

TEXAS PUBLIC FINANCE AUTHORITY

REPORT ON CUSTOMER SERVICE

JUNE 1, 2020

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REPORT ON CUSTOMER SERVICE

INTRODUCTION

The Texas Public Finance Authority (“TPFA” or “Authority”) developed customer service standards, adopted its Compact with Texans, and conducted its first customer satisfaction survey as part of the statewide strategic planning process in 2002. The Authority has continued to survey its customers during each subsequent biennium in order to evaluate the services provided by the Authority and to identify opportunities for areas of improvement as a cornerstone of its strategic planning process.

The Authority endeavors to provide the highest quality of service to its customers and is pleased to present its fiscal year 2020 customer service report.

INVENTORY OF EXTERNAL CUSTOMERS BY STRATEGY

While most state agencies directly serve the general public, the Authority’s customers consist of other state agencies, universities and other legislatively designated entities on whose behalf the Authority issues debt. These customers are referred to collectively as “client agencies.” The Authority’s key service functions provided to its client agencies are: project financing (consisting of legislatively authorized programs, construction, renovation and repairs of facilities, real property acquisition and facilities acquisition); equipment financing through the Master Lease Purchase Program (“MLPP”); debt administration; financial reporting; legislative assistance; agency operations; and other services. The specific customer service elements are based on the Authority’s strategies in the 2020-2021 General Appropriations Act as outlined below.

A. Goal: FINANCE CAPITAL PROJECTS

A.1.1. Strategy: ANALYZE FINANCINGS AND ISSUE DEBT

A.2.1. Strategy: MANAGE BOND PROCEEDS

A.2.2. Strategy: BOND DEBT SERVICE PAYMENTS

Authority staff identified contacts within the various client agencies performing functions that inter-relate with the Authority’s mission. Executive staff screened the list to determine those individuals or organizations that constitute “customers” from which meaningful data could be collected cost effectively. The list of contacts consists of 89 individuals at 30 client and oversight agencies, which represent the following groups:

- Staff involved in requesting project financing;
- Staff involved in MLPP equipment financing;
- Staff involved in debt administration;
- Staff involved in financial reporting;
- Staff working with Legislative and oversight agencies; and,
- Staff involved with agency operations, including Budget, Payroll, Accounting and fixed assets.

Although the Authority has completely overhauled its survey instrument over time, the basis of the survey remains the same in 2020. The Authority’s survey measures the following four customer service categories: Financing Services, Other Services, General Information and Educational Training. Financing Services is a measurement of how the Authority meets its mission to provide the most cost-effective financing available to fund capital projects,

equipment acquisitions, and other programs as authorized by the Texas Legislature. Other Services measures the quality of customer service provided to individuals in the area of debt administration, financial reporting, legislative assistance, agency operations, and other specifically identified services. General Information is a measurement of other customer service quality elements identified in the Authority's Compact with Texans, and the final area of the Authority's survey is designed to measure the quality and effectiveness of Authority-sponsored Educational Training.

The 2020 survey had no material changes from the 2018 survey instrument, which was previously modified to capture responses from customers receiving a specific type of financing mechanism, i.e., bonds, commercial paper, and MLPP to obtain feedback from customers receiving a broader type of service, project financing and MLPP (equipment financing).

Throughout this report, a few comparisons to prior year surveys are made; however, due to significant changes in the Authority's survey over time, overall survey comparisons are not included.

INFORMATION GATHERING METHODOLOGY

On Monday, April 13, 2020, the Authority distributed notification of its web-based customer satisfaction survey by electronic mail. Survey responses were due Friday, April 24, 2020. As in previous years, customers were provided options to submit their survey anonymously on-line, by regular mail, electronic mail, or facsimile. Ten surveys were received by the due date and one was received after April 24, 2020. Responsive data from all eleven surveys received is included in this report. Of the eleven survey responses received, ten customers responded through the web-based system and one customer submitted a survey response via electronic mail. The agency's web server captured response data in a web form, the data were copied to an internal file server and finally imported to Excel where additional survey data was hand-keyed, and the data were grouped and sorted. A copy of the Authority's Customer Satisfaction Survey is attached as Exhibit I.

