

TEXAS

RACING COMMISSION

CUSTOMER SERVICE REPORT 2012

Submitted June 1, 2012



TEXAS RACING COMMISSION
www.txrc.state.tx.us ♦ 512-833-6699

TEXAS RACING COMMISSION

CUSTOMER SERVICE REPORT JUNE 1, 2012

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CUSTOMER INVENTORY

A great deal of overlap exists among the Commission's service populations and the various strategies. To assist in identifying the target customers for each strategy, the Commission focused on the populations with whom employees interact most. These are designated "direct customers."

The Commission found that "customer" could include persons who are the beneficiaries of the Commission's efforts under a strategy, but with whom our employees have little or no direct contact. These customers are designated as "indirect customers."

Strategy	Direct Customers	Number	Indirect Customers	Number
A.1.1. Regulate Racetrack Owners	Racetrack management/officers	114	Patrons Occupational Licensees	1,531,200 10,684
A.2.1. Texas-Bred Incentive Programs	Breed registries	5	Breeders	Unknown
A.3.1. Supervise Racing & Licensees A.3.2. Monitor Occupational Licensees	Occupational licensees (trainers, owners, jockeys, exercise riders, officials) Racing offices Law enforcement agencies Other racing commissions	3,229 6 14 50	Patrons	1,531,200
A.4.1. Inspect & Provide Emergency Care A.4.2. Administer Drug Test	Occupational licensees (trainers, grooms)	1,810	Patrons	1,531,200
B.1.1. Occupational Licensing	Occupational license applicants Other racing commissions	7,722 50	N/A	---
C.1.1. Pari-mutuel Wagering	Racetrack mutuel employees	386	Patrons	1,531,200
D.1.1. Indirect Administration	Internal customers (agency employees) Racetracks Breed registries	61 13 5	N/A	---

SERVICES PROVIDED TO DIRECT CUSTOMERS

RACETRACKS

Agency staff interacts daily with racetrack personnel. The field staff works closely with the tracks to interpret and enforce rules and facilitate racing and wagering conduct. Staff at headquarters review and respond to requests made by the racetracks for race date allocations, wagering and simulcasting approvals, and construction approvals.

OCCUPATIONAL LICENSEES

Commission field personnel consult occupational licensees daily. These contacts concern animals and race performance, disciplinary hearings on alleged rule violations, and disciplinary orders for violations.

PATRONS

Agency personnel respond to questions and complaints from patrons about all aspects of pari-mutuel racing, including the calculation of pools, interpretation of Commission rules, and improper conduct by licensees.

BREED REGISTRIES

Auditors in the headquarters office routinely collect and provide pari-mutuel information to the breed registries to ensure the proper allocation of Texas Bred Incentive Program revenue.

MUTUEL AND TOTE COMPANY EMPLOYEES

Field auditors interact multiple times daily with track and tote company employees about the conduct of wagering. Auditors test the tote equipment to ensure accurate calculations and continually monitor wagering activity for compliance with Commission requirements.

OCCUPATIONAL LICENSE APPLICANTS

Agency licensing technicians help applicants complete the license application process on a daily basis.

LAW ENFORCEMENT AGENCIES

Commission investigators obtain information from, and share information with, the Department of Public Safety and local law enforcement officials about the Commission's licensees. The Commission's investigators periodically assist other law enforcement officers in executing search warrants and detaining suspects.

OTHER RACING COMMISSIONS

Headquarters staff makes inquiries of, and responds to inquiries from, other racing regulatory bodies to ensure the occupational licensing process is efficient.

INFORMATION GATHERING METHODS

This survey measures the statutorily required customer service quality elements in a cost-effective manner. It consists of three areas: questions, demographics, and an open-ended response portion.

The questions measure how the customer base feels about the Commission's facilities, staff, communications, Internet site, complaint-handling processes, service timeliness, and printed information. Customers responded to 14 statements, rating their level of agreement with each statement from strongly agree to strongly disagree. To score the data, point values ranging from five for strongly agree to one for strongly disagree were assigned to the responses. A weighted average was then calculated for each question to achieve the overall score on the five-point scale.

