

REPORT ON CUSTOMER SERVICE
Texas Funeral Service Commission



Fiscal Year 2016

AGENCY OVERVIEW

The mission of the Texas Funeral Service Commission (TFSC) is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee that every citizen's final disposition is conducted professionally and ethically. The TFSC has two major functions - - ensuring competent, well-qualified professionals are licensed to serve the public and ensuring compliance with statutory requirements through inspections and the investigation of violations.

CUSTOMER INVENTORY

The agency identified 10 customer groups served by the strategies in both of the TFSC goals (licensing and compliance). Licensees are represented in all strategies.

Inventory of External Customers

A. Goal: Competent Licensees

- Applicants - Persons and establishments who make application for licensure to the Commission. Services include: distribution of application packets, application processing, processing of fees, issuance of licenses, website information, review of criminal history and arrangement for the administration of mortuary law exam.
- Individual Licensees – Persons who make application for renewal of individual licenses (funeral director and/or embalmer). Services include: processing of fees, review and issuance of renewal licenses, continuing education audits, quarterly newsletter, continuing education symposiums, website information, and individual correspondence.
- Provisional Licensees – Persons who currently hold a provisional license (funeral director and/or embalmer). Services include: processing of fees, review and issuance of renewal provisional licenses, review of case reports, quarterly newsletter, website information and individual correspondence.
- Licensed Establishments – Funeral homes and commercial embalming facilities currently licensed by the Commission. Services include: processing of fees, review and issuance of renewal license, quarterly newsletter, processing of publication orders, website information, individual correspondence, preparation room exemptions and processing of FDIC/EIC appointment or removal forms.
- Cemeteries – Cemeteries currently licensed by the Commission. Services include: processing of fees, review and issuance of renewal license, quarterly newsletter, processing of publication orders, website information, and individual correspondence.
- Crematories – Crematories currently licensed by the Commission. Services include: processing of fees, review and issuance of renewal license, process annual report, website information, and individual correspondence.
- Continuing Education Providers – Providers registered with the Commission. Services include: processing of fees, evaluation of course work, and the issuance of provider and course approval.
- Public/Associations – Elected officials, individuals or groups that interact with the Commission. Services include: presentations, correspondence, information on licensees and agency programs.
- Mortuary Schools – Accredited schools who provide mortuary law education/degree. Services include: presentations, correspondence, information on licensees and agency programs.

B. Goal: Enforce Standards (Strategies of Inspections & Investigations)

- Licensees – Persons and establishments who are licensed by the Commission. Services include: inspection of establishments, processing of complaints, written notifications, correspondence, settlement negotiations and hearings at SOAH.
- Consumers – Persons who have received services from licensees. Services include: processing of complaints, written notifications, correspondence and website information.
- Public/Associations – Elected officials, individuals or groups that interact with the Commission. Services include: correspondence and information on complaint status.

PERFORMANCE MEASURES FY 16

Outcome Measures

85% Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received

17% Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery

Output Measures

1500 Total Customers Surveyed

7500 Total Customers Served

Efficiency Measures

\$0.00 Cost per Customer Surveyed

Explanatory Measures

185,500 Total Customers Identified (estimated)

10 Total Customer Groups Identified

**FY 2016 CUSTOMER SERVICE SURVEY
TEXAS FUNERAL SERVICE COMMISSION**

The Texas Funeral Service Commission (TFSC) is always trying to improve its customer service. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for taking the time to help us serve you better.

Please circle one: Responding as (a) establishment or individual, (b) CE provider, (c) consumer, (d) stake holder, (e) complainant, (f) respondent, (g) applicant

Please rate the TFSC by circling one of the following numbers:

1=Strongly Agree 2=Agree 3=Neutral 4=Disagree 5=Strongly Disagree 6=N/A

Staff:

Employee courtesy, friendliness	1	2	3	4	5	6
Knowledge	1	2	3	4	5	6
Did staff identify themselves to customers by name for accountability	1	2	3	4	5	6

Timeliness of Service/Communications:

Average amount of time a customer spends on hold	1	2	3	4	5	6
Timeliness of returned calls	1	2	3	4	5	6
Access to a live person	1	2	3	4	5	6
Letters/electronic mail	1	2	3	4	5	6

Facilities:

Ability to access the agency	1	2	3	4	5	6
Office location	1	2	3	4	5	6
Cleanliness	1	2	3	4	5	6

Complaint Handling Process:

Easy to file a complaint	1	2	3	4	5	6
Responsiveness	1	2	3	4	5	6
Timeliness	1	2	3	4	5	6
Access to a live person	1	2	3	4	5	6

Internet Site:

Ease of Use	1	2	3	4	5	6
Information found on the site	1	2	3	4	5	6

Publications:

Accuracy	1	2	3	4	5	6
Helpfulness	1	2	3	4	5	6
Presentation	1	2	3	4	5	6

Overall were you satisfied with the service you received from the TFSC? ___yes ___no

Additional comments:

**RETURN AS SOON AS POSSIBLE BUT NO LATER THAN MARCH 1, 2016
FAX COMPLETED SURVEY TO 512-479-5064 or EMAIL to nikki@tfsc.texas.gov**