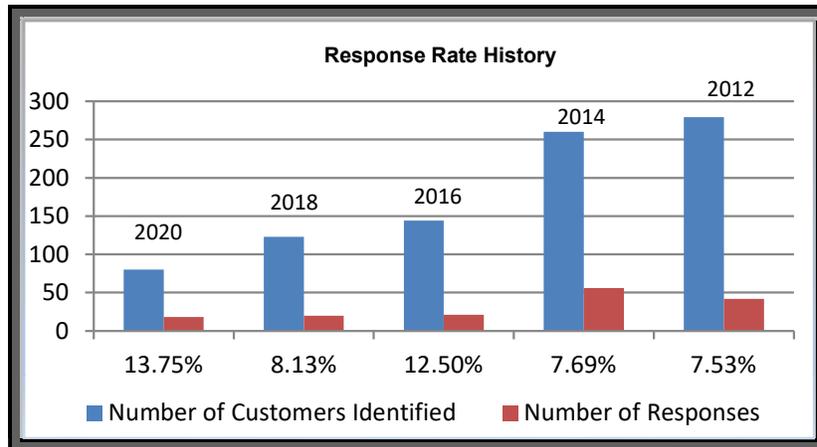
Authority staff developed survey questions to evaluate Financing Services, Other Services, Educational Training, and specific statutorily required customer satisfaction elements (websites, complaint-handling processes, service timeliness, and printed information), which were captured under General Information. Financing Services and Other Services were also evaluated for customer service deliverables. Evaluation criteria for each survey question were based on a standard Likert Scale utilizing the following measures: strongly agree, agree, neutral, disagree, and strongly disagree.

The survey instrument included a Comments Section under three service evaluation areas for respondents to provide quantifiable details for ratings of "strongly agree" or "strongly disagree". Also, customers were asked to indicate in a separate comment section any specific TPFA sponsored future training needs.

RESPONSE RATE

Over the years, the Authority has attempted to increase its survey response rate by expanding its customer list. In 2006, legislative offices and oversight agencies were added to the Authority's customer list and in 2010, the Authority marketed its survey by appending a survey response request to all outgoing emails sent to customers during the survey period. In 2020, the Authority's list of customers surveyed as compared to those in prior years is significantly less as a result of a pare-down of customers surveyed due to consolidation of some client agencies, turnover at others, and a reduced number of contacts by the Authority during the shelter in place order as a result of the coronavirus pandemic (COVID-19), each of which likely correlates to the decrease in the number of responses. The Authority's response rate remains below 15% over the last five biennia and increased slightly from 8.13% in 2018 to 13.75% in 2020.

Below is a chart depicting the response rate history for the Authority’s Customer Satisfaction Survey for 2020, with comparative totals over the last five biennia.



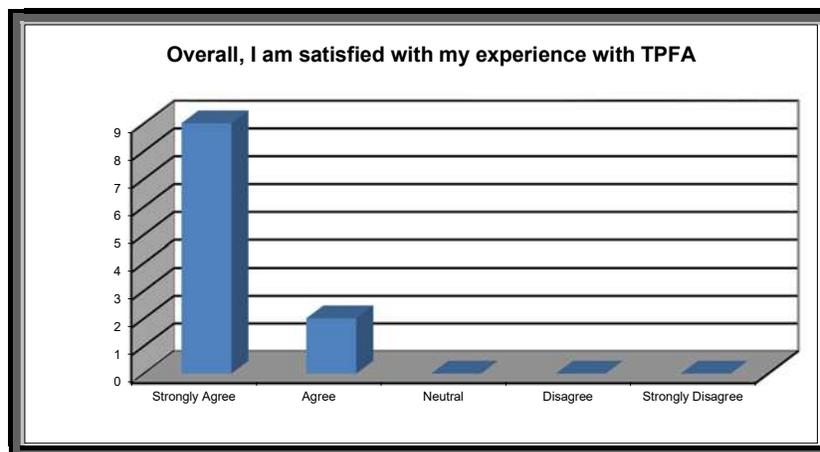
Survey Response Data for Fiscal Year 2020 is attached as Exhibit II.

