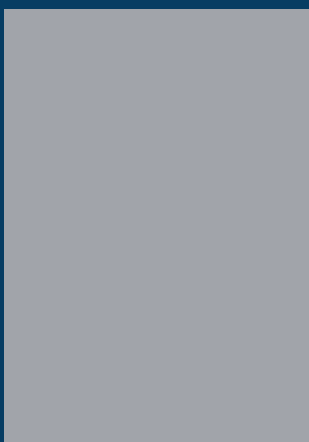
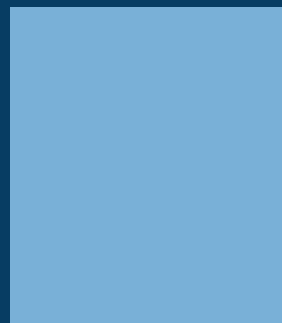
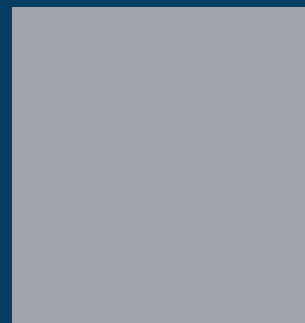


# Business Enterprises of Texas

## Customer Satisfaction Survey and Cost Analysis Report 2022



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# INTRODUCTION

The Texas Workforce Commission (TWC) is pleased to submit this report in compliance with legislative requirements. The Business Enterprises of Texas (BET) Customer Satisfaction Survey and Cost Analysis Report is submitted pursuant to TWC Rider 36 as part of TWC performance reporting for the BET program for the 2022–2023 biennium. Rider 36 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 in which BET operates a food service cafeteria, snack bar, or convenience store.

Since its inception in 2011 and until four years ago, the survey was conducted during the month of August. Last year the survey was conducted in May and, once again,

an extended response period was needed to produce useful response numbers. This year the survey was conducted from June 6 to June 30, 2022.

The survey process and how the survey and report are designed have been improved over the years. Improvements and adjustments for this year include the following:

- Additional and repeated contacts with buildings hosting BET facilities to better promote the availability of the survey.
- Adjusted survey response period from June 6 to June 30, 2022.



## Actions Taken as a Result of the 2022 Customer Satisfaction Survey

BET distributed survey results to licensed managers who operate facilities. BET discussed customer feedback, and managers were asked to make improvements when possible.

Managers were made aware of compliments and best practices identified by customers.

Complaints and compliments were reviewed with the managers so that areas for improvement or commendation could be recognized.



# SUMMARY OF THE 2022 CUSTOMER SATISFACTION SURVEY RESULTS

Positive perceptions are still reflected in the results, despite many food service operations being closed or operating with very limited menu offerings, with 70% of the population expressing positive perception of the facilities surveyed. Among respondents, 77% still believe the food prices are a good value despite the fact that menu prices have increased due to the increase in the cost of food supplies. Like all retail businesses, BET facilities are impacted by the problems with supply and inflation. Most BET facilities are also small businesses, which means they have less buying power compared to large private sector operations. However, despite supply issues and lower daily population counts in buildings, resulting in limited product selection, 70% of respondents remain satisfied with selection offered.

Survey primary observations include:

- More than 89% of all respondents use the services that BET managers offer in the workplace.
- About 60% of the respondents agree that healthy food options and prices are good.
- 80% of the respondents agreed the quality of food was 3 stars or better and 87% agreed the quality of service 3 stars or better.
- 88% of respondents feel comfortable eating in the BET facilities.

As in 2021, the 2022 survey included questions designed to determine the impact the pandemic had on customer perceptions. This information will assist BET in evaluating necessary modifications for increasing customer satisfaction and inform consideration of new food service models. We are exploring replacement of the pandemic section with questions to obtain new customer service insights and opportunities.

