

# Business Enterprises of Texas

## Customer Satisfaction Survey and Cost Analysis Report 2024







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# INTRODUCTION

The Texas Workforce Commission (TWC) is pleased to present this report in compliance with legislative requirements. The Business Enterprises of Texas (BET) Customer Satisfaction Survey and Cost Analysis Report is submitted pursuant to House Bill 0001, Article VII, TWC, Rider 38, as part of TWC performance reporting for the BET program during the 2023–2024 biennium. Rider 38 reads as follows:

“The Texas Workforce Commission shall report by October 1 of each year of the biennium the following information to the Legislative Budget Board and to the Governor:

- a. The results of the survey and the Cost Analysis Report distributed to state host agencies on satisfaction of operational conditions such as pricing requirements, hours of operations, menu items, and product lines; and
- b. The total cost incurred by each state host agency for the operation of Business Enterprises of Texas cafeterias, snack bars, and convenience stores. Reported costs should include the value of the space used, maintenance costs, utility costs, janitorial costs, and the method of finance for each cost. An outline of the methodology that was used to determine the final estimate should also be included in the report.

The Customer Satisfaction Survey and Cost Analysis Report shall be prepared in a format specified by the Legislative Budget Board and by the Governor.”

The Survey of Customer Satisfaction was distributed to all state agencies located in one of the 16 state buildings in which BET currently operates a food-service cafeteria, snack bar, convenience store, grab-and-go store, or micromarket. Some of these locations also include vending machines.

The survey conducted in May 2024 showed a 38 percent increase in responses. This rise is attributed to TWC’s increased outreach to building hosts and customers of BET facilities. Additionally, BET enhanced the ease of responding by posting survey flyers with QR codes at each food service location.

## **Actions Taken as a Result of the 2023 Customer Satisfaction Survey**

BET distributed survey results to licensed facility managers and reviewed responses with them—both positive and negative—to examine areas needing improvement and recognize commendable practices. Managers were tasked with implementing necessary improvements.

Additionally, BET continues to convert food service models to those that are more aligned with customer demand and building occupancy levels in workplaces where employees both work in the office and telework. For example, larger cafeterias are being converted to more convenient and flexible grab-and-go stores or micro markets.

## 2024 CUSTOMER SATISFACTION SURVEY RESULTS SUMMARY

Survey results reflect an overall positive perception of BET-operated food service facilities. A total of 90 percent of respondents agreed that BET facilities' operating hours are conducive to their daily schedule. Additionally, 80 percent of respondents agreed that BET facilities provide a wide variety of food and beverage choices, and 81 percent of respondents agree that healthy choices are readily available. More than 80 percent of respondents rate the quality of products, quality of service, and atmosphere at three or more stars out of five, expressing positive responses overall regarding their experience in BET facilities.

BET managers remain committed to having operating hours that support ease of access to facilities, offering options that meet the diverse tastes and dietary preferences of their customers, and providing excellent customer service in a welcoming, customer-friendly atmosphere.

The 2024 survey results provide feedback that helps BET staff and licensed managers identify new strategies to enhance customer satisfaction. This includes the ongoing exploration and implementation of new food options and food service models tailored to customer preferences.

### Business Enterprise of Texas Customer Satisfaction Survey Summary 2024

**15**  
Questions

**958**  
Respondents

**86%**  
Use  
BET Services

**84%**  
Indicate Service  
Quality is  
3+ Stars

**80%**  
Satisfied  
with Product  
Selection

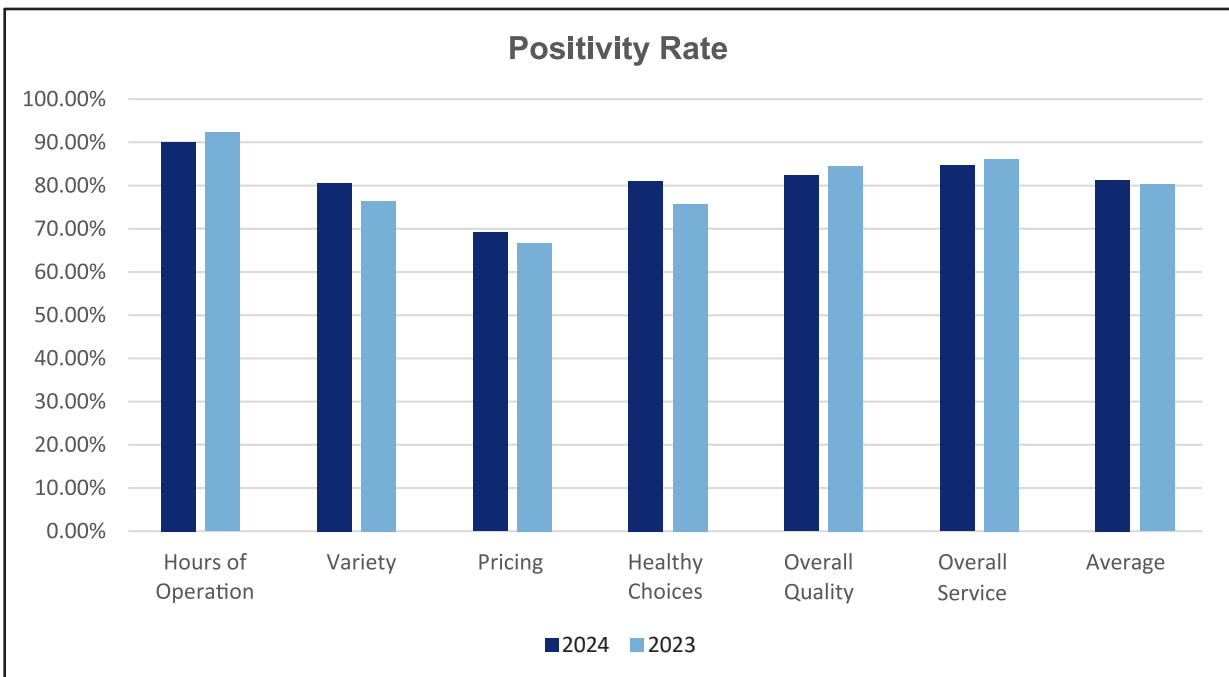
**81%**  
Satisfied  
with Healthy  
Options

# 2024 CUSTOMER SATISFACTION SURVEY RESULTS

The following tables and graphs reflect the 958 responses to the topics addressed in the survey. Excluding questions about BET facility locations and their respective host agencies, the survey includes 12 questions covering hours of operation, pricing and products, vending, and overall satisfaction.

The following table and corresponding graph demonstrate the rate of positive comments compared to positive responses to the previous year's survey.