SURVEY RESULTS

Overall Results

The Authority’s survey responses continue to yield high satisfaction ratings for services provided to client agencies with a combined 100% of respondents strongly agreeing (82%) or agreeing (18%) as being satisfied with their overall experience with the Authority.

In 2020, all customer comments and satisfaction ratings reflect overwhelmingly positive remarks in each of the four service categories and are discussed in greater detail in the next section. These high satisfaction ratings coincide with the positive written feedback from the agency’s customers as reflected in this year’s survey results as demonstrated in the comments in the various service categories, including one customer commenting “staff was exceptionally responsive as to markets and process” while another indicates that “the entire staff is very professional and very knowledgeable about debt instruments and the funding environment. It is always a pleasure to work with them.” Below is a table expressing overall customer satisfaction results.

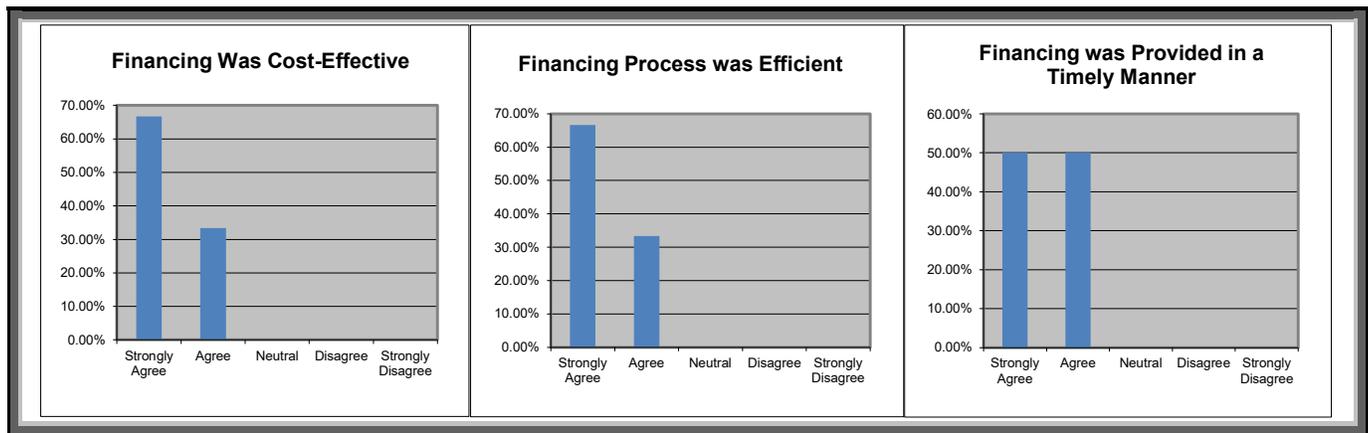


Financing Services

In 2020, the Authority's survey captures data from customers receiving project financing or MLPP equipment financing. This service element is directly linked to the agency's mission to issue debt in the most cost effective and efficient manner and to provide funds to client agencies in a timely manner. As previously noted, this portion of the 2016 customer service instrument was modified to include these two broader survey elements under the Financing Services category and this survey model was again repeated in 2018 and 2020. The results of the 2020 survey reflect high customer satisfaction in the Authority's financing services provided to its client agencies, with a combined 100% of respondents: 1) strongly agree (67%) or agree (33%) that the Authority's financings are both cost effective and efficient; and 2) strongly agree (50%) or agree (50%) that the Authority's financing is provided in a timely manner.

Below are the results indicating client agencies' perceptions of the Authority's Financing Services.

TPFA FINANCING SERVICES RESULTS



The Authority attributes these results to the tenure and expertise of its staff combined with previous client agency orientation training sessions and other customer driven services the Authority's staff provides.