The demographic information provides the Commission with a descriptive component of each customer/respondent and the purpose for interaction with the Commission. This information shows how customers rate particular groups of agency employees, giving the Commission insight into areas of strength and potential areas for improvement.

Customers were invited to add additional comments and suggestions at the conclusion of the survey.

This survey was available starting on February 2, 2012. It was distributed in a variety of methods. This report reflects the responses through May 29, 2012. The survey remains available to the customer base and staff will analyze the results on a periodic basis.

- The survey is available on the Texas Racing Commission website. The site's home page contains a quick link to the survey.
- On February 16, 2012, an invitation to complete the online survey was e-mailed to 113 entities on the subscriber distribution list for Commission news and activity.
- The survey was included in the acknowledgment letter sent to each occupational licensee processing an application online or through mail. Approximately 225 occupational licensees were contacted about the survey using this method.
- The Commission's executive director sent copies to the general manager of each licensed pari-mutuel racetrack and the executive director of each industry organization, urging them to distribute the survey to their staff or constituents.
- The survey was displayed at the licensing office located at each licensed pari-mutuel racetrack. During this time frame, approximately 2,475 individuals were licensed.

- The survey was distributed directly by agency employees to licensees working at the racetracks.
- The survey was included in miscellaneous correspondence, including responses to some open records requests.

Instances when a member of the patron population is a direct customer are extremely rare. This may occur when a patron has direct contact with the agency's pari-mutuel wagering regulatory staff. As these types of contacts with Commission staff are statistically small, the Commission did not attempt to survey that population.

The Commission distributed approximately 1,200 surveys directly. A total of 90 surveys were submitted to the Commission, 28 via the Internet. Overall, the calculated response rate for this year's survey was 7.5% percent.

Overall, the 2012 Customer Service Survey response rate was comparable to the 2010 rate of 8%.

CUSTOMER RESPONSES

CUSTOMER SERVICE AREAS

As mandated in Government Code, Chapter 2114, this survey was designed to measure seven areas associated with customer service. The scores were calculated by taking an average of the responses for the questions related to that specific category. Below is a summary table of the results of the 2012 customer service areas compared to the 2010 scores.

	2010 Average Score	2012 Average Score	Percentage Change
Facilities	4.60	4.43	-3.7%
Staff	4.67	4.21	-9.9%
Communications	4.64	4.30	-7.3%
Internet site	3.99	4.05	+1.5%
Complaint Handling	3.98	3.93	-1.3%
Service Timeliness	4.49	4.13	-8.0%
Printed Information	4.47	4.19	-6.3%
OVERALL SATISFACTION	4.54	4.42	-2.6%

Facilities

Evaluations of an agency’s facilities include the customer’s ability to access that agency, the office location, signs, and cleanliness.

The Commission offices I visited were clean, orderly, and accessible.

Satisfaction Score: 4.43

Strongly Agree	36	60.0%
Agree	18	30.0%
Neutral	4	0.7%
Disagree	0	0.0%
Strongly Disagree	2	0.3%
TOTAL NUMBER OF RESPONSES	60	100.0%

The Commission staff was available to me at convenient times.

Satisfaction Score: 4.13

Strongly Agree	42	56.0%
Agree	19	25.0%
Neutral	4	5.0%
Disagree	2	3.0%
Strongly Disagree	8	11.0%
TOTAL NUMBER OF RESPONSES	75	100.0%

Average Score for Facilities = 4.28

Staff

Evaluations of an agency's staff include employee courtesy, friendliness, and knowledge, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability.

The Commission staff I dealt with identified themselves or wore name badges.

Satisfaction Score: 4.13

Strongly Agree	42	60.0%
Agree	15	21.4%
Neutral	2	0.3%
Disagree	2	0.3%
Strongly Disagree	9	13.0%
TOTAL NUMBER OF RESPONSES	70	100.0%

The Commission staff I dealt with were professional and courteous.