Positivity Rates 2024 Compared to 2023			
Question	2024	2023	+/-
Hours of Operation	89.67%	91.89%	-2.22%
Variety	80.20%	76.15%	+4.05%
Pricing	68.80%	66.39%	+2.41%
Healthy Choices	80.70%	75.29%	+5.41%
Overall Quality	81.94%	84.08%	-2.14%
Overall Service	84.28%	85.62%	-1.34%
<b>Average</b>	<b>80.93%</b>	<b>79.90%</b>	<b>+1.03%</b>



## AGENCY AND FACILITY LOCATIONS

**Question 1: Please tell us which agency you work for.**

Answer Choices	Response Percent	Response Count
Camp Mabry Army Base	4.07%	39
Disability Determination Services	0.00%	0
Employees Retirement System of Texas	0.21%	2
Executive Council of Physical Therapy and Occupational Therapy Examiners	0.52%	5
Legislative Budget Board	0.10%	1
Office of the Attorney General	4.28%	41
Public Utility Commission of Texas	0.31%	3
State Office of Administrative Hearings	0.21%	2
Texas Appraiser Licensing & Certification Board	0.00%	0
Texas Behavioral Health Executive Council	0.84%	8
Texas Board of Nursing	3.24%	31
Texas Commission on Environmental Quality	0.00%	0
Texas Commission on Fire Protection	0.00%	0
Texas Comptroller of Public Accounts	0.52%	5
Texas Department of Agriculture	4.18%	40
Texas Department of Housing and Community Affairs	0.00%	0
Texas Department of Insurance	27.24%	261
Texas Department of Motor Vehicles	0.00%	0
Texas Department of Public Safety	0.21%	2
Texas Department of State Health Services	0.00%	0
Texas Department of Transportation	26.20%	251
Texas Division of Emergency Management	0.00%	0



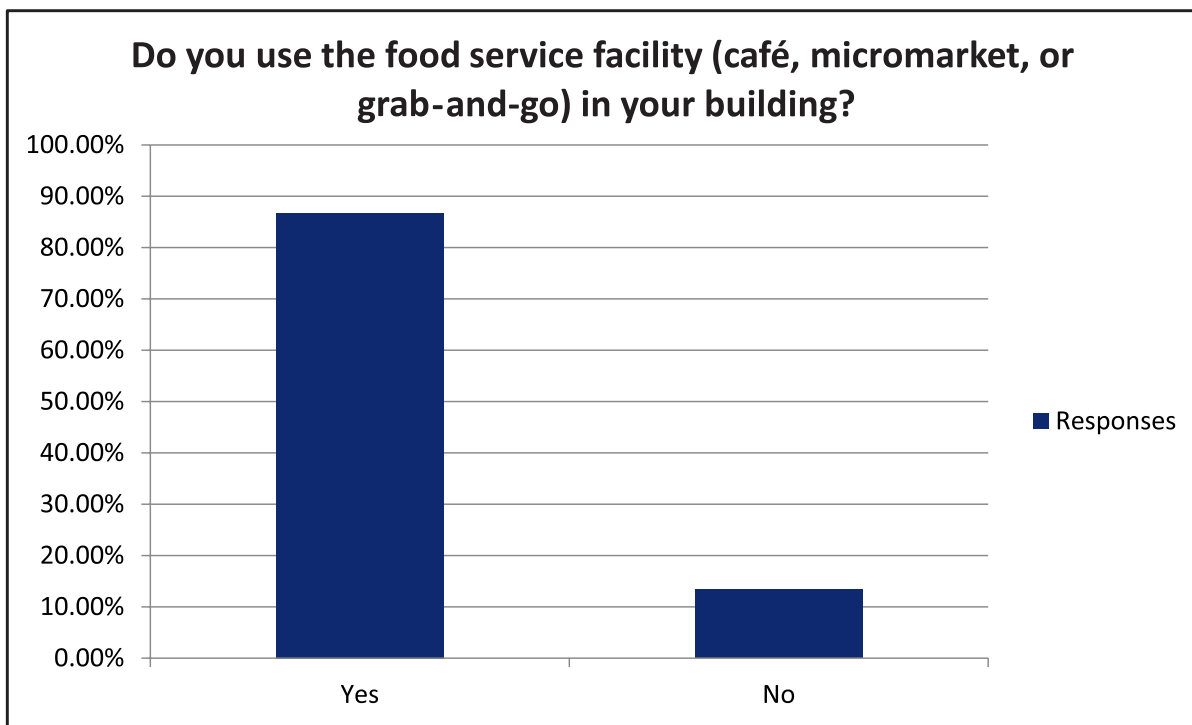
Answer Choices	Response Percent	Response Count
Texas Education Agency	2.09%	20
Texas Facilities Commission	0.94%	9
Texas General Land Office	2.71%	26
Texas Health and Human Services Commission	0.42%	4
Texas Historical Commission	0.21%	2
Texas Legislative Council	0.00%	0
Texas Lottery Commission	0.21%	2
Texas Medical Board	0.52%	5
Texas Parks and Wildlife Department	0.00%	0
The Railroad Commission of Texas	0.21%	2
Texas Real Estate Commission	1.04%	10
Texas Secretary of State	2.40%	23
Texas State Board of Dental Examiners	0.52%	5
Texas State Board of Public Accountancy	0.00%	0
Texas State Library and Archives Commission	0.00%	0
Texas Sunset Advisory Commission	0.10%	1
Texas Veterans Commission	0.84%	8
Texas Veterans Land Board	0.00%	0
Texas Workforce Commission	0.21%	2



Answer Choices	Response Percent	Response Count
Other <ul style="list-style-type: none"> <li>Texas State Board of Pharmacy</li> <li>Texas Bond Review Board</li> <li>Commission on State Emergency Communications</li> <li>Department of the Treasury Internal Revenue Service</li> <li>Division of Workers' Compensation</li> <li>Elias Ramirez State Office Building</li> <li>Texas Higher Education Coordinating Board</li> <li>Office of Public Insurance Counsel</li> <li>Texas Office of Injured Employee Counsel</li> <li>Texas Pension Review Board</li> <li>Texas State Auditor's Office</li> <li>State Commission on Judicial Conduct</li> <li>Texas State Office of Risk Management</li> <li>Texas State Securities Board</li> <li>Supreme Court of Texas</li> <li>Texas Board of Chiropractic Examiners</li> <li>Texas Commission on the Arts</li> <li>Texas Department of Information Resources</li> <li>Texas Military Department</li> <li>Texas Public Finance Authority</li> <li>Texas State Board of Pharmacy</li> <li>Texas State Preservation Board (Bullock Museum)</li> <li>Texas Water Development Board</li> <li>Texas Board of Professional Geoscientists</li> <li>Texas Veterinary Board</li> <li>Texas Railroad Commission</li> </ul>		
	15.45%	148
	<b>Number Answered:</b>	<b>958</b>
	<b>Number Skipped:</b>	<b>0</b>

