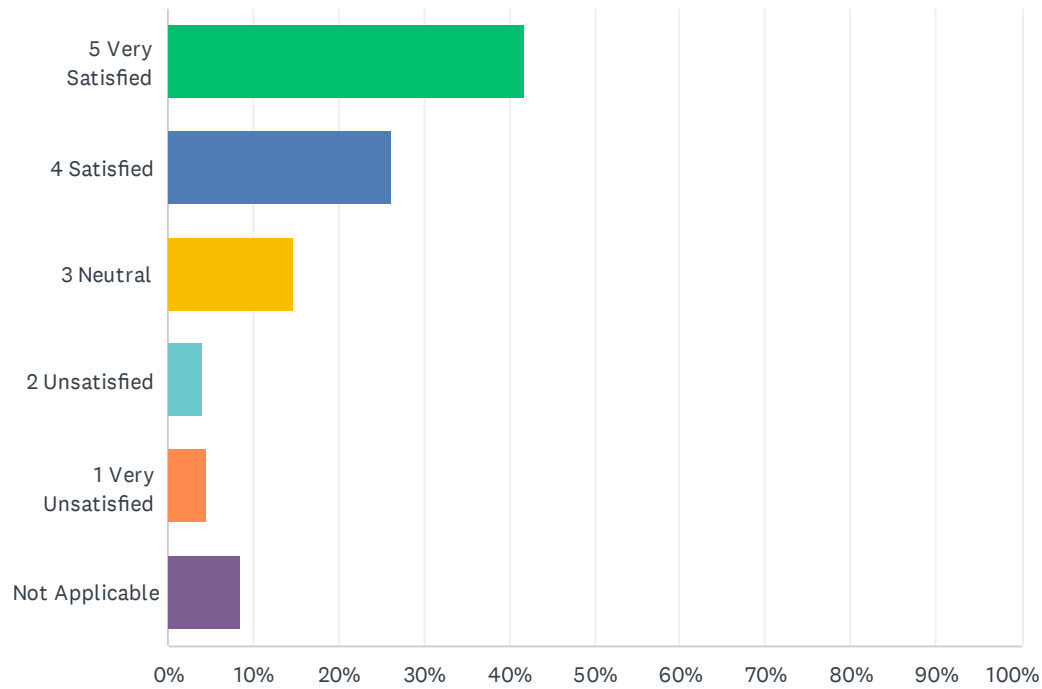
Answered: 421 Skipped: 180



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	25.42%	107
4 Satisfied	24.70%	104
3 Neutral	18.29%	77
2 Unsatisfied	4.51%	19
1 Very Unsatisfied	5.70%	24
Not Applicable	21.38%	90
TOTAL		421

Q9 How satisfied are you with the courtesy and professionalism of the Administrative Law Judge assigned to preside over your case?