Satisfaction Score: 4.24

Strongly Agree	49	63.0%
Agree	16	20.5%
Neutral	1	1.5%
Disagree	7	9.0%
Strongly Disagree	5	6.0%
TOTAL NUMBER OF RESPONSES	78	100.0%

The Commission staff I dealt with were able to answer my questions.

Satisfaction Score: 4.26

Strongly Agree	47	60.0%
Agree	16	21.0%
Neutral	7	9.0%
Disagree	4	5.0%
Strongly Disagree	4	5.0%
TOTAL NUMBER OF RESPONSES	78	100.0%

Average Score for Staff = 4.21

Communications

Evaluations of the agency's communications include the average time a customer spends on hold, call transfers, access to a live person, letters, and electronic mail.

My telephone call to the Commission office was routed to the proper person.

Satisfaction Score: 4.28

Strongly Agree	42	56.0%
Agree	21	28.0%
Neutral	7	9.3%
Disagree	1	1.3%
Strongly Disagree	4	5.4%
TOTAL NUMBER OF RESPONSES	75	100.0%

The Commission clearly communicated to me how to comply with the Commission's rules.

Satisfaction Score: 4.31

Strongly Agree	42	62.0%
Agree	14	20.5%
Neutral	7	10.0%
Disagree	1	1.5%
Strongly Disagree	4	6.0%
TOTAL NUMBER OF RESPONSES	68	100.0%

Average Score for Communications = 4.30

Internet Site

Evaluations of an agency's Internet site include the ease of use of 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 file a complaint.

The Commission's Internet website is informative, easy to use, and names a contact person for services.

Satisfaction Score: 4.21

Strongly Agree	33	52.0%
Agree	19	30.0%
Neutral	5	8.0%
Disagree	3	5.0%
Strongly Disagree	3	5.0%
TOTAL NUMBER OF RESPONSES	63	100.0%

It is easy to use the online licensing process.

Satisfaction Score: 3.89

Strongly Agree	24	43.0%
Agree	10	18.0%
Neutral	17	30.0%
Disagree	2	3.5%
Strongly Disagree	3	5.5%
TOTAL NUMBER OF RESPONSES	56	100.0%

Average Score for Internet Site = 4.05

Complaint Handling

Evaluations of the complaint handling process include whether it is easy to file a complaint and whether responses are timely.

It is easy to file a complaint with the Commission.

Satisfaction Score: 4.04

Strongly Agree	24	49.0%
Agree	7	14.0%
Neutral	16	33.0%
Disagree	0	0.0%
Strongly Disagree	2	4.0%
TOTAL NUMBER OF RESPONSES	49	100.0%

The Commission investigates complaints and takes appropriate action.

Satisfaction Score: 3.81

Strongly Agree	16	37.0%
Agree	9	21.0%
Neutral	15	35.0%
Disagree	0	0.0%
Strongly Disagree	3	7.0%
TOTAL NUMBER OF RESPONSES	43	100.0%

Average Score for Complaint Handling = 3.93

Service Timeliness

Evaluations of the agency's ability to timely serve its customers include the amount of time a customer waits for service in person, by phone, by letter, or at a website.

The time I waited for Commission action, by phone, in person, by mail, or by email, was reasonable.

Satisfaction Score: 4.13

Strongly Agree	42	56.0%
Agree	19	25.0%
Neutral	4	5.0%
Disagree	2	3.0%
Strongly Disagree	8	11.0%
TOTAL NUMBER OF RESPONSES	75	100.0%

Printed Information

Evaluations of the agency's brochures or other printed information include the accuracy of that information.

The written information I received was clear and contained helpful information.

Satisfaction Score: 4.19

Strongly Agree	41	57.0%
Agree	19	26.0%
Neutral	2	3.0%
Disagree	5	7.0%
Strongly Disagree	5	7.0%
TOTAL NUMBER OF RESPONSES	72	100.0%

Overall Satisfaction

Overall, I am satisfied with the Commission's services.

Strongly Agree	46	65.0%
Agree	17	24.0%
Neutral	4	5.5%
Disagree	0	0.0%
Strongly Disagree	4	5.5%
TOTAL NUMBER OF RESPONSES	71	100.0%

OVERALL SATISFACTION SCORE: 4.42

DEMOGRAPHIC ANALYSIS

As mentioned earlier, the demographic questions were included to assist the Commission in relating the various service populations with areas of strength and weakness.