## Business Enterprise of Texas Customer Satisfaction Survey Summary 2022

**30**  
Questions

**615**  
Respondents

**89%**  
Use BET Services

**88%**  
Feel Comfortable  
Eating in BET  
Facilities

**80%**  
Indicate Food  
Quality is  
3 Stars+

**87%**  
Indicate Service  
Quality is  
3 Stars+

**77%**  
Believe Food  
Prices are a  
Good Value

**70%**  
Have Positive  
Perceptions  
of Surveyed  
Facilities

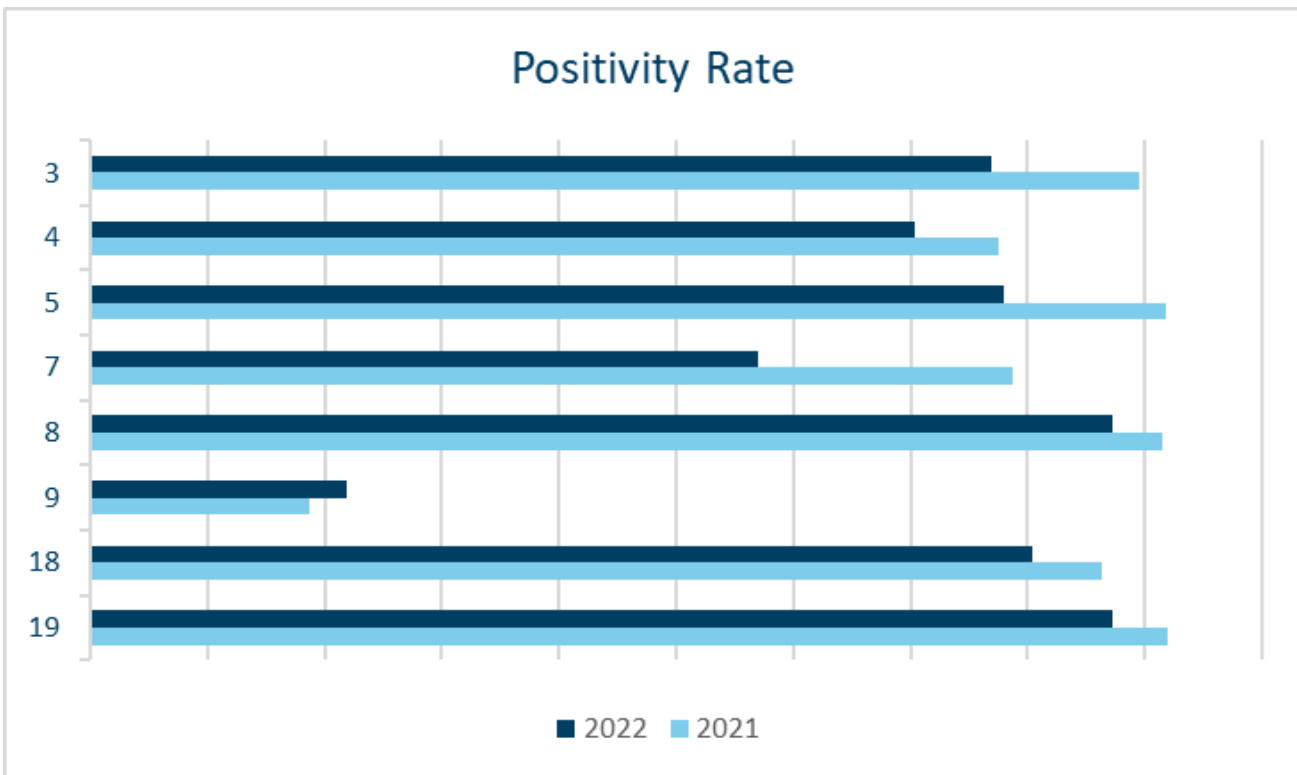
**70%**  
Remain Satisfied  
with Product  
Selection