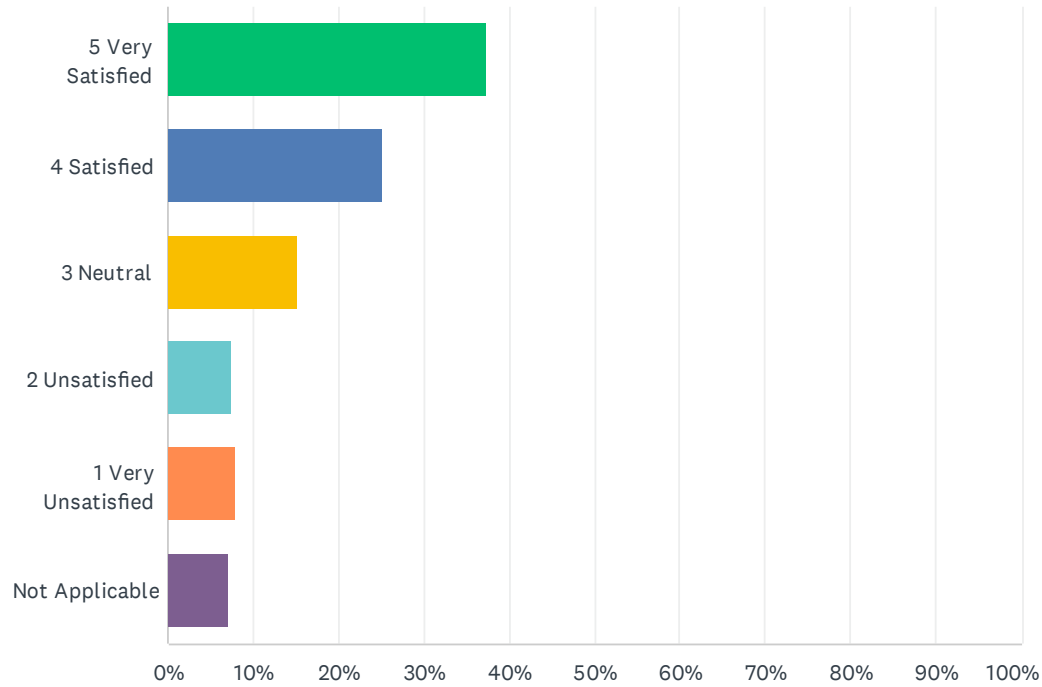
Answered: 419 Skipped: 182



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	41.77%	175
4 Satisfied	26.25%	110
3 Neutral	14.80%	62
2 Unsatisfied	4.06%	17
1 Very Unsatisfied	4.53%	19
Not Applicable	8.59%	36
TOTAL		419

Q10 How satisfied are you with the fairness and efficiency of the Administrative Law Judge assigned to preside over your case?

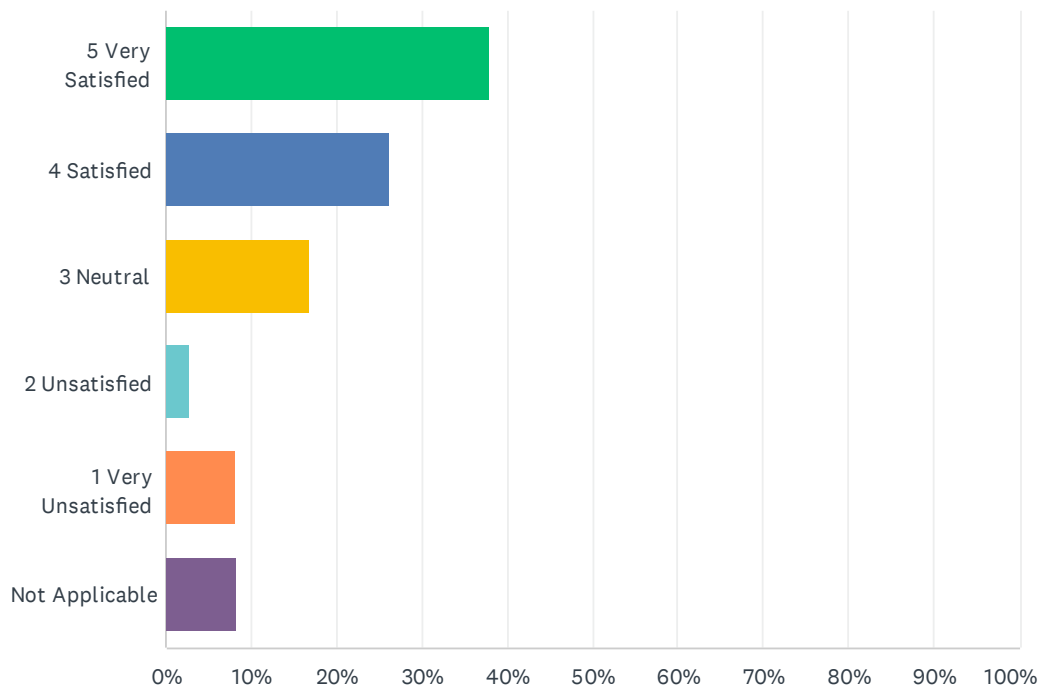
Answered: 415 Skipped: 186



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	37.35%	155
4 Satisfied	25.06%	104
3 Neutral	15.18%	63
2 Unsatisfied	7.47%	31
1 Very Unsatisfied	7.95%	33
Not Applicable	6.99%	29
TOTAL		415

Q11 How satisfied are you with the knowledgeability of the Administrative Law Judge about the law and procedures applicable in your case?