Customers could skip any questions that did not apply or that they did not care to answer. Although the survey is totally anonymous and no identifying information is collected, several customers chose not to supply demographic information.

For each possible response to a demographic question, the Commission calculated the score on the "overall satisfaction" statement, "Overall, I am satisfied with the Commission's services."

Description of customer:	#	Satisfaction Score
Attorney	3	5.00
Business Entity	5	3.40
Consultant	1	5.00
General Public	6	3.40
Government Agency Staff	2	3.50
News Media	1	5.00
Occupational License Holder	53	4.43
Racetrack License Holder	14	4.67
Racetrack Patron	6	4.75
Stakeholder Organization	8	4.57
Other	2	4.00

Respondents were asked to mark all that applied.

Type of Racing Involvement:	#	Satisfaction Score
Primarily involved in horse racing	78	4.52
Primarily involved in greyhound racing	9	4.67

Residence:	#	Satisfaction Score
Live in Texas	68	4.35
Do not live in Texas	22	4.63

In past year, number of contacts with Commission:	#	Satisfaction Score
1 – 2	34	4.62
3 – 6	20	4.00
7 or more	26	4.48

Contact with following types of Commission employees in Austin:	#	Satisfaction Score
Finance & Accounting Staff	15	4.27
Information Technology Staff	10	4.00
Investigatory Staff	8	3.88
Legal Staff	3	5.00
Licensing Staff	44	4.45
Management/Executive Staff	16	4.00
Pari-mutuel Auditing Staff	10	4.33
Racing Staff	23	4.50
Veterinary Staff	14	3.85
Other	2	4.00

Respondents were asked to mark all that applied.

Contact with following types of Commission employees at a racetrack:	#	Satisfaction Score
Investigators	14	4.46
Judges	14	4.42
Licensing Staff	53	4.38
Pari-mutuel Auditors	12	4.45
Stewards	18	4.50
Test Barn Supervisors	9	4.22
Veterinarians	19	4.11
Other	1	4.00

Respondents were asked to mark all that applied.

Texas Racing Commission - Customer Service Report

Purpose of contact with Commission staff:	#	Satisfaction Score
Animal drug testing	6	4.17
Commission meeting	20	4.06
Compliance inspection	10	4.44
Disciplinary action by Stewards/Judges	3	3.50
File a complaint or question about a complaint	1	5.00
Human drug testing	0	n/a
Obtain information about the Rules of Racing	14	4.09
Obtain licensing information	55	4.48
Obtain open records information	8	3.50
Obtain wagering information	4	3.00
Request regulatory approval by Commission staff	8	4.38
Questioned by Stewards/Judges or Investigator	6	4.00
Working Group/Committee meeting	14	4.58
Other	10	4.38

Respondents were asked to mark all that applied.

In the past year, services received from Commission employees at the following locations:	#	Satisfaction Score
Austin Central Office	29	4.56
Gilliespie County Fair & Festivals	5	2.50
Gulf Greyhound Park	10	4.18
Lone Star Park at Grand Prairie	28	4.09
Retama Park	20	4.27
Sam Houston Race Park	35	4.33
Valley Race Park	2	4.00

Respondents were asked to mark all that applied.

CUSTOMER SATISFACTION ASSESSMENT

Responses to the survey generally were very positive. Almost 89 percent of respondents expressed overall satisfaction with agency services. On a scale of one to five, with five being best, the overall satisfaction rating is 4.42.

Six of the seven area scores showed decreases ranging from a modest 1.26 percent decline to a decrease of almost 10 percent. The agency's Internet site scored a modest gain of 1.5 percent.

Budget and economic constraints on both the agency and stakeholders may have resulted in the slightly lower scores overall.

Of these seven categories, the Commission's customers rated agency facilities, communications and staff the highest. Management believes this reflects the agency's philosophy to conduct its regulatory activities fairly, consistently, efficiently, and courteously.