**60%**  
Agree with  
Healthy Food  
Options and  
Prices

# 2022 CUSTOMER SATISFACTION SURVEY RESULTS

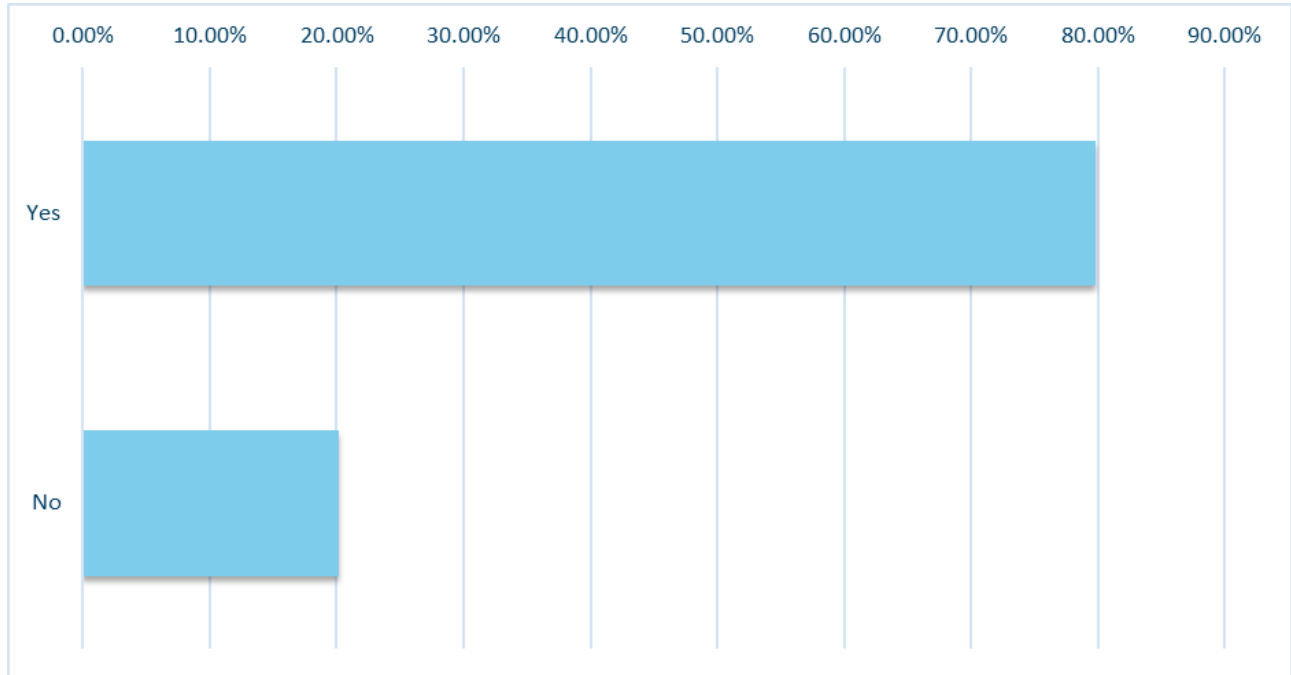
The following tables and graphs reflect the 615 responses to the topics addressed in the survey. For questions remaining consistent from 2021 to 2022, the graphs also reflect 2021 survey results. The graph and the table on the next page demonstrate the rate of positive comments compared to the previous year for questions consistent from 2021 to 2022.

| Positivity Rate<br>2022 Compared to 2021 |               |               |               |
|--|---------------|---------------|---------------|
| Q#                                       | 2022          | 2021          | +/-           |
| 3  | 76.96%        | 89.46%        | -12.50%       |
| 4  | 70.34%        | 77.47%        | -7.13%        |
| 5  | 77.99%        | 91.84%        | -13.85%       |
| 7  | 56.92%        | 78.79%        | -21.87%       |
| 8  | 87.16%        | 91.45%        | -4.29%        |
| 9  | 21.82%        | 18.69%        | 3.13%         |
| 18                                       | 80.43%        | 86.30%        | -5.87%        |
| 19                                       | 87.20%        | 92.01%        | -4.81%        |
| <b>Average</b>                           | <b>69.85%</b> | <b>78.25%</b> | <b>-8.40%</b> |