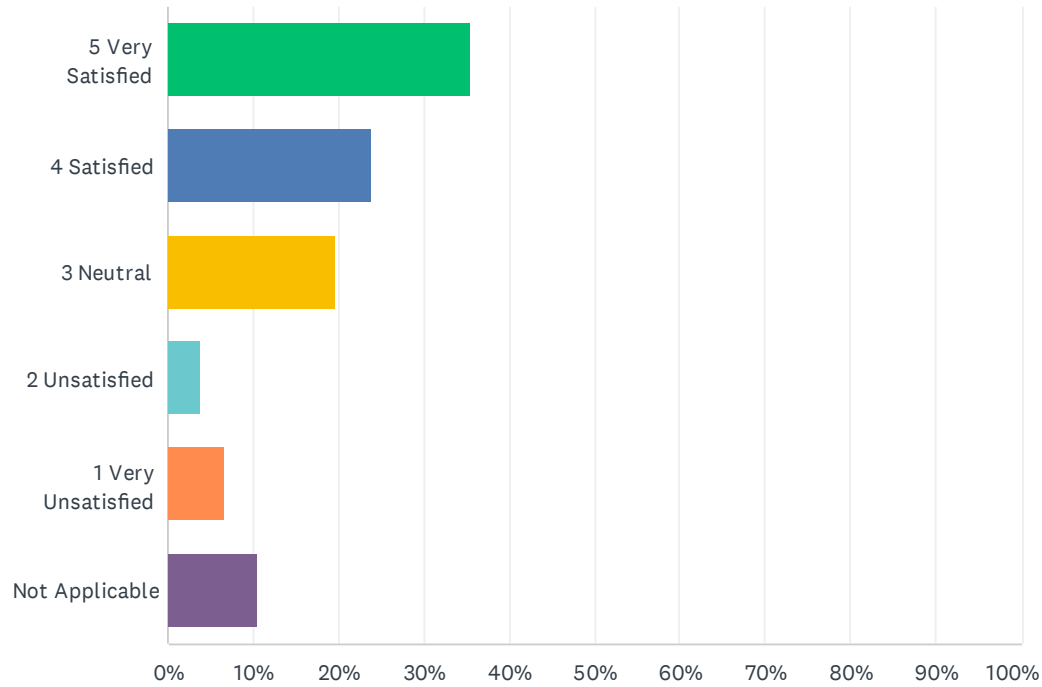
Answered: 411 Skipped: 190



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	37.96%	156
4 Satisfied	26.28%	108
3 Neutral	16.79%	69
2 Unsatisfied	2.68%	11
1 Very Unsatisfied	8.03%	33
Not Applicable	8.27%	34
TOTAL		411

Q12 How satisfied are you with the clarity and written quality of the Administrative Law Judge's decision in your case?

