

TEXAS PUBLIC FINANCE AUTHORITY

REPORT ON CUSTOMER SERVICE

JUNE 1, 2016

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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 each subsequent biennium to evaluate the services provided by the agency 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 2016 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 state 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 and facilities acquisitions) and 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 2016-2017 General Appropriations Act (GAA) 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 to 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 144 individuals at 38 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 2016. 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 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.

This year, Authority staff evaluated the survey instrument before modifying the type of financing previously capturing responses from customers receiving a specific type of financing mechanism, i.e., bonds, commercial paper, and MLPP to obtain feedback from customers receiving a more broad 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 Wednesday, April 27, 2016, the Authority distributed notification of its web-based customer satisfaction survey by electronic mail. Survey responses were due 10 days later on Friday, May 6, 2016. As in previous years, customers were provided options to submit their survey anonymously on-line, or by regular mail, electronic mail, or facsimile. In 2016, the Authority's survey was initially submitted without the link to complete the web-based survey, therefore, a handful of surveys were received via e-mail before the survey was redistributed with inclusion of the web-based survey link. Of the 18 survey responses received, 12 customers submitted their responses through the web-based system and six customers submitted surveys 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.

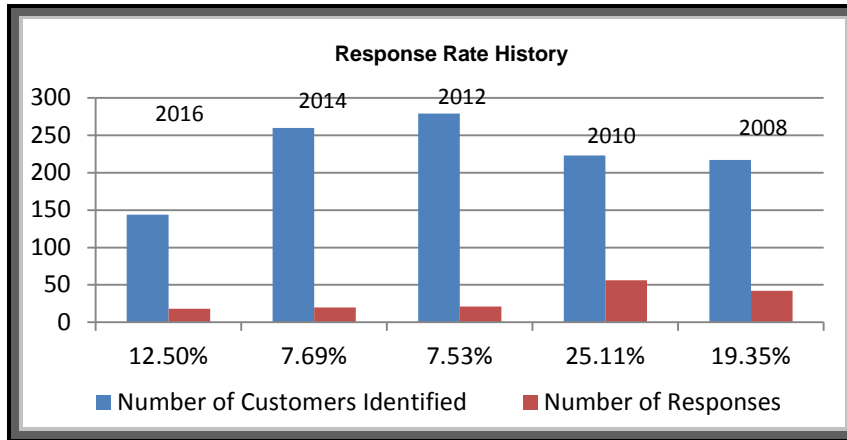
Authority staff developed survey questions to evaluate Financing Services, Other Services, Educational Training, and specific statutorily-required customer satisfaction elements (websites, complaint-handling processes, service timeliness, and printed information) captured under General Information. Financing 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 customers to provide quantifiable details for ratings of "strongly agree" or "strongly disagree", for those respondents submitting surveys through the web-based system. Also, customers were asked to indicate in a separate comment section any specific TPFAs sponsored future training needs.

RESPONSE RATE

Over the years, the Authority has attempted to increase its survey response rate by expanding its customer list and in 2006 legislative offices and oversight agencies were added to the customer list. Further efforts to increase the response rate were attempted in 2010 when the Authority marketed its survey by appending a survey response request to all outgoing emails sent to customers during the survey period. Due to these efforts, the response rate peaked to a high of 25.11% before dropping significantly in 2012 to 7.53% where it remained relatively flat in 2014 before increasing slightly in 2016 to 12.5%. In 2016, the Authority's list of customers evaluated as compared to those in prior years is significantly less; however, the response rate remains relatively unchanged.

Below is a chart depicting the response rate history for the Authority’s Customer Satisfaction Survey for 2016 with comparative totals over the last five biennia.



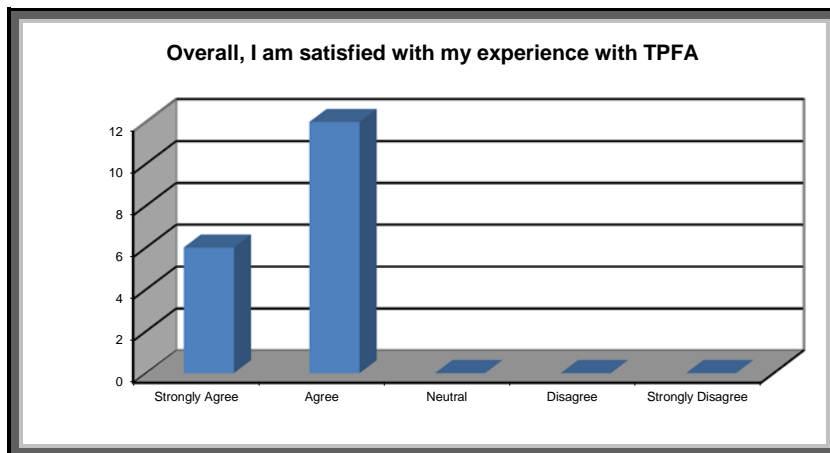
Survey Response Data for Fiscal Year 2016 is attached as Exhibit II.