Most of the respondents, 55 of 90, contacted the agency to obtain licensing information. The customer service area of Service Timeliness was some 8 percent below the 2010 score. This may reflect the reduced hours of operation at the licensing offices due to budget constraints.

While the score for Complaint Handling decreased slightly, it is in the same relative position as in the previous surveys. It maintained the lowest score of the seven measured attributes. Interestingly, the two questions regarding complaints had the fewest responses. Only one person said he/she contacted the Commission to file a complaint, and that person was very satisfied with the experience.

The one area of overall gain relates to the Commission's Internet site. The agency continues to enhance its website content and design and the scores reflect the effort.

Horse racing participants accounted for more than 86 percent of the completed surveys. This high rate of participation is not unusual as the sport of horse racing is labor intensive as compared to greyhound racing. With more operating horse tracks than greyhound tracks, naturally, there are more licensees associated with horse racing. The responses regarding service location correlates as well, with the Class 1 racetracks and Austin being the primary point of contact.

The overall satisfaction score varied slightly depending on the number of contacts a respondent had with the Commission throughout the year. Those reporting one to two contacts with the Commission during the year rated their overall satisfaction at 4.62. That number dipped to 4.00 for those having three to six contacts. Overall satisfaction increased to 4.48 for those who had seven or more contacts.

In addition to answering the questions, more than 27 percent of respondents provided written comments and insight to the agency’s record on customer service.

Thirteen provided positive comments regarding staff and services such as:

- “Your staff is very nice, courteous and professional.”
- “Friendly, knowledgeable staff.”
- “The interaction with the agent handling my license application was clear, efficient, and professional.”
- “Love online renewal!”
- “All were great.”

Four of the comments suggested some aspects of agency services were in need of improvement:

- “Our office greatly depends on the commission's assistance in obtaining updated license holder info for billing and debt collection. It would be extremely valuable to all veterinarians if the TX Racing Commission would require a physical address on its license holders as well as a mailing address. The Veterinarians in the state of Texas are not taken into consideration when it comes to debt recovery from those license holders. Who protects the vet?”
- “Big hassle just to get a new badge.”
- “The on-line licensing does not accept payment from outside of country.”
- “Going to be hard for Gillespie County to get mutual clerks due to increase in fees for badge. I could see it being a one-time fee for your first badge but if a person renews it year after year, should get a break. Or just a one-time fee for fingerprinting.”

One respondent suggested the Commission should issue disabled veterans an occupational license at no cost.

Additionally, one person expressed concern about a racetrack’s receiving barn policies. One person voiced concern about the banning of online horse racing betting in Texas and one voiced support of expanded gambling.

PERFORMANCE MEASURES

Outcome Measures	Percentage of surveyed customer respondents expressing overall satisfaction with services received	89%
	Percentage of surveyed customer respondents identifying ways to improve service delivery	4%
	Average length of time to resolve complaints (<i>estimated FY2012</i>)	30 days
	Average time required to issue a new occupational license (<i>estimated FY2012</i>)	15 Minutes
Output Measures	Number of Customers Surveyed	90
	Number of Customers Served	Approximately 10,700
Efficiency Measure	Cost per Customer Surveyed/Responded	\$0.69/\$9.18*
Explanatory Measures	Number of Customers Identified	Approximately 1.5 million
	Number of Customer Groups Inventoried	5

*The out-of-pocket cost associated with the 2012 Customer Service Survey was approximately \$30, the cost of paper. Approximately 32 hours of staff time was used in disseminating the survey, calculating the results and preparing the report, with an hourly salary rate ranging from \$15.65 to \$41.61.

Compact with Texans

WHO WE ARE AND WHAT WE DO

- The Texas Racing Commission regulates all aspects of pari-mutuel horse and greyhound racing in Texas.
- The Commission employs stewards, judges, auditors, veterinarians, test barn technicians, and licensing clerks to ensure races and pari-mutuel wagering are conducted safely, honestly, and fairly.