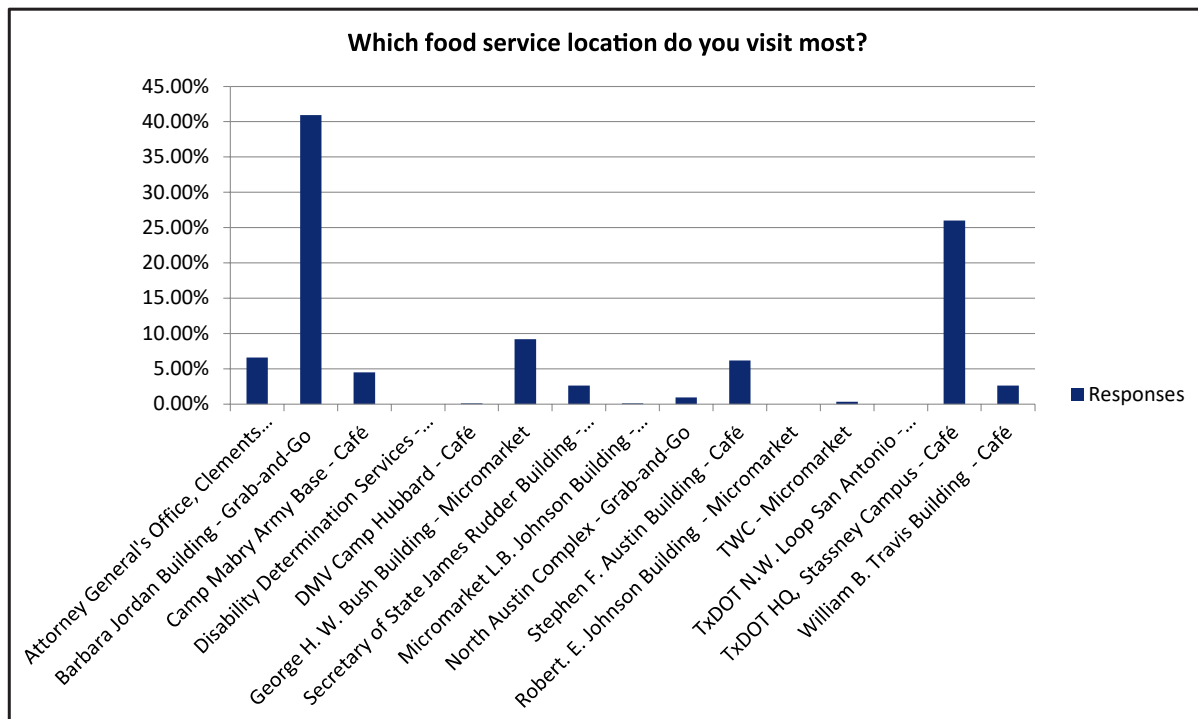
## Question 2: Do you use the food service facility (cafe, micro market or grab-and-go) in your building?

Answer Choices	Response Percent	Response Count
Yes	86.22%	826
No	13.78%	132
Number Answered		958
Number Skipped		0



### Question 3: Which food service location do you visit most?

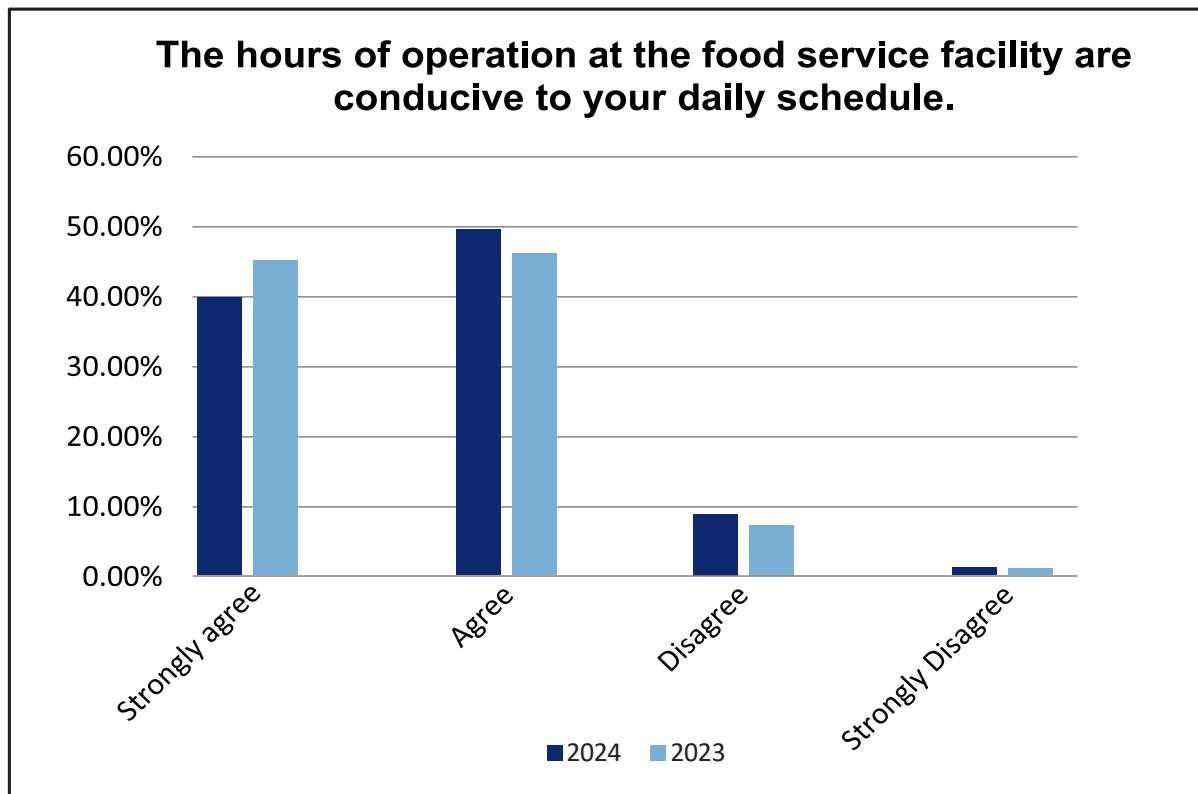
Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support Division Micromarket	0.10%	1
Attorney General's Office, William P. Clements Jr. Building Café	6.47%	62
Barbara Jordan Building Grab-and-Go	40.92%	392
Camp Mabry State Armory Command Café	4.49%	43
Disability Determination Services Micromarket	0.00%	0
DMV Camp Hubbard Café	0.10%	1
George H. W. Bush Building Micromarket	9.19%	88
Secretary of State, James E. Rudder Building Snack Bar	2.61%	25
Lyndon B. Johnson Building Micromarket	0.10%	1
North Austin Complex Grab-and-Go	0.94%	9
Stephen F. Austin Building Café	6.16%	59
Robert E. Johnson Building Nano market	0.00%	0
TWC Main Building Micromarket	0.31%	3
TxDOT N.W. Loop San Antonio Micromarket	0.00%	0
TxDOT HQ, Stassney Campus, Café	25.99%	249
William B. Travis Building Café	2.61%	25
<b>Number Answered:</b>		<b>958</b>
<b>Number Skipped:</b>		<b>0</b>