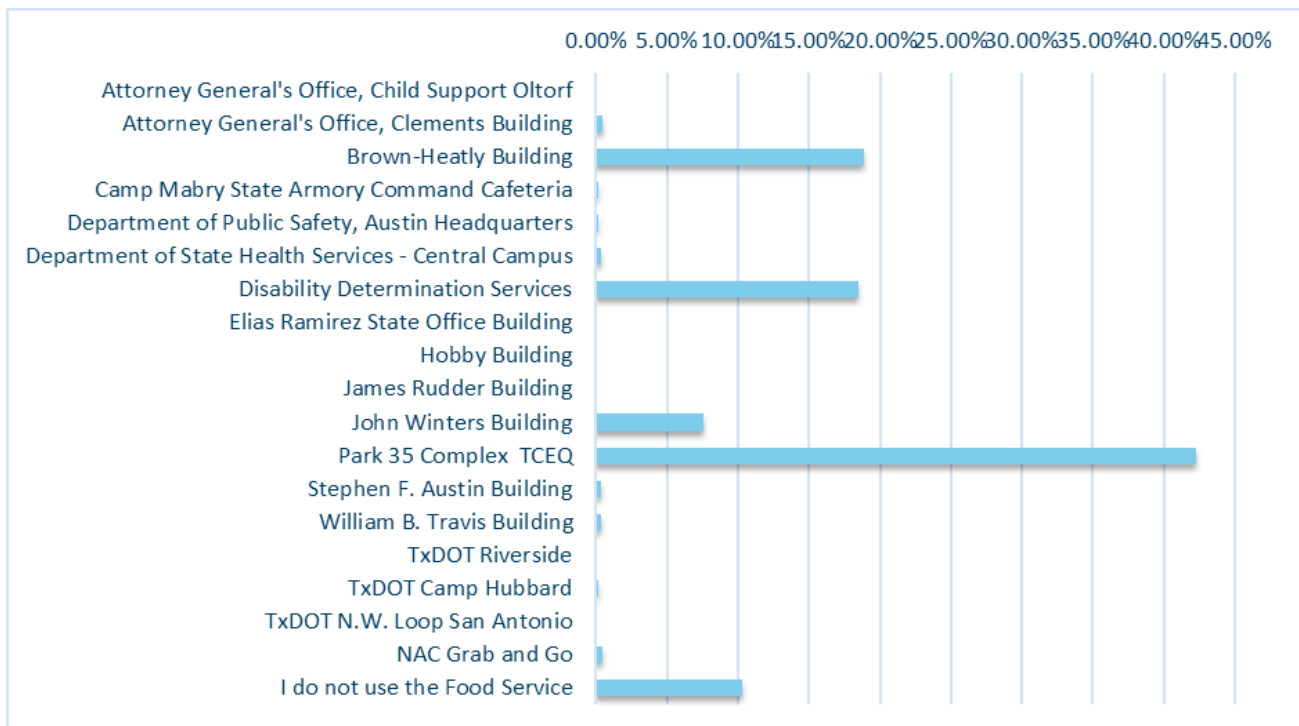
**Question 1: Prior to the coronavirus pandemic did you use the food service or vending services offered in your location?**

| Answer Choices  | Response Percent | Response Count |
|-----------------|------------------|----------------|
| Yes             | 79.80%           | 482            |
| No              | 20.20%           | 122            |
| <b>Answered</b> |                  | <b>604</b>     |
| <b>Skipped</b>  |                  | <b>11</b>      |