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 (33%) or agreeing (67%) as being satisfied with their overall experience with the Authority.

In 2016, 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 “highly responsive” while another “staff are true professionals.” Below is a table expressing overall customer satisfaction results.

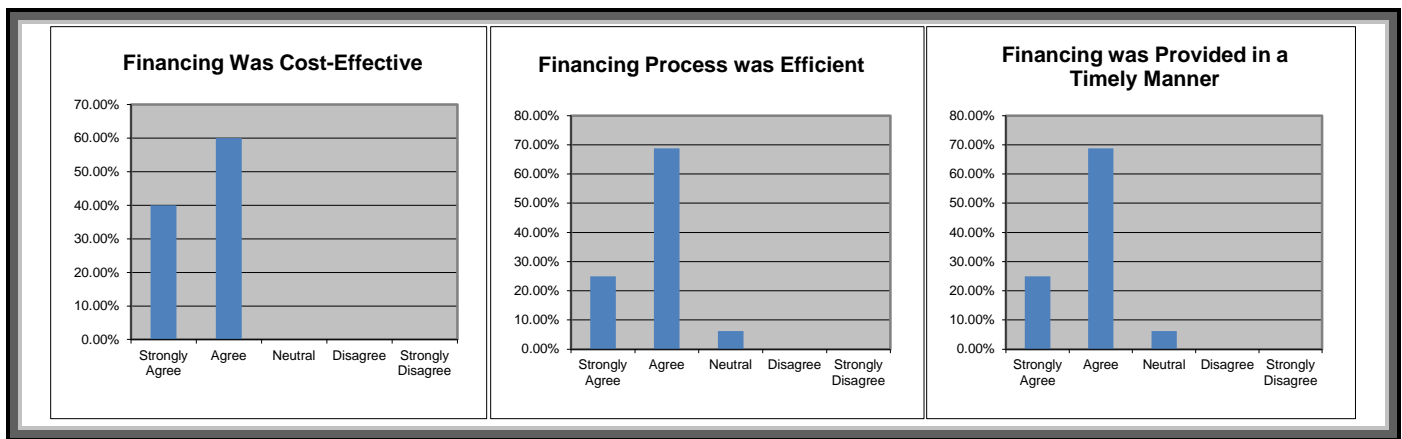


Financing Services

In fiscal year 2016, the Authority’s survey captures data from customers receiving project financing or MLPP equipment financing. This particular service element is directly linked to the agency’s mission to issue debt in the most cost effective and efficient manner and provide funds to client agencies in a timely manner. As previously noted, the 2016 customer service survey was modified to include these two more broad survey elements under the Financing Services category. Fiscal year 2016 customer survey results reflect high customer satisfaction with regard to the Authority’s financing services provided to its client agencies, with a combined 100% of respondents strongly agreeing (40%) or agreeing (60%) that the Authority’s financings are cost effective and a combined 93.75% of respondents strongly agreeing (25%) or agreeing (68.75%) that the Authority’s financing process is both efficient and that 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, 100% of respondents rate Authority staff as knowledgeable, courteous and professional and provided information timely. Additionally, all eight respondents submitting comments relative to Financing Services are of a positive nature. Examples of such comments include “I have always found [staff] very easy to work with” and “My experience with Texas Public Finance Authority has been exceptional.”

Other Services

Other Services captures data from customers receiving services related to debt administration, annual financial reporting, legislative assistance, agency operations and 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 timely. A combined 91.67% of customers agree that staff communicated effectively. Of the four respondents providing written feedback in 2016, all comments are complimentary of Authority staff in the Other Services area, including one response that “very professional and very responsive” while another response indicates that staff are “capable & comprehensive.”

General Information

This section reflects specific customer satisfaction elements addressed in statute 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 94.44%, which is slightly lower than Financing Services and Other Services, as described above. One customer comments that “My experience with the agency has been overwhelmingly positive. All my e-mails to TPFA are answered within minutes and followed up with a phone call” while another responded “TFPA has been both proactive as well as responsive to our needs.”