## HOURS OF OPERATION

**Question 4: The hours of operation at the food service facility are conducive to your daily schedule.**

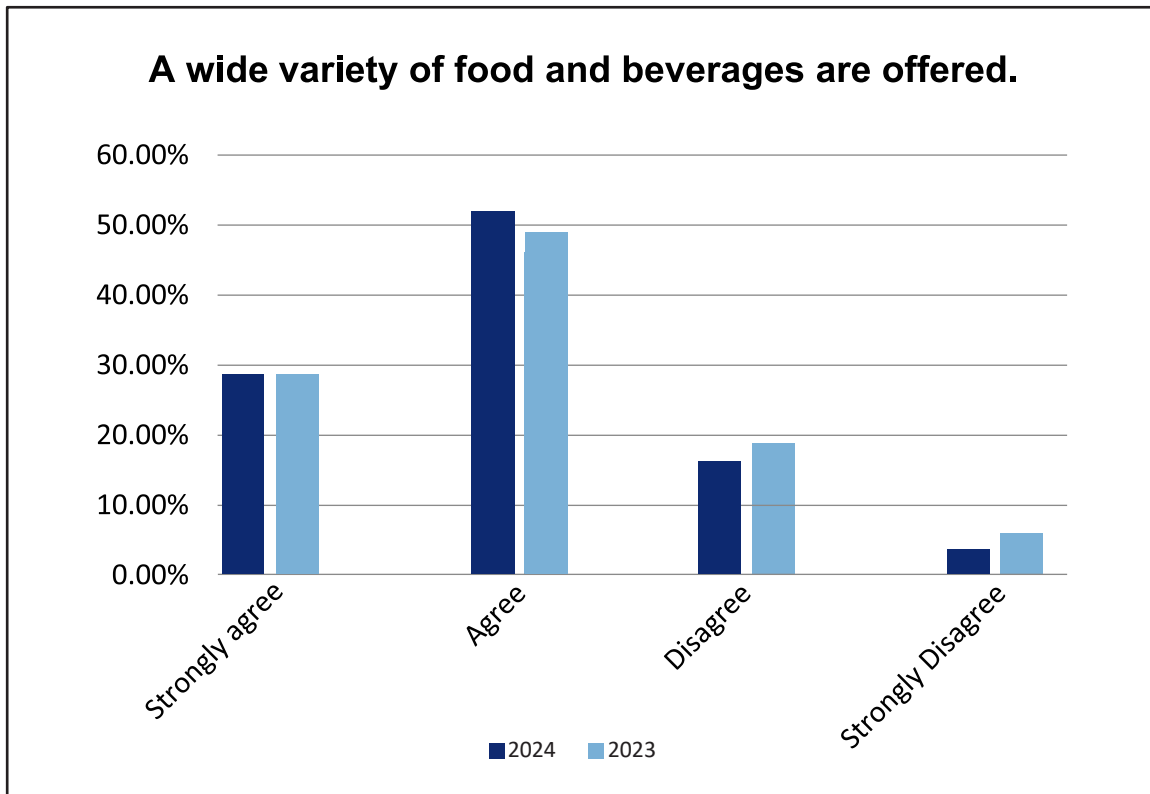
Answer Choices	Response Percent	Response Count
Strongly agree	40.19%	385
2023	45.44%	314
Agree	49.48%	474
2023	46.45%	321
Disagree	8.66%	83
2023	6.95%	48
Strongly disagree	1.67%	16
2023	1.16%	8
Number Answered:		958
Number Skipped:		0



## PRICING AND PRODUCTS

**Question 5: A wide variety of food and beverages are offered.**

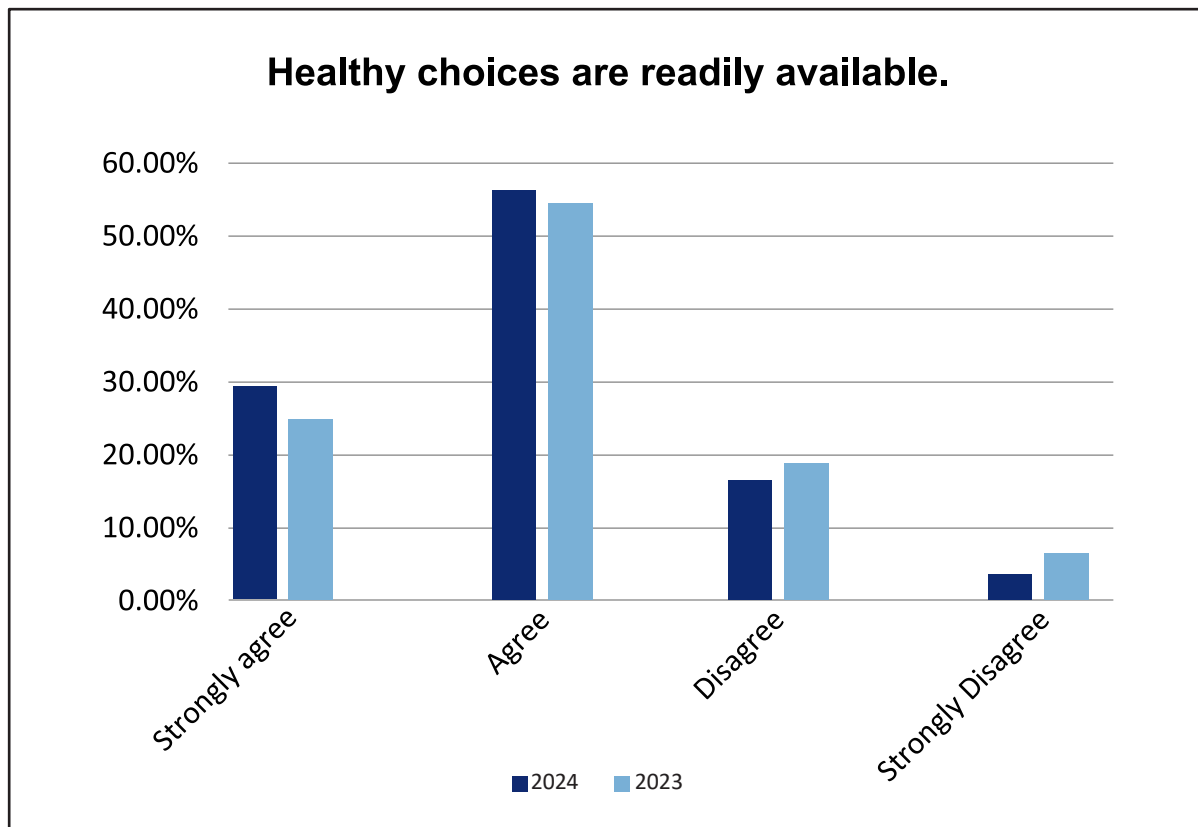
Answer Choices		Response Percent	Response Count
Strongly agree		28.32%	226
	2023	27.98%	169
Agree		51.88%	414
	2023	48.18%	291
Disagree		16.17%	129
	2023	18.38%	111
Strongly disagree		3.63%	29
	2023	5.46%	33
		<b>Number Answered</b>	<b>798</b>
		<b>Number Skipped</b>	<b>160</b>





