



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 – 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.)

- Attorney
- Business Entity
- Consultant
- General Public
- Government Agency Staff
- News Media
- Occupational License Holder (ex: Association Staff, Jockey, Owner, Trainer)
- Racetrack License Holder
- Racetrack Patron
- Stakeholder Organization (ex.: Breed Registry, Jockey Guild, THP)
- Other _____

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.)

- Finance & Accounting Staff
- Information Technology Staff
- Investigations Staff
- Other _____
- Legal Staff
- Licensing Staff
- Management/Executive Staff
- Pari-mutuel Auditing Staff
- Racing Staff
- Veterinary Staff

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

- Investigators
- Judges
- Licensing Staff
- Pari-mutuel Auditors
- Stewards
- Test Barn Supervisors
- Veterinarians
- Other _____

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.)

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

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

- Austin Central Office
- Gillespie County Fair & Festivals
- Gulf Greyhound Park
- Lone Star Park at Grand Prairie
- Retama Park
- Sam Houston Race Park
- Valley Race Park
- Website

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 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