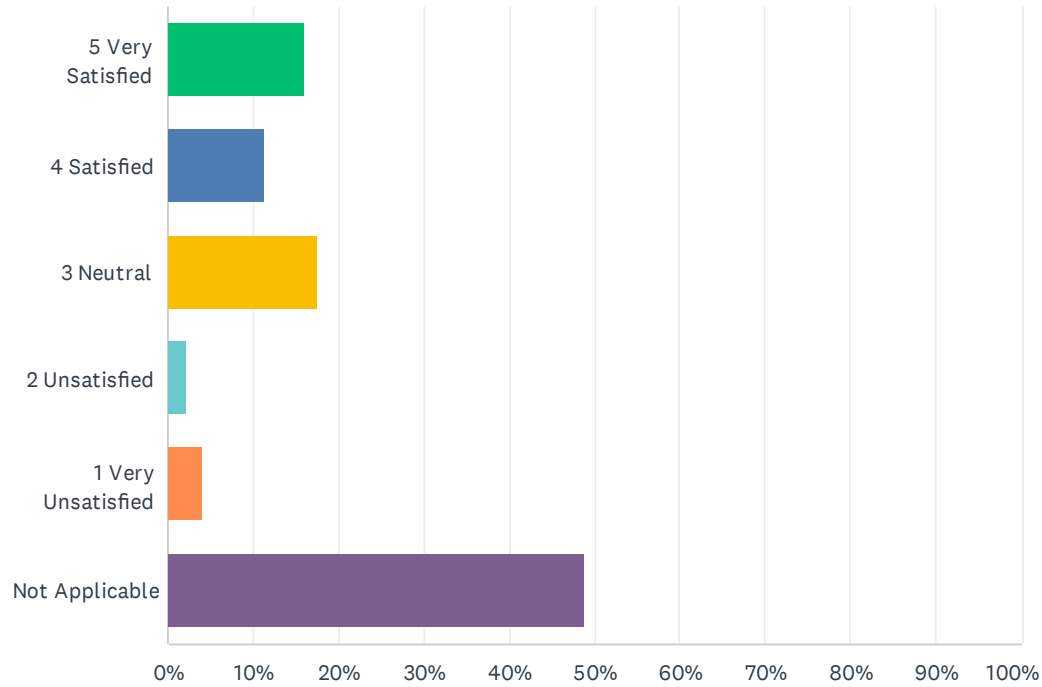
Answered: 409 Skipped: 192



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	35.45%	145
4 Satisfied	23.96%	98
3 Neutral	19.56%	80
2 Unsatisfied	3.91%	16
1 Very Unsatisfied	6.60%	27
Not Applicable	10.51%	43
TOTAL		409

Q13 How satisfied were you with the content and usefulness of the State Office of Administrative Hearings self-represented litigant guide?