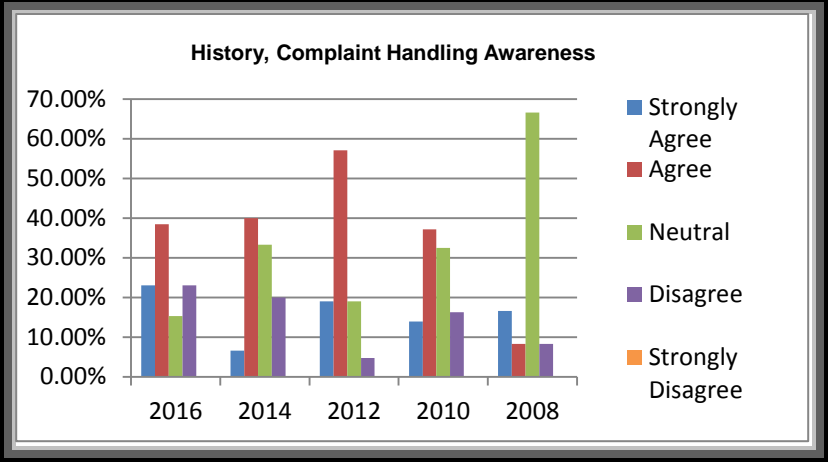
Below is a table of customer service results as it relates to the Authority’s website over the last five biennia. The overall average agreement expressed in this table is computed by combining the categories of strongly agree and agree. Based on the 2016 survey responses, over 86% of customers are in agreement that the Authority’s website is current, easy to use and well organized, demonstrating a slight upward trend in customer satisfaction from the previous period.

RESULTS REGARDING TPFA’s WEBSITE

	<u>2016</u>	<u>2014</u>	<u>2012</u>	<u>2010</u>	<u>2008</u>
Information is current and up-to-date					
Strongly Agree	20.00%	12.50%	26.32%	36.96%	29.17%
Agree	66.67%	68.75%	73.68%	45.65%	70.83%
Neutral	6.67%	12.50%	0.00%	17.39%	0.00%
Disagree	6.67%	6.25%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Easy to use and well organized					
Strongly Agree	21.43%	12.50%	15.79%	34.04%	25.00%
Agree	64.29%	62.50%	78.95%	44.68%	70.83%
Neutral	7.14%	18.75%	5.26%	19.15%	4.17%
Disagree	7.14%	6.25%	0.00%	2.13%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Average, Overall Agreement	86.19%	78.13%	97.37%	80.67%	97.92%

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 improve the Authority’s customers experience when visiting its website.

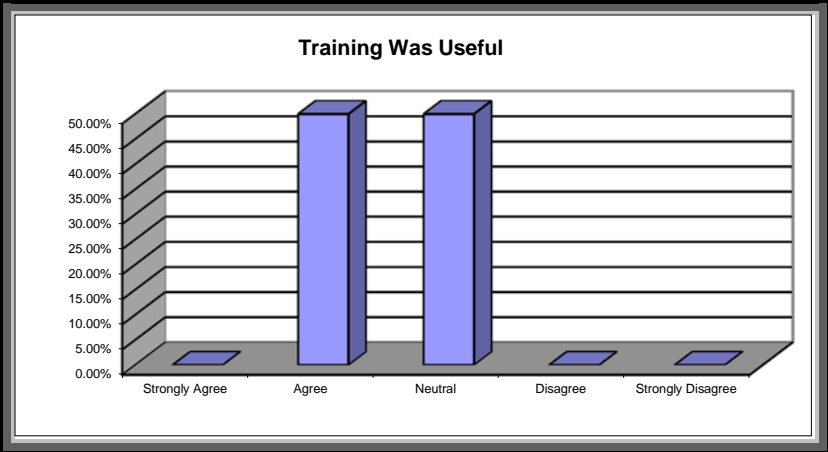
Survey results from 2012 indicate the highest percentage of customers to date responding as being familiar with the Authority’s complaint handling process. In 2014, the percentage decreased to below 50% of customers responding to the survey indicating familiarity with this aspect of the Authority’s business practice and the results in 2016 is trending upward to over 61%. Below is a chart reflecting 5 biennia of historical responses from customers on complaint handling awareness.



These results indicate that the percentage of customers familiar with the complaint handling process has increased dramatically since 2008, but 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 its Customer Satisfaction Survey, including the 2016 survey distribution. Customers have previously commented on their lack of familiarity with the Authority’s complaint handling process because they have no reason to file a complaint. Since inception of this process in 2002 following the adoption of its Compact with Texans, a complaint has not been filed with the Authority.

Educational Training

Client agency training sessions are generally held for legislative and oversight agencies, client agency training and 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 time-line 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 during the interim period between legislative sessions with legislative staff and staff from oversight agencies. Results from the 2016 survey indicated that some 50% of customers agreed that Authority-sponsored training is useful.



Customers responding to the survey were also provided an opportunity to specify any future training needs. In 2016, a single customer indicated an interest in any financial training.

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 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 continue to seek ways 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 2016 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	18
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 2016**

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, May 6, 2016**. 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 timely.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

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

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 timely.