WHERE WE ARE

- The Commission has offices at each of the racetracks and a headquarters in Austin. All of the offices are open to the public and accessible, with some accommodation, by all persons.
- The Austin office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. and any inquiry can be sent there. Office hours at the racetracks vary depending on the track's racing schedule.

WHAT YOU CAN EXPECT FROM US

- In every contact you have with the Commission, you will be treated courteously and fairly. You will not receive "the run-around."
- Your requests for information, whether in person, over the telephone, or in writing, will be answered promptly by a knowledgeable staff member. You will receive accurate information in plain, easy-to-understand language, including all procedures for obtaining a license or other agency action.
- Your license application will be reviewed carefully by the staff and will receive prompt action consistent with the Texas Racing Act and Commission rules. In most cases, an occupational license application will be acted on within 24 hours of our receiving the application. Consideration of a racetrack license may involve several months. If we cannot approve your application, we will explain the reason clearly.
- Your request for agency action other than a license application or a complaint will be reviewed by the staff and acted on within 14 days of our receipt. If appropriate, the request will be considered by the Commission at the next available open meeting. If we cannot approve or support the request, we will explain the reasons clearly and provide suggestions for improving the request.

- Every live race you watch will be monitored by our staff at every level. We will strive to ensure the race animals are sound and ready to give their best effort. We will perform drug tests on the animals to ensure a level playing field.
- Every race on which you wager will be audited by our staff. We will continually test the wagering computers to ensure accurate calculations and payoffs.
- Each suspected violation will be thoroughly investigated and prosecuted, if necessary. All investigations and prosecutions will be handled ethically, professionally, and objectively.

HOW YOU CAN FILE A COMPLAINT

- Call, write, or e-mail the Customer Service Representative at:
Texas Racing Commission
8505 Cross Park Drive, Suite 110
Austin, Texas 78754-4552
- Email: Info@txrc.state.tx.us
- Website: www.txrc.state.tx.us
- Phone: 512-833-6699 or Fax: 512-833-6907
- The agency will thoroughly investigate your complaint and take appropriate compliance action. If the complaint cannot be resolved within 30 days, we will keep you informed as to the progress of the complaint.

HOW YOU CAN LEARN MORE ABOUT US

- You may obtain brochures about specific agency procedures at each Commission office. Other publications about agency operations, such as budget documents, are available on request from the Austin headquarters.
- You may find more information about the agency, its meetings, its rules, racetrack addresses, live race date information, and other information about Texas racetracks and racing industry at our website (www.txrc.state.tx.us).
- With limited exceptions involving confidential information, you can see any document or electronic information created and maintained by the agency by making a request at the Austin headquarters.



2012 CUSTOMER SERVICE SURVEY

Please take a few minutes to complete this survey. Your feedback is very important to us. It will help us serve you better. If you prefer, you may complete this survey at www.txrc.state.tx.us – click on Customer Survey link at top right of home page.

Skip questions that do not apply. This survey does not collect identifying information, so your identity remains anonymous.

How would you best describe yourself in your dealing with the Texas Racing Commission? (Mark all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Attorney | <input type="checkbox"/> Occupational License Holder (ex: Association Staff, Jockey, Owner, Trainer) |
| <input type="checkbox"/> Business Entity | <input type="checkbox"/> Racetrack License Holder |
| <input type="checkbox"/> Consultant | <input type="checkbox"/> Racetrack Patron |
| <input type="checkbox"/> General Public | <input type="checkbox"/> Stakeholder Organization (ex.: Breed Registry, Jockey Guild, THP) |
| <input type="checkbox"/> Government Agency Staff | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> News Media | |

I am primarily involved in: Horse Racing Greyhound Racing Not applicable

I live in Texas: Yes No

In the past year, I had contact with the following Commission employees in Austin: (Mark all that apply.)

- | | | |
|---|---|---|
| <input type="checkbox"/> Finance & Accounting Staff | <input type="checkbox"/> Legal Staff | <input type="checkbox"/> Pari-mutuel Auditing Staff |
| <input type="checkbox"/> Information Technology Staff | <input type="checkbox"/> Licensing Staff | <input type="checkbox"/> Racing Staff |
| <input type="checkbox"/> Investigatory Staff | <input type="checkbox"/> Management/Executive Staff | <input type="checkbox"/> Veterinary Staff |
| <input type="checkbox"/> Other _____ | | |

In the past year, I had contact with the following Commission employees at a racetrack: (Mark all that apply.)