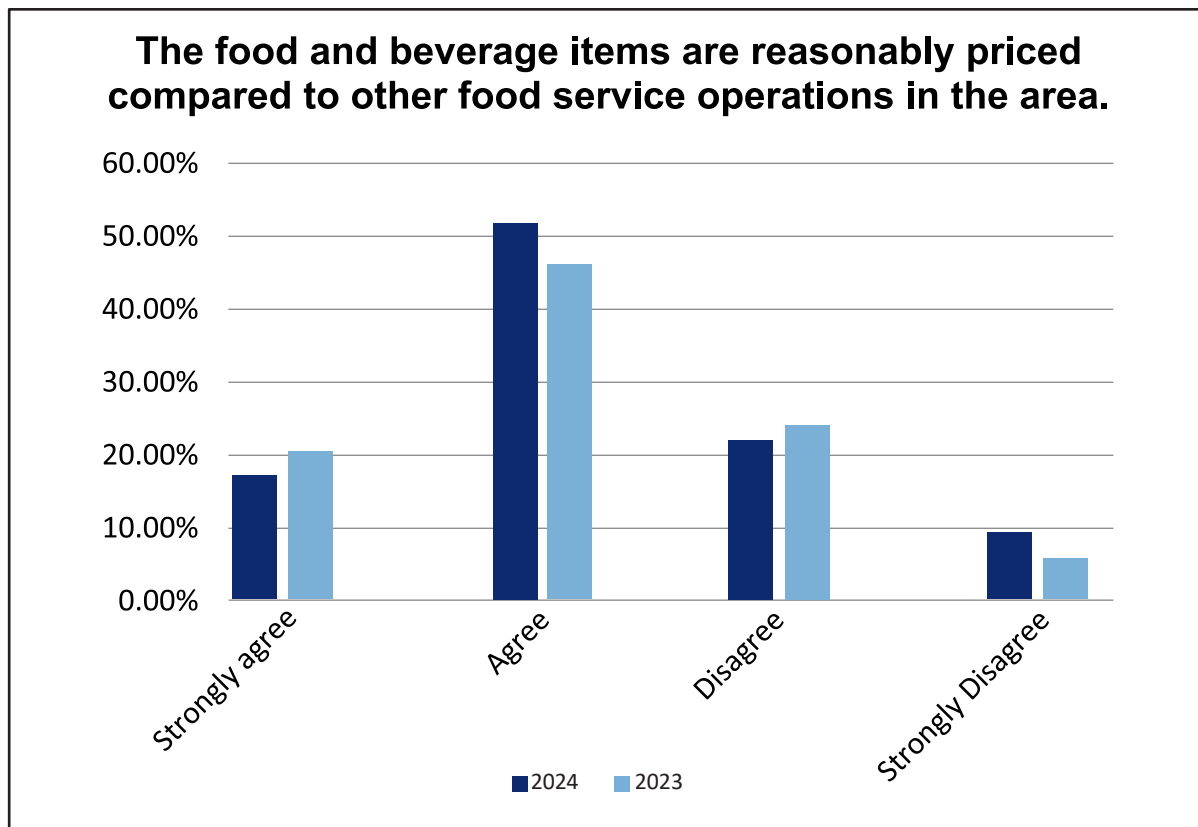
### Question 6: Healthy choices are readily available.

Answer Choices	Response Percent	Response Count
Strongly agree	27.57%	220
2023	23.54%	141
Agree	53.13%	424
2023	51.75%	310
Disagree	15.66%	125
2023	18.36%	110
Strongly disagree	3.63%	29
2023	6.34%	38
Number Answered:		798
Number Skipped:		160



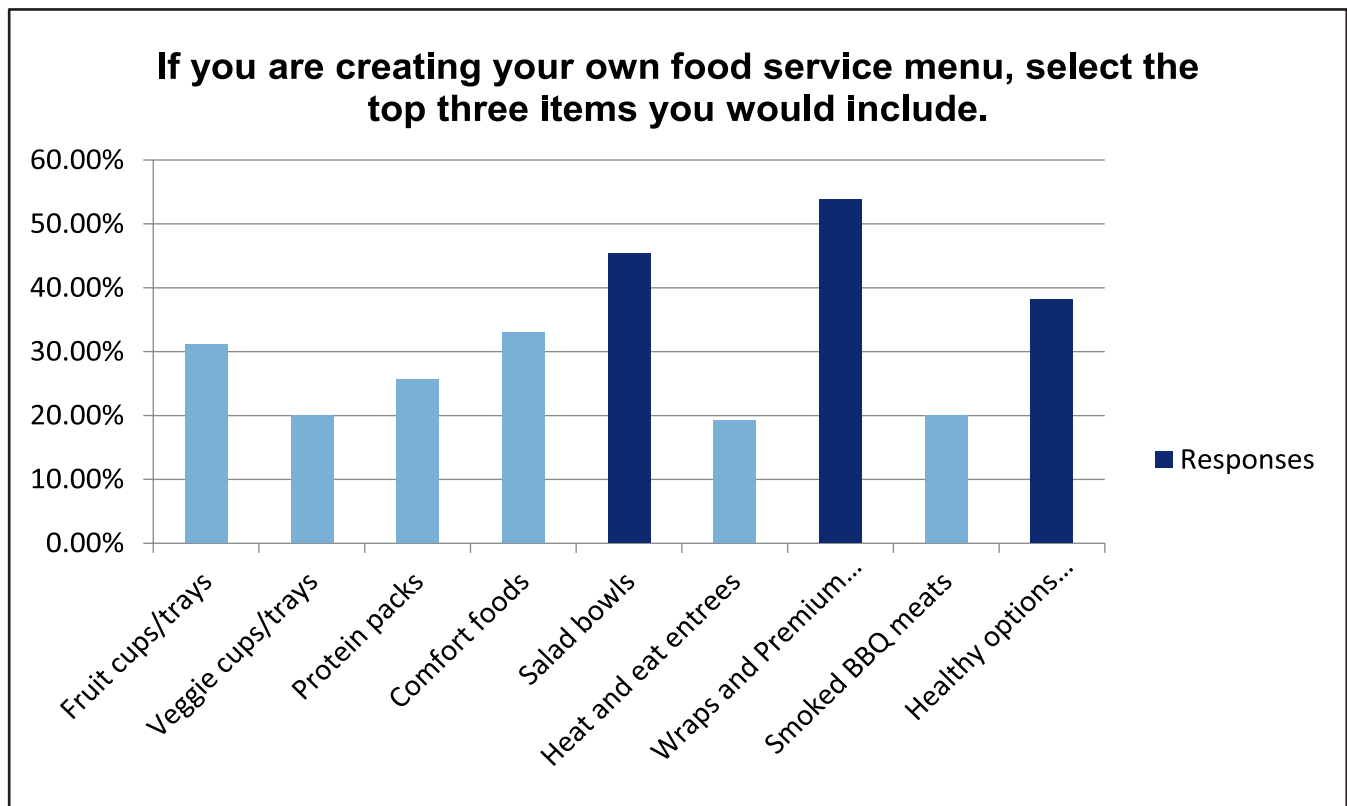
**Question 7: The food and beverage items are reasonably priced compared to other food service operations in the area.**

Answer Choices		Response Percent	Response Count
Strongly agree		17.04%	136
	2023	20.36%	123
Agree		51.75%	413
	2023	46.03%	278
Disagree		21.93%	175
	2023	24.01%	145
Strongly disagree		9.27%	74
	2023	9.60%	27
Number Answered:			798
Number Skipped:			160



