



# CUSTOMER SERVICE SURVEY

PLEASE HELP US SERVE YOU BETTER BY  
COMPLETING THIS SURVEY.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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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 courteous and friendly.				
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.				
Written materials given to me by the Commission were clear and accurate.				
The Commission clearly communicated to me how to comply with the Commission's rules.				
It is easy to file a complaint with the Commission.				
The Commission investigates complaints and takes appropriate action.				
The Commission's Internet website is informative, easy to use, and names a contact person for services.				
It is easy to complete the licensing process on-line.				
Overall, I am satisfied with the Commission's services.				

I am primarily involved in:       Horse Racing       Greyhound Racing      I live in Texas.       Yes       No

In the past year, the number of contacts I have had with the Texas Racing Commission is:  
 1 or less       2-5       6 or more

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

<input type="checkbox"/> Austin Staff	<input type="checkbox"/> Track Staff
<input type="checkbox"/> Management/Executive staff <input type="checkbox"/> Enforcement staff (Investigators) <input type="checkbox"/> Occupational licensing staff <input type="checkbox"/> Finance and Accounting staff <input type="checkbox"/> Information Technology staff <input type="checkbox"/> Pari-Mutuel and Auditing staff <input type="checkbox"/> Racing staff (Director of Racing, Chief Veterinarian)	<input type="checkbox"/> Pari-mutuel auditors <input type="checkbox"/> Investigators <input type="checkbox"/> Occupational licensing staff <input type="checkbox"/> Stewards <input type="checkbox"/> Racing Judges <input type="checkbox"/> Veterinarians/Test Barn Supervisor

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

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

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

<input type="checkbox"/> Austin	<input type="checkbox"/> Manor Downs	<input type="checkbox"/> Corpus Christi Greyhound Race Track
<input type="checkbox"/> Gillespie County Fair	<input type="checkbox"/> Retama Park	<input type="checkbox"/> Lone Star Park at Grand Prairie
<input type="checkbox"/> Gulf Greyhound Park	<input type="checkbox"/> Valley Race Park	<input type="checkbox"/> Sam Houston Race Park

Additional Comments and Suggestions:

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**Submit your survey one of these three ways:**

<p>By Mail:          Gloria Giberson          Texas Racing Commission          P.O. Box 12080          Austin, Texas 78711-2080</p>	<p>By Hand:          Drop it off at the Texas Racing          Commission Licensing Office          located at each operating          pari-mutuel racetrack.</p>	<p>By Fax:          Gloria Giberson          512-833-6907</p>
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