One hundred percent of customers agree that Authority staff respond satisfactorily to questions or requests for information and provide accurate and complete information. Also, a combined 100% of respondents agree that Authority staff are knowledgeable, courteous and professional, and provided information in a timely manner. Additionally, four of the eleven respondents submitted comments relative to Financing Services and all comments received were of a positive nature. Examples of such comments include, "The agency has consistently met our needs on time and effectively" and, "The staff is fantastic from their depth of knowledge to complete financings effectively and efficiently to their professionalism and willingness to work in partnership with an agency to complete every financing successfully".

Other Services

Other Services captures data from customers receiving services related to debt administration, annual financial reporting, legislative assistance/response, agency operations (ABEST, USAS, Budget, Payroll, Accounting, SPA) and other specific customer service areas identified by individual survey respondents. Results for Other Services show a combined 100% of customers agree that Authority staff: are knowledgeable; courteous and professional; demonstrate a willingness to assist; respond to requests for information satisfactorily; provide accurate and complete information; and, provide information in a timely manner, while 91.67% of customers agreed that staff communicated effectively. Of the eight respondents providing written feedback in 2020, all comments are complimentary of Authority staff in the Other Services area, including one response that "TPFA staff are very

knowledgeable and helpful throughout the process of debt issuance” while another response indicates that “All interactions with TPFA have been helpful and informative”.

General Information

This section reflects specific customer satisfaction elements addressed in TX Gov’t Code, chapter 2114 that are not captured elsewhere in this report. Such elements include customer experience with the Authority’s website, complaint-handling process, and responsiveness to general inquires of Authority personnel. Customer service results for general information inquiries involving telephone calls, e-mails or letters reflect customer satisfaction is a combined 100%. One customer response indicates that “TPFA staff always respond promptly to my phone call and email inquiries”.

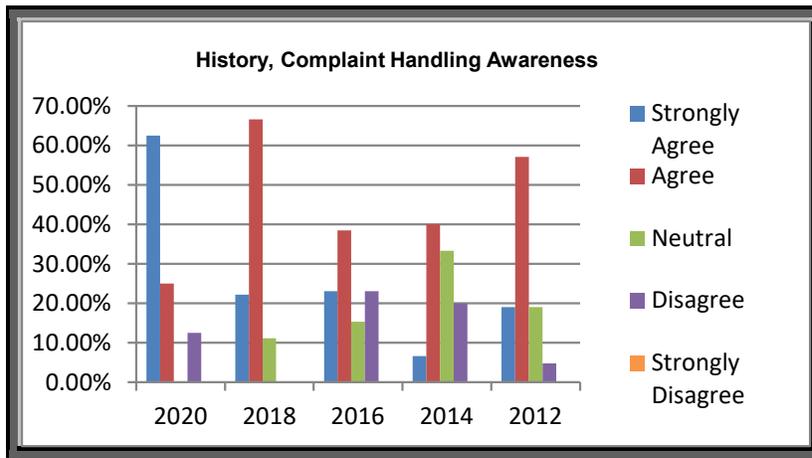
Below is a table of customer service results as it relates to the Authority’s website over the last five biennia. The overall average agreement expressed in this table is computed by combining the categories of strongly agree and agree. Based on the 2020 survey responses, 100% of customers agree that the Authority’s website is current and 86% agree that it is easy to use and well organized. These results demonstrate a slight uptick in customer satisfaction in this area from 2018.

RESULTS REGARDING TPFA’s WEBSITE

	<u>2020</u>	<u>2018</u>	<u>2016</u>	<u>2014</u>	<u>2012</u>
Information is current and up-to-date					
Strongly Agree	50.00%	62.50%	20.00%	12.50%	26.32%
Agree	50.00%	12.50%	66.67%	68.75%	73.68%
Neutral	0.00%	25.00%	6.67%	12.50%	0.00%
Disagree	0.00%	0.00%	6.67%	6.25%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Easy to use and well organized					
Strongly Agree	57.14%	37.50%	21.43%	12.50%	15.79%
Agree	28.57%	37.50%	64.29%	62.50%	78.95%
Neutral	14.29%	25.00%	7.14%	18.75%	5.26%
Disagree	0.00%	0.00%	7.14%	6.25%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Average, Overall Agreement	92.86%	75.00%	86.19%	78.13%	97.37%

As an issuer of municipal debt, the Authority uses its website to communicate to the bond market, rating agencies, and other stakeholders while also providing sufficient resources for client agencies and legislative offices. Like most state agencies, the Authority is challenged with organizing vast amounts of resources on its website related to its financing programs, processes, outstanding debt, and a multitude of statutorily required reports and links. The Authority will continue to seek additional ways to enhance the Authority’s customers experience when visiting its website.