**Question 8: If you are creating your own food service menu, select the top three items you would include.**

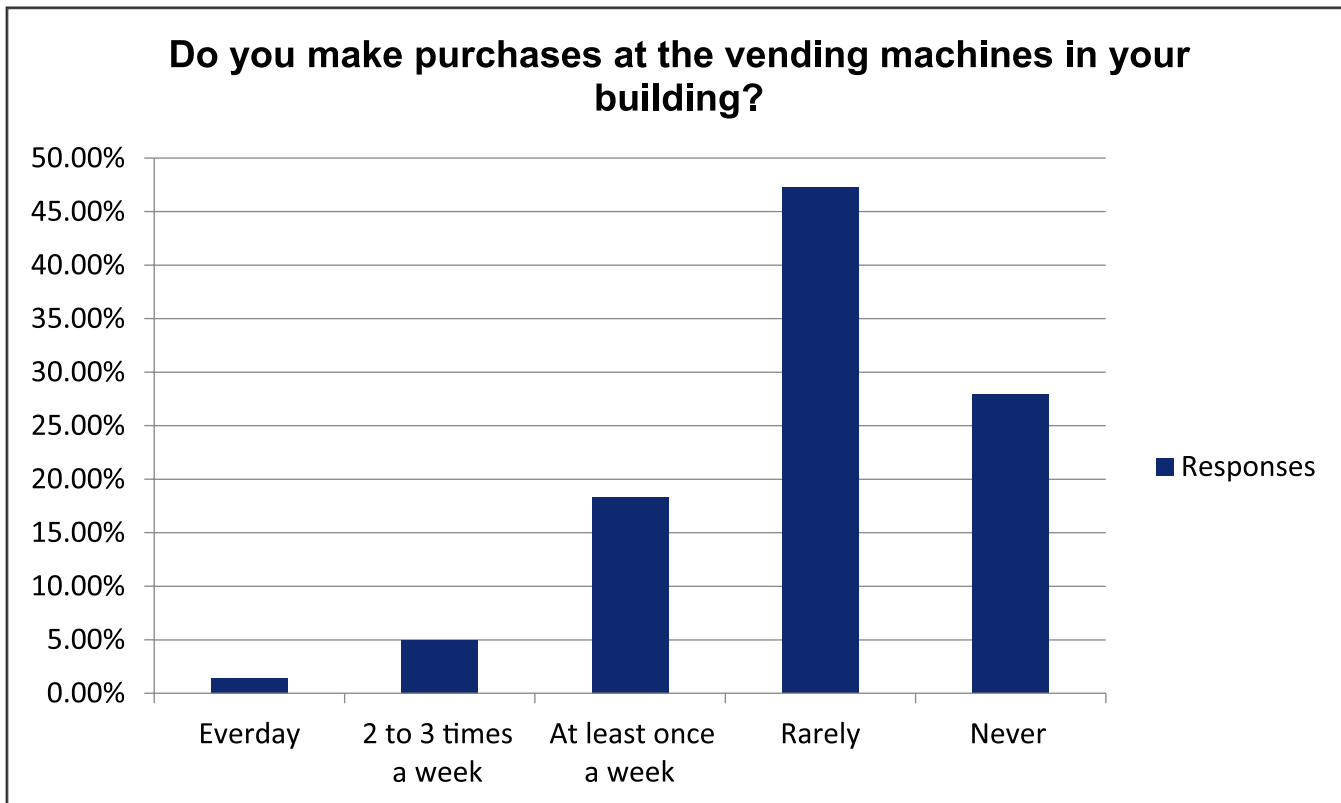
Answer Choices	Response Percent	Response Count
Fruit cups/trays	30.95%	247
Veggie cups/trays	20.05%	160
Protein packs	25.69%	205
Comfort foods	33.21%	265
Salad bowls	45.36%	362
Heat-and-eat entrees	19.17%	153
Wraps and premium sandwiches	53.88%	430
Smoked BBQ meats	20.05%	160
Healthy options (low salt, low sugar, gluten free, calorie balanced)	38.22%	305
<b>Number Answered:</b>		<b>798</b>
<b>Number Skipped:</b>		<b>160</b>



## VENDING

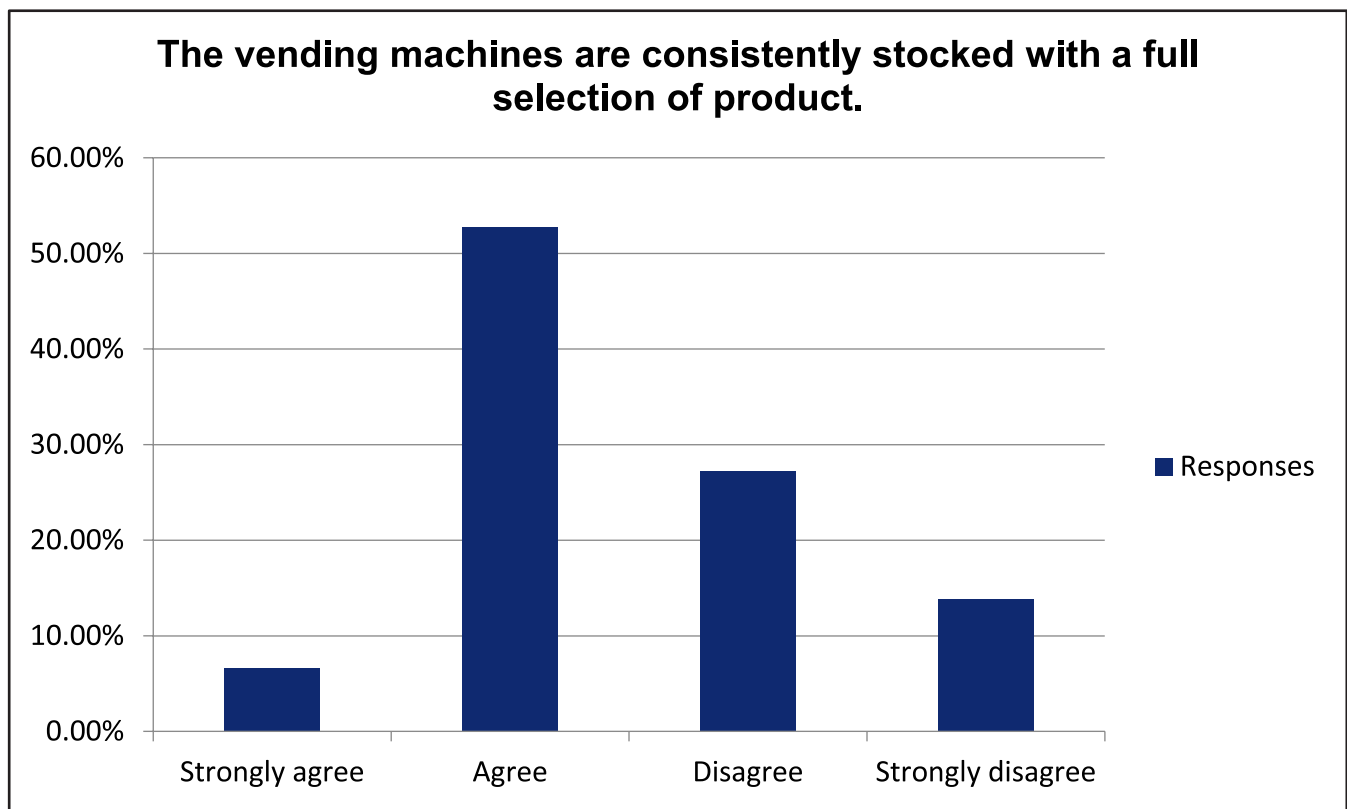
### Question 9: Do you make purchases at the vending machines in your building?