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 TPFAs website is current and up-to-date.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

The TPFAs website is easy to use and well organized.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

I am aware that TPFAs 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 TPFAs.

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

General Information – For ratings of “Strongly Agree” or “Strongly Disagree,” please provide comments.

Educational Training

I found TPFAs training sessions useful. (Answer only if you have attended TPFAs sponsored training sessions.)

Strongly Agree Agree Neutral Disagree Strongly Disagree N/A

In the box below, please specify the type of TPFAs training of interest to your agency that you would like to attend in the future.

FINANCING SERVICES

Financing was cost effective.

Strongly Agree	6	40.00%	100.00%
Agree	9	60.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	15	100.00%	

Financing process was efficient.

Strongly Agree	4	25.00%	93.75%
Agree	11	68.75%	
Neutral	1	6.25%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Financing was provided in a timely manner.

Strongly Agree	4	25.00%	93.75%
Agree	11	68.75%	
Neutral	1	6.25%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

FINANCING AND OTHER SERVICES

Staff were knowledgeable.

	Financing Services		
Strongly Agree	6	37.50%	100.00%
Agree	10	62.50%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Other Services

5	41.67%	100.00%
7	58.33%	
0	0.00%	
0	0.00%	
0	0.00%	
12	100.00%	

Staff were courteous and professional.

	Financing Services		
Strongly Agree	8	50.00%	100.00%
Agree	8	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Other Services

4	33.33%	100.00%
8	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
12	100.00%	

Staff demonstrated a willingness to assist.

	Financing Services		
Strongly Agree	N/A	0.00%	0.00%
Agree	N/A	0.00%	
Neutral	N/A	0.00%	
Disagree	N/A	0.00%	
Strongly Disagree	N/A	0.00%	
Total	0	0.00%	

Other Services

5	41.67%	100.00%
7	58.33%	
0	0.00%	
0	0.00%	
0	0.00%	
12	100.00%	

Staff satisfactorily responded to questions or requests for information.

	Financing Services		
Strongly Agree	8	50.00%	100.00%
Agree	8	50.00%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Other Services

4	33.33%	100.00%
8	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
12	100.00%	

Staff provided accurate, complete information.

	Financing Services		
Strongly Agree	9	56.25%	100.00%
Agree	7	43.75%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Other Services

4	33.33%	100.00%
8	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
12	100.00%	

Staff communicated effectively.

	Financing Services		
Strongly Agree	7	43.75%	93.75%
Agree	8	50.00%	
Neutral	1	6.25%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Other Services

4	33.33%	91.67%
7	58.33%	
1	8.33%	
0	0.00%	
0	0.00%	
12	100.00%	

Staff provided information timely.

	Financing Services		
Strongly Agree	7	43.75%	100.00%
Agree	9	56.25%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	16	100.00%	

Other Services

4	33.33%	100.00%
8	66.67%	
0	0.00%	
0	0.00%	
0	0.00%	
12	100.00%	

GENERAL INFORMATION

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

Strongly Agree	3	20.00%	86.67%
Agree	10	66.67%	
Neutral	1	6.67%	
Disagree	1	6.67%	
Strongly Disagree	0	0.00%	
Total	15	100.00%	

The TPFA website is easy to use and well organized.

Strongly Agree	3	21.43%	85.71%
Agree	9	64.29%	
Neutral	1	7.14%	
Disagree	1	7.14%	
Strongly Disagree	0	0.00%	
Total	14	100.00%	

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

Strongly Agree	3	23.08%	61.54%
Agree	5	38.46%	
Neutral	2	15.38%	
Disagree	3	23.08%	
Strongly Disagree	0	0.00%	
Total	13	100.00%	

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

Strongly Agree	6	33.33%	94.44%
Agree	11	61.11%	
Neutral	0	0.00%	
Disagree	1	5.56%	
Strongly Disagree	0	0.00%	
Total	18	100.00%	

Overall, I am satisfied with my experience with TPFA.

Strongly Agree	6	33.33%	100.00%
Agree	12	66.67%	
Neutral	0	0.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	18	100.00%	

I found TPFA training sessions useful.

Strongly Agree	0	0.00%	50.00%
Agree	2	50.00%	
Neutral	2	50.00%	
Disagree	0	0.00%	
Strongly Disagree	0	0.00%	
Total	4	100.00%	

COMBINED TOTALS BY CATEGORY TYPE

Strongly Agree	110	35.60%	94.82%
Agree	183	59.22%	
Neutral	10	3.24%	
Disagree	6	1.94%	
Strongly Disagree	0	0.00%	
Total	309	100.00%	

TOTAL NUMBER OF RESPONSES RECEIVED

18