In 2020, a combined 87.5% of customer responses reflect familiarity with the Authority’s complaint handling process, a slight dip from 88.89% in 2018. Below is a chart reflecting five biennia of historical responses from customers on complaint handling awareness.



The above results indicate that the percentage of customers familiar with the complaint handling process has increased in the last two biennia from previous years; however, it should be noted that the Authority has not received any formal complaints since the implementation of its complaint handling process in 2000. In an effort to increase familiarity with this portion of the agency’s business practice, the Authority’s Compact with Texans continues to be included in the distribution of its Customer Satisfaction Survey, including the 2020 survey distribution. Following the adoption of its Compact with Texans, a complaint has not been filed with the Authority.

Educational Training

Training sessions are generally held for legislative and oversight agencies as well as the Authority’s client agencies. Other more specialized training sessions are conducted as requested or as needed. Client agency training is designed to familiarize agencies with the bond issuance process, including the timeline needed to structure financings, and the documents that must accompany a financing request. Other specialized training regarding the bond issuance process and others are conducted between legislative sessions with legislative staff and staff from oversight agencies. Results from the 2020 survey collected responses from one customer indicating a neutral response that training was useful.

Customers responding to the survey were also provided an opportunity to specify any future training needs. In 2020, another customer response reflects a request for training on changing market conditions due to COVID-19 and handling of debt in uncertain economic times.

In 2020, the Authority anticipates release of a YouTube training video containing a case study of a previous TPFA project financing. A link to the training video will be placed on the Authority’s website for legislative staff, oversight agencies and TPFA client agencies to access at their convenience.

ANALYSIS OF FINDINGS

The survey results indicate that, overall, Authority customers are satisfied with the services that the agency provides. The Authority continues to receive exemplary ratings in carrying out its mission to provide its customers with the most cost effective, efficient and timely financings. Staff responsiveness, knowledge, courtesy and professionalism, precision, and timeliness reflect similar results. The agency attributes these results to the tenure and expertise of Authority’s staff and previously customer training sessions frequented by its client agencies.

The Authority will continue to seek ways to further improve the overall customer service experience of individuals contacting the agency by phone and those visiting the agency’s website and will conduct more specialized training

sessions to further increase client agencies' knowledge of the financing process and post issuance compliance requirements.

The Authority is extremely pleased with the results of the survey and will strive to maintain the high level of service its customers have come to expect in carrying out the agency's mission.

CUSTOMER SERVICE CONTACT INFORMATION

Customer Service Representative:	Lee Deviney, Executive Director
Agency:	Texas Public Finance Authority
Physical Address:	300 West 15 th Street, Suite 411, Austin, TX 78701
Mailing Address:	P.O. Box 12906, Austin, TX 78711-2906
Phone Number:	512.463.5544
Fax Number:	512.463.5501
Email Address:	lee.deviney@tpfa.texas.gov
Hours of Operation:	Monday – Friday 8:00 a.m. to 5:00 p.m.