- | | | |
|--|--|--|
| <input type="checkbox"/> Investigators | <input type="checkbox"/> Pari-mutuel Auditors | <input type="checkbox"/> Veterinarians |
| <input type="checkbox"/> Judges | <input type="checkbox"/> Stewards | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Licensing Staff | <input type="checkbox"/> Test Barn Supervisors | |

In the past year, the estimated number of contacts I have had with the Commission is:

- 1 – 2 3 to 6 7 or more

The purpose of my contact with the Commission was: (Mark all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Animal drug testing | <input type="checkbox"/> Obtain licensing information |
| <input type="checkbox"/> Commission Meeting | <input type="checkbox"/> Obtain open records information (e.g., mailing lists, reports) |
| <input type="checkbox"/> Compliance inspection | <input type="checkbox"/> Obtain wagering information |
| <input type="checkbox"/> Disciplinary action by Stewards/Judges | <input type="checkbox"/> Request regulatory approval by Commission staff |
| <input type="checkbox"/> File a complaint or question about a complaint | <input type="checkbox"/> Questioned by Stewards/Judges or Investigator |
| <input type="checkbox"/> Human drug testing | <input type="checkbox"/> Working Group/Committee Meeting |
| <input type="checkbox"/> Obtain information about the Rules of Racing | <input type="checkbox"/> Other _____ |

In the past year, I received services from Commission staff at the following locations: (Mark all that apply.)

- | | | |
|--|--|---|
| <input type="checkbox"/> Austin Central Office | <input type="checkbox"/> Lone Star Park at Grand Prairie | <input type="checkbox"/> Valley Race Park |
| <input type="checkbox"/> Gillespie County Fair & Festivals | <input type="checkbox"/> Retama Park | |
| <input type="checkbox"/> Gulf Greyhound Park | <input type="checkbox"/> Sam Houston Race Park | |

Please respond to the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Commission offices I visited were clean, orderly, and accessible.					
The Commission staff I dealt with identified themselves or wore name badges.					
The Commission staff I dealt with were professional and courteous.					
The Commission staff I dealt with were able to answer my questions.					
My telephone call to the Commission office was routed to the proper person.					
The Commission staff was available to me at convenient times.					
The time I waited for Commission action, by phone, in person, by mail, or by e-mail, was reasonable.					
The written information I received was clear and contained helpful information.					
The Commission clearly communicated to me how to comply with the Commission's rules.					
The Commission's website is informative, easy to use, and names a contact person for services.					
It is easy to use the online licensing process.					
It is easy to file a complaint with the Commission.					
The Commission investigates complaints and takes appropriate action.					
Overall, I am satisfied with the Commission's services.					

Additional Comments and Suggestions:

SUBMIT YOUR COMPLETED SURVEY:

- By mail: Texas Racing Commission
8505 Cross Park Drive, Suite 110
Austin, TX 78754-4552
- By hand: Drop it off at the Austin Office or a Licensing Office located at an operating racetrack.
- By fax: Dial (512) 833-6907 or (512) 833-5954 (No cover sheet necessary.)

THANK YOU FOR TAKING THE TIME TO COMPLETE THE CUSTOMER SERVICE SURVEY. YOUR INPUT IS APPRECIATED. RESULTS OF THE SURVEY WILL BE AVAILABLE IN JUNE 2012.

YOU MAY CONTACT US WITH ANY QUESTIONS ABOUT SERVICES THE TEXAS RACING COMMISSION PROVIDES:

- By mail: Texas Racing Commission
8505 Cross Park Drive, Suite 110
Austin, TX 78754-4552
- By phone: Call (512) 833-6699 and ask to speak with the Public Information Officer
- By fax: Dial (512) 833-6907 or (512) 833-5954
- By email: Send to info@txrc.state.tx.us