



# 2016 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.texas.gov](http://www.txrc.texas.gov) –  
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     Neither

**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"/> Investigations 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 or the Texas Racing Act | <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"/> Website          |
| <input type="checkbox"/> Gulf Greyhound Park               | <input type="checkbox"/> Sam Houston Race Park           |                                           |

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Please respond to the following statements:

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:

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**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 2016.**

**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.texas.gov](mailto:info@txrc.texas.gov)