Answer Choices	Response Percent	Response Count
Every day	1.32%	12
2 to 3 times a week	5.07%	46
At least once a week	18.28%	166
Rarely	47.36%	430
Never	27.97%	254
Number Answered:		908
Number Skipped:		50



**Question 10: The vending machines are consistently stocked with a full selection of product.**

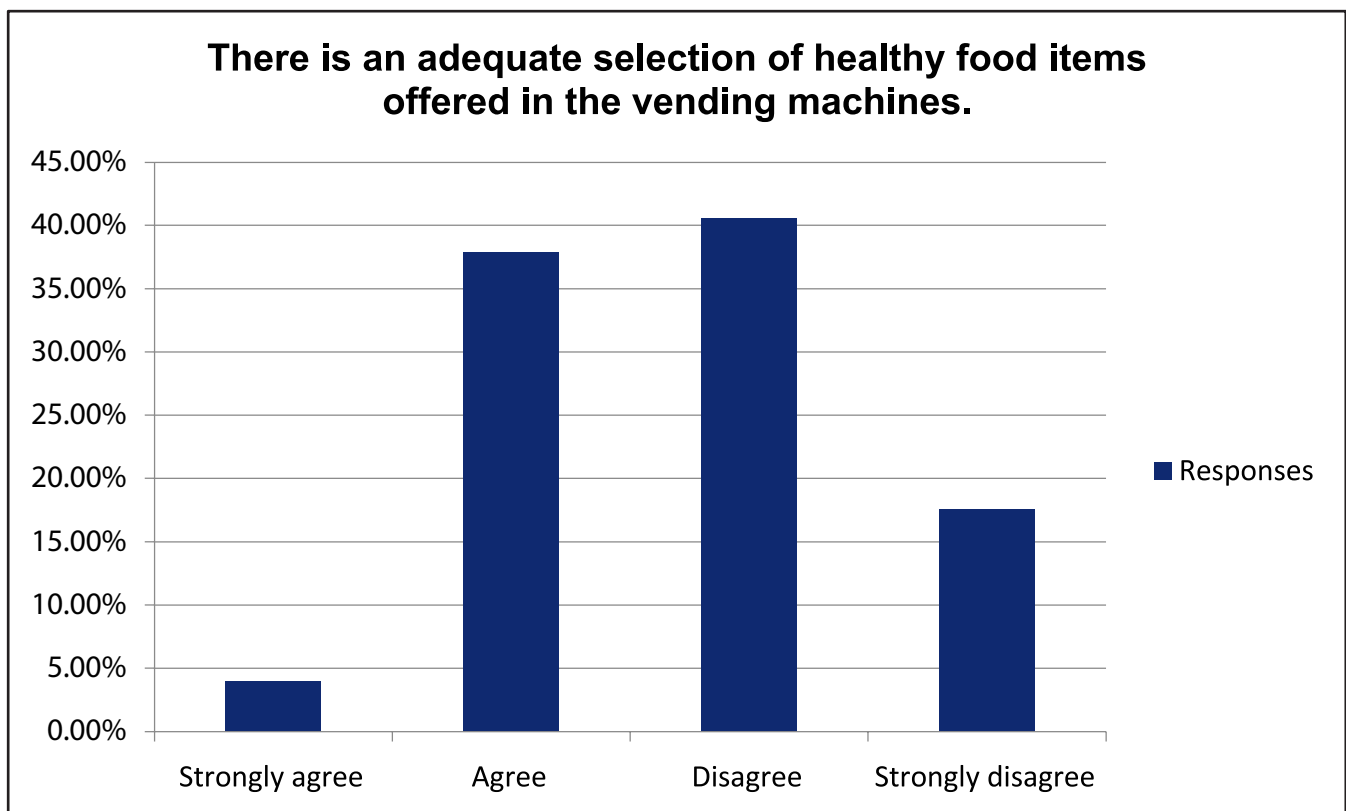
Answer Choices	Response Percent	Response Count
Strongly agree	6.26%	57
Agree	52.86%	481
Disagree	27.14%	247
Strongly disagree	13.74%	125
Number Answered:		910
Number Skipped:		48





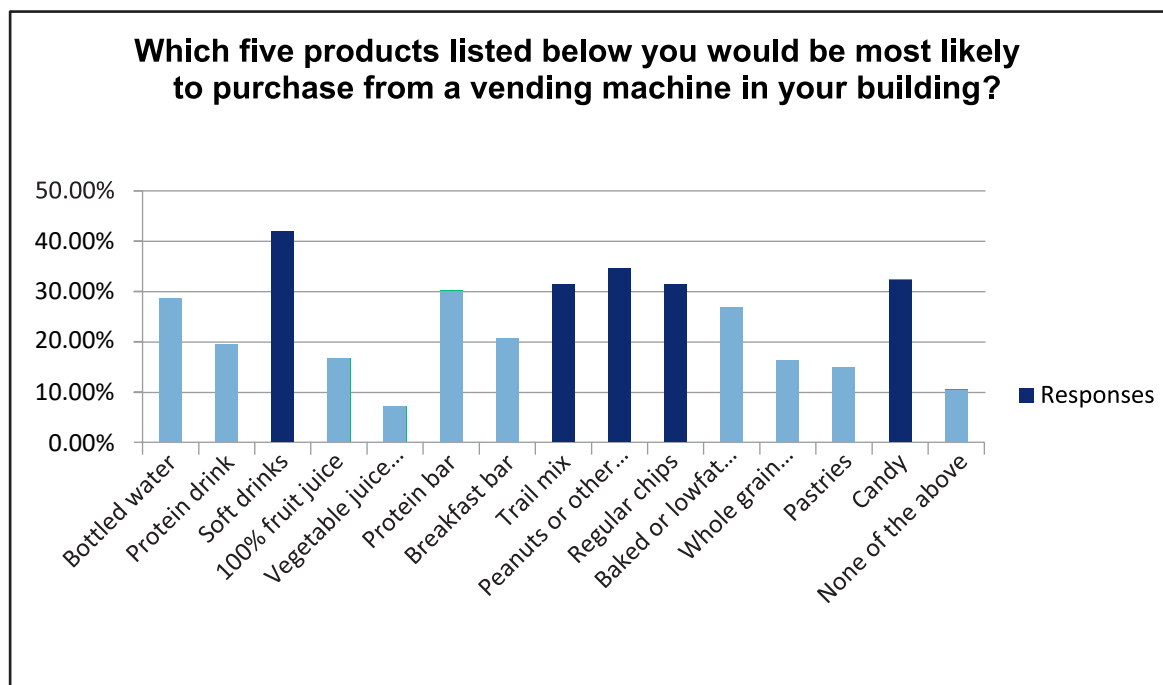
**Question 11: There is an adequate selection of healthy food items offered in the vending machines.**

Answer Choices	Response Percent	Response Count
Strongly agree	3.96%	36
Agree	37.91%	345
Disagree	40.55%	369
Strongly disagree	17.58%	160
Number Answered:		910
Number Skipped:		48



## Question 12: Which five products listed below you would be most likely to purchase from a vending machine in your building?

Answer Choices	Response Percent	Response Count
Bottled water	28.54%	258
Protein drink	19.36%	175
Soft drinks	42.04%	380
100% fruit juice	16.59%	150
Vegetable juice (for example, V8)	7.08%	64
Protein bar	30.09%	272
Breakfast bar	20.69%	187
Trail mix	31.42%	284
Peanuts or other nuts	34.62%	313
Regular chips	31.42%	284
Baked or low-fat chips	26.77%	242
Whole grain crackers	16.26%	147
Pastries	14.82%	134
Candy	32.30%	292
None of the above	10.40%	94
Number Answered:		904
Number Skipped:		54



## OVERALL SATISFACTION

**Question 13: Please rate the quality of food offered in your food service facility (1 star is lowest, 5 stars is highest).**



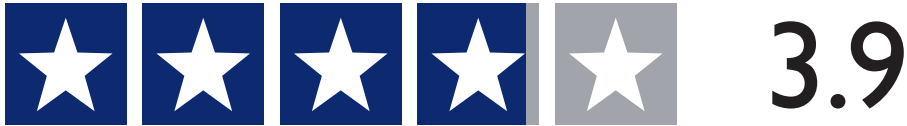
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Answer Choices	Response Percent	Response Count
1 Star	8.36%	75
2023	6.18%	40
2 Stars	9.70%	87
2023	9.74%	63
3 Stars	21.07%	189
2023	22.57%	146
4 Stars	31.33%	281
2023	32.30%	209
5 Stars	29.54%	265
2023	29.21%	189
Number Answered:		897
Number Skipped:		61

Weighted Average: 3.64

Weighted Average (2023): 3.69

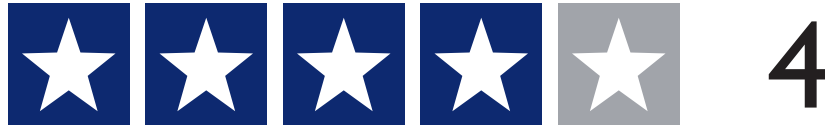
Question 14: Please indicate the quality of service offered in your food service facility (1 star is lowest, 5 stars is highest).