**CUSTOMER SERVICE PERFORMANCE MEASURES DEFINITIONS AND
FISCAL YEAR 2020 RESULTS**

Outcome Measure	Percentage of Surveyed Customer Respondents (Client Agencies) Expressing Overall Satisfaction with Financing Services Received	100.00%
Short Definition	The percent of state agencies and institutions (staff involved in requesting financing, budgeting, accounting, and legislative offices) who report overall satisfaction with services on surveys conducted by the Texas Public Finance Authority (TPFA). TPFA services focus on cost-effective capital financing for capital projects and equipment acquisitions.	
Purpose/Importance	This measure provides valuable information to agency management on the level and quality of services provided to client agencies and cost to Texas taxpayers.	
Source/Collection of Data	Surveys conducted by the TPFA.	
Method of Calculation	The calculation for this measure is the total number of clients who respond that they are satisfied with TPFA services by answering “Strongly Agree” or “Agree,” divided by the total number of clients who respond to the survey.	
Data Limitations	None	
Calculation Type	Non-cumulative	
New Measure	No	
Desired Performance	Higher than target.	
Outcome Measure	Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	0%
Short Definition	The percent of state agencies and institutions (staff involved in requesting financing, budgeting, accounting, and legislative offices) that identify ways to improve service delivery in the survey.	
Purpose/Importance	This measure provides valuable information to agency management on the level and quality of services provided to client agencies and cost to Texas taxpayers.	
Source/Collection of Data	Surveys conducted by the TPFA.	
Method of Calculation	The calculation for this measure is the total number of clients who included comments for improving service delivery.	
Data Limitations	None	

Calculation Type	Non-cumulative	
New Measure	No	
Desired Performance	Target	

Output Measure	Number of Customers (Client Agencies) Surveyed	11
Short Definition	The number of state agencies, institutions and other state entities (staff involved in requesting financing, budgeting, accounting, and legislative offices) who are surveyed by TPFA.	
Purpose/Importance	This measure reflects the accuracy of the survey.	
Source/Collection of Data	Surveys conducted by TPFA.	
Method of Calculation	Number of agencies surveyed	
Data Limitations	None	
Calculation Type	Non-Cumulative	
New Measure	No	
Desired Performance	Higher than target.	

Efficiency Measure	Cost Per Customer Surveyed	\$0.00
Short Definition	The average cost per survey (one survey sent to each staff person involved in requesting financing, budgeting, accounting, and legislative offices). Costs include, but are not limited to, postage, materials and staff time.	
Purpose/Importance	This measure reflects the cost efficiency of the survey and weighs the cost of surveying a customer group to the potential benefits of the information.	
Source/Collection of Data	Surveys conducted by the TPFA and compiled cost reports.	
Method of calculation	The total cost (as defined in the short definition) to administer the survey divided by the total number of surveys mailed.	
Data Limitation	No direct costs. Allocation of indirect costs (staff time, overhead) not available.	
Calculation Type	Non-cumulative	
New Measure	No	
Desired Performance	Lower than target.	

**Texas Public Finance Authority (TPFA)
Customer Service Survey**

TPFA's mission is to meet our client agencies' financing needs in the most cost-effective and efficient manner possible. In an effort to determine how we may better serve you, we appreciate your feedback and request that you complete this survey on or before **Friday, April 24, 2020**. Please feel free to forward this survey to other staff in your agency, as appropriate.

You may submit a hard copy to TPFA by Interagency Mail (TPFA, Clements BLDG, Suite 411), or as an email attachment (survey@tpfa.texas.gov).

Please indicate the type of service or financing received from TPFA (check all that apply).

Financing

- Project Financing
- Master Lease Purchase Program (Equipment Financing)

Other Services

- Debt Administration (funding draws, debt service payment, etc.)
- Financial Reporting (AFR)
- Legislative Assistance/Response
- Agency Operations (ABEST, USAS, Budget, Payroll, Accounting, SPA)
- Other Service (please specify) _____

Financing Services (Includes Project and Equipment Financing)**Financing was cost-effective.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Financing process was efficient.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Financing was provided in a timely manner.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Staff were knowledgeable.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Staff were courteous and professional.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Staff satisfactorily responded to questions or requests for information.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Staff provided accurate, complete information.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Staff communicated effectively.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Staff provided information in a timely manner.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Financing – For ratings of “Strongly Agree” or “Strongly Disagree,” please provide comments.**

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Other Services (Includes Debt Administration, Financial Reporting, Legislative Assistance, Agency Operations)

Staff demonstrated a willingness to assist.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Staff were courteous and professional.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Staff were knowledgeable.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Staff satisfactorily responded to questions or requests for information.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Staff provided accurate, complete information.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Staff communicated effectively.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Staff provided information in a timely manner.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

Other Services – For ratings of “Strongly Agree” or “Strongly Disagree,” please provide comments.