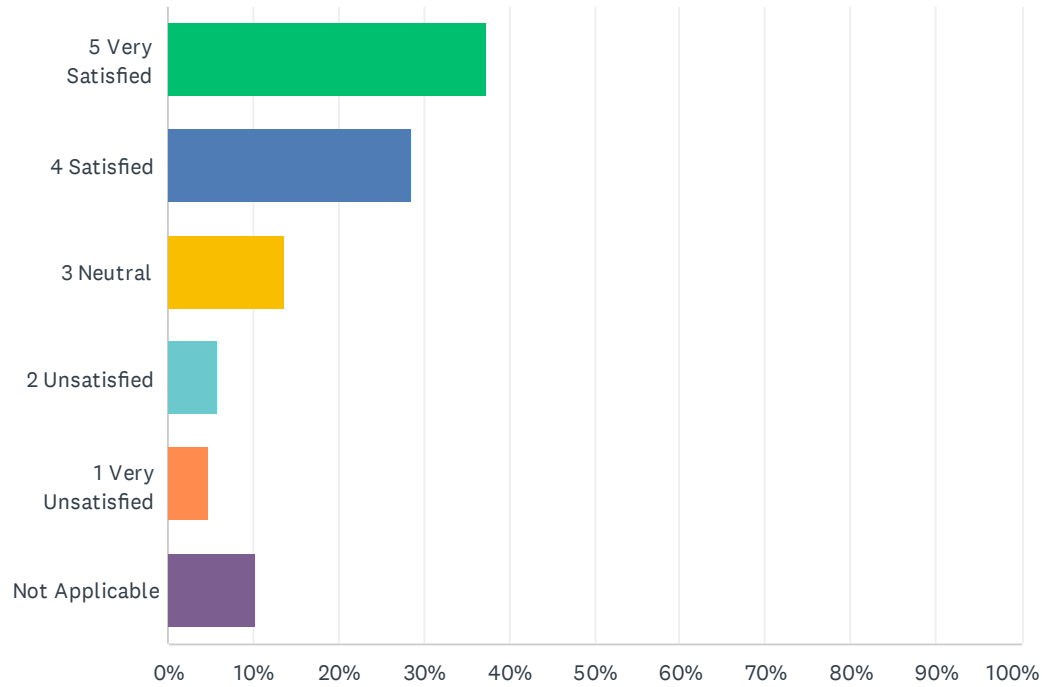
Answered: 405 Skipped: 196



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	16.05%	65
4 Satisfied	11.36%	46
3 Neutral	17.53%	71
2 Unsatisfied	2.22%	9
1 Very Unsatisfied	3.95%	16
Not Applicable	48.89%	198
TOTAL		405

Q14 Please rate your overall satisfaction with the remote hearings technology and process at the State Office of Administrative Hearings.

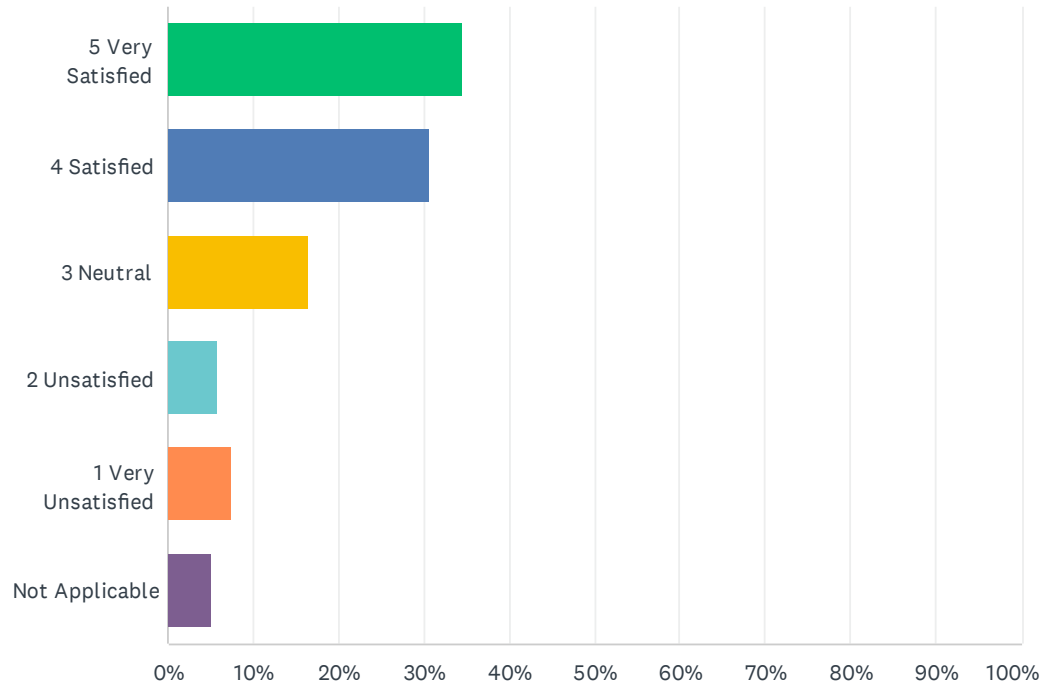
Answered: 404 Skipped: 197



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	37.38%	151
4 Satisfied	28.47%	115
3 Neutral	13.61%	55
2 Unsatisfied	5.69%	23
1 Very Unsatisfied	4.70%	19
Not Applicable	10.15%	41
TOTAL		404

Q15 Please rate your overall satisfaction with the hearings process at the State Office of Administrative Hearings.

Answered: 403 Skipped: 198



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	34.49%	139
4 Satisfied	30.77%	124
3 Neutral	16.38%	66
2 Unsatisfied	5.71%	23
1 Very Unsatisfied	7.44%	30
Not Applicable	5.21%	21
TOTAL		403

Q16 Please provide any additional comments you may have on staff performance, agency services, and/or suggested improvements in the space below:

Answered: 96 Skipped: 505