Answer Choices	Response Percent	Response Count
1 Star	6.91%	62
2023	6.34%	41
2 Stars	8.81%	79
2023	8.04%	52
3 Stars	16.61%	149
2023	18.39%	119
4 Stars	25.31%	227
2023	26.74%	173
5 Stars	42.36%	380
2023	40.49%	262
Number Answered:		897
Number Skipped:		61

Weighted Average: 3.87  
Weighted Average (2023): 3.90

**Question 15: How would you rate the atmosphere (e.g., décor, layout, cleanliness) of your food service facility?**



Answer Choices	Response Percent	Response Count
1 Star	5.80%	52
2023	2.63%	17
2 Stars	7.25%	65
2023	5.72%	37
3 Stars	11.93%	107
2023	12.21%	79
4 Stars	26.09%	234
2023	27.05%	175
5 Stars	48.94%	439
2023	52.40%	339
Number Answered:		897
Number Skipped:		61

Weighted Average: 4.05

Weighted Average (2023): 4.0



## COST ANALYSIS REPORT 2024

In 2024, an inquiry was distributed to 13 state agencies that host BET-operated food service facilities such as cafeterias, snack bars, grab-and-go markets, and micromarket facilities. Facilities such as the Brown-Heatley Building Café, Attorney General Child Support Division Deli, Department of Public Safety HQ Café, Department of State Health Services Café, Department of Motor Vehicles Camp Hubbard Café, John H. Winters Bldg. Café and Convenience Store, and Texas Commission of Environmental Quality Café, which were included in the 2023 report, are absent from the 2024 report because they have not reopened post pandemic.

### Properties Managed by the Texas Facilities Commission (TFC)

FY'24 TFC Food Service Location and Type	Address	Sq. Ft./Annual Value of Space Used 2024*	Estimated Maintenance Costs per Sq. Ft.	Estimated Utility Costs per Sq. Ft.	Estimated Janitorial Costs per Sq. Ft.	Method of Finance
Barbara Jordan Building Grab-and-Go	1601 Congress Ave., Austin, TX 78701	4,233 sq. ft./ \$10,420.00	\$0.63 \$2,666.79	\$0.99 \$4,190.67	\$0.84 \$3,555.72	State General Revenue and Federal Funding
North Austin Complex Grab-and-Go	4601 W. Guadalupe St., Austin, TX 78751	2,626 sq. ft./ \$5,123.00	\$0.40 \$1,050.40	\$1.44 \$3,781.44	\$0.11 \$288.86	State General Revenue and Federal Funding
George H. W. Bush Micromarket	1801 Congress Ave., Austin, TX 78701	4,713 sq. ft./ \$11,657.00	\$0.71 \$3,346.23	\$0.74 \$3,487.62	\$1.02 \$4,807.26	State General Revenue and Federal Funding
Lyndon B Johnson Micromarket	111 E. 17th St., Austin, TX 78701	2,465 sq. ft./ \$44,663.00	\$8.70 \$21,445.50	\$3.45 \$8,504.25	\$5.97 \$14,716.05	State General Revenue and Federal Funding
James E. Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX 78701	1,092 sq. ft./ \$4,323.00	\$1.53 \$1,670.76	\$2.66 \$2,904.72	\$1.14 \$1,244.88	State General Revenue and Federal Funding

<b>FY'24 TFC Food Service Location and Type</b>	<b>Address</b>	<b>Sq. Ft./Annual Value of Space Used 2024*</b>	<b>Estimated Maintenance Costs per Sq. Ft.</b>	<b>Estimated Utility Costs per Sq. Ft.</b>	<b>Estimated Janitorial Costs per Sq. Ft.</b>	<b>Method of Finance</b>
Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX 78701	3,893 sq. ft./ \$23,440.00	\$1.11 \$26,018.40	\$2.81 \$65,866.40	\$0.92 \$21,564.80	State General Revenue and Federal Funding
William B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX 78701	3,934 sq. ft./ \$11,752.00	\$1.32 \$5,192.88	\$0.74 \$2,911.16	\$0.93 \$3,658.62	State General Revenue and Federal Funding
William P. Clements Jr. Bldg. Café	300 W. 15th St., Austin, TX 78701	3,227 sq. ft./ \$11,958.00	\$1.13 \$3,646.51	\$1.75 \$5,647.25	\$0.82 \$2,646.14	State General Revenue and Federal Funding
Elias Ramirez State Office Bldg. Café	5425 Polk St., Houston, TX 77023	3,992 sq. ft./ \$18,545.00	\$3.14 \$12,534.88	\$0.91 \$3,632.72	\$0.59 \$2,355.28	State General Revenue
Section Total	N/A	\$141,881.00	\$77,572.35	\$100,926.23	\$54,837.61	N/A

The overall market rate for leased office space in Austin and Houston was \$39.80 per square foot (sq. ft.) in the fourth quarter of Fiscal Year 2023 (FY'23), while the overall average for state leases in these cities was \$19.65 per sq. ft.

Reference: Texas Facilities Commission FY'25–29 Strategic Plan

## NON-TEXAS FACILITIES COMMISSION PROPERTIES

FY'24 TFCWC Food Service Location and Type	Address	Sq. Ft./Average Annual Value of Space Used 2024**	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Disability Determination Services Micromarket	6101 E. Oltorf St., Austin, TX 78741	3,850 sq. ft./ \$63,850.00	included in lease	\$1.33 \$5,116.00	\$1.72 \$6,609.43	100% SSA Federal Funds
TWC Micromarket	101 E. 15th St., Austin, TX 78701	933 sq. ft./ \$18,259.00	\$0.28 \$265.00	\$1.47 \$1,367.16	\$2.67 \$2,491.00	Allocated by all programs in Main Bldg.
Department of Transportation Micromarket	4615 NW Loop 410, San Antonio, TX 78229	1,255 sq. ft./ \$34,513.00	\$11.00 \$112,520.00	\$2.00 \$17,345.00	Paid by Facility Manager	Highway Transportation Fund 6
Department of Transportation Cafeteria	6320 E. Stassney Ln., Austin, TX 78744	9,742 sq. ft./ \$267,905.00	\$11.55 \$112,520.00	\$1.78 \$17,345.00	Paid by Facility Manager	Highway Transportation Fund 6
Section Total	N/A	\$384,527.00	\$225,305.00	\$41,173.16	\$9,100.43	N/A
<b>Grand Total</b>	<b>N/A</b>	<b>\$526,408.00</b>	<b>\$302,877.00</b>	<b>\$142,099.00</b>	<b>\$63,938.00</b>	<b>N/A</b>





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Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 800 735 2989 (TTY) and 711 (Voice).