General Information**Information on TPFA's website is current and up-to-date.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**The TPFA website is easy to use and well organized.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**I am aware that TPFA has a complaint-handling process.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**My telephone call, email, or letter was responded to in a reasonable amount of time.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**Overall, I am satisfied with my experience with TPFA.** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**General Information – For ratings of “Strongly Agree” or “Strongly Disagree,” please provide comments.**

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Educational Training**I found TPFA training sessions useful. (Answer only if you have attended TPFA sponsored training sessions.)** Strongly Agree Agree Neutral Disagree Strongly Disagree N/A**In the box below, please specify the type of TPFA training of interest that your agency would like to attend in the future.**

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FINANCING SERVICES

Financing was cost effective.

Strongly Agree	4	66.67%	100.00%
Agree	2	33.33%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Financing process was efficient.

Strongly Agree	4	66.67%	100.00%
Agree	2	33.33%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Financing was provided in a timely manner.

Strongly Agree	3	50.00%	100.00%
Agree	3	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

FINANCING AND OTHER SERVICES

Staff were knowledgeable.

	Financing Services		
Strongly Agree	4	66.67%	100.00%
Agree	2	33.33%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

8	41.67%	100.00%
1	58.33%	
0	0.00%	
0	0.00%	
0	0.00%	
9	100.00%	

Staff were courteous and professional.

	Financing Services		
Strongly Agree	4	66.67%	100.00%
Agree	2	33.33%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

8	33.33%	100.00%
1	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
9	100.00%	

Staff demonstrated a willingness to assist.

	Financing Services		
Strongly Agree	4	66.67%	100.00%
Agree	2	33.33%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

7	41.67%	100.00%
2	58.33%	
0	0.00%	
0	0.00%	
0	0.00%	
9	100.00%	

Staff satisfactorily responded to questions or requests for information.

	Financing Services		
Strongly Agree	3	50.00%	100.00%
Agree	3	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

8	33.33%	100.00%
1	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
9	100.00%	

Staff provided accurate, complete information.

	Financing Services		
Strongly Agree	3	50.00%	100.00%
Agree	3	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

8	33.33%	100.00%
1	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
9	100.00%	

Staff communicated effectively.

	Financing Services		
Strongly Agree	3	50.00%	100.00%
Agree	3	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

8	33.33%	91.67%
1	58.33%	
0	8.33%	
0	0.00%	
0	0.00%	
9	100.00%	

Staff provided information in a timely manner.

	Financing Services		
Strongly Agree	3	50.00%	100.00%
Agree	3	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

Other Services

8	33.33%	100.00%
1	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
9	100.00%	

GENERAL INFORMATION

Information on TPFA's website is current and up to date.

Strongly Agree	3	50.00%	100.00%
Agree	3	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	6	100.00%	

The TPFA website is easy to use and well organized.

Strongly Agree	4	57.14%	85.71%
Agree	2	28.57%	
Neutral	1	14.29%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	7	100.00%	

I am aware that TPFA has a complaint-handling process.

Strongly Agree	5	62.50%	87.50%
Agree	2	25.00%	
Neutral	0	0.00%	
Disagree	1	12.50%	
Strongly Disagree	0	0.00%	
Total	8	100.00%	

My telephone call, email, or letter was responded to in a reasonable amount of time.

Strongly Agree	8	72.73%	100.00%
Agree	3	27.27%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	11	100.00%	

Overall, I am satisfied with my experience with TPFA.

Strongly Agree	9	81.82%	100.00%
Agree	2	18.18%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	11	100.00%	

I found TPFA training sessions useful.

Strongly Agree	0	0.00%	0.00%
Agree	0	0.00%	
Neutral	1	100.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	1	100.00%	

COMBINED TOTALS BY CATEGORY TYPE

Strongly Agree	115	71.43%	98.14%
Agree	43	26.71%	
Neutral	2	1.24%	
Disagree	1	0.62%	
Strongly Disagree	0	0.00%	
Total	161	100.00%	

TOTAL NUMBER OF RESPONSES RECEIVED

11