## Question 2: Please tell us which food service location you visit most.

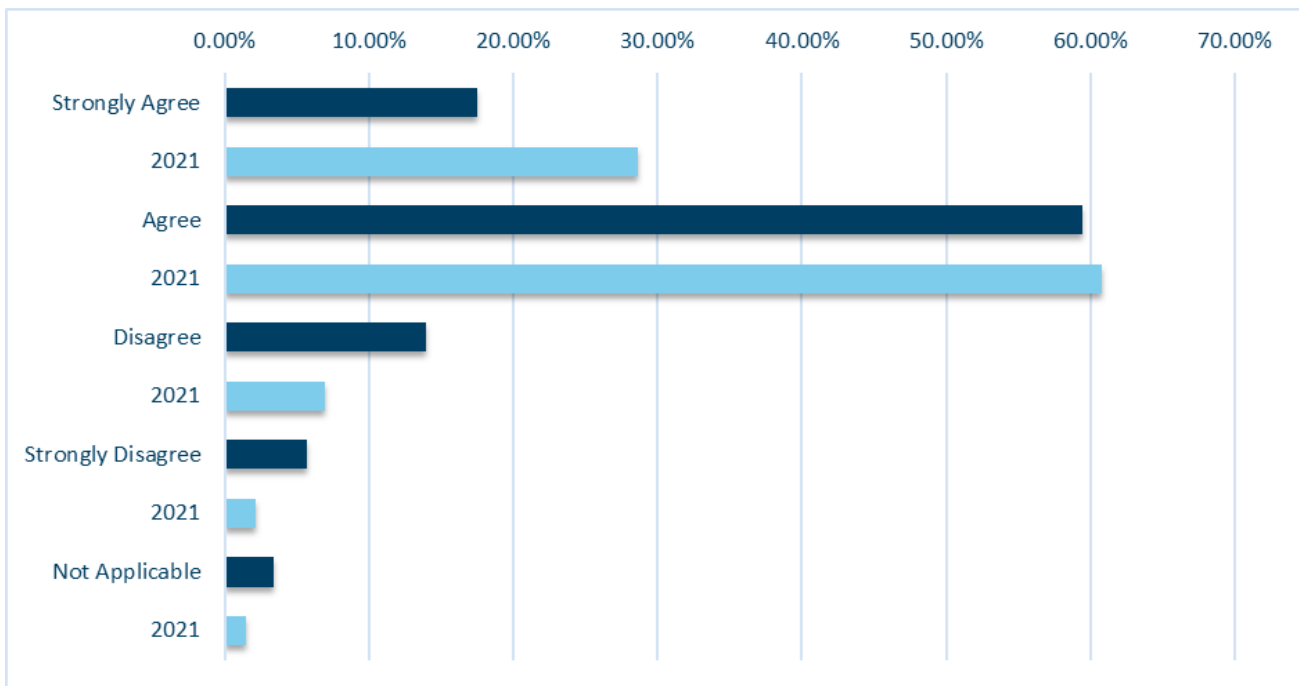
| Answer Choices                                       | Response Percent | Response Count |
|--|------------------|----------------|
| Attorney General's Office, Child Support Oltorf      | 0.00%            | 0              |
| Attorney General's Office, Clements Building         | 0.49%            | 3              |
| Brown-Heatly Building                                | 18.85%           | 115            |
| Camp Mabry State Armory Command Cafeteria            | 0.16%            | 1              |
| Department of Public Safety, Austin Headquarters     | 0.16%            | 1              |
| Department of State Health Services - Central Campus | 0.33%            | 2              |
| Disability Determination Services                    | 18.52%           | 113            |
| Elias Ramirez State Office Building                  | 0.00%            | 0              |
| Hobby Building                                       | 0.00%            | 0              |
| James Rudder Building                                | 0.00%            | 0              |
| John Winters Building                                | 7.54%            | 46             |
| Park 35 Complex TCEQ                                 | 42.30%           | 258            |
| Stephen F. Austin Building                           | 0.33%            | 2              |
| William B. Travis Building                           | 0.33%            | 2              |
| TxDOT Riverside                                      | 0.00%            | 0              |
| TxDOT Camp Hubbard                                   | 0.16%            | 1              |
| TxDOT N.W. Loop San Antonio                          | 0.00%            | 0              |
| NAC Grab and Go                                      | 0.49%            | 3              |
| I do not use the Food Service                        | 10.33%           | 63             |
|  | <b>Answered</b>  | <b>610</b>     |
|  | <b>Skipped</b>   | <b>5</b>       |



## PRICING AND PRODUCTS

**Question 3: The prices offered in the food service and/or vending facility in this building are reasonable compared to other food service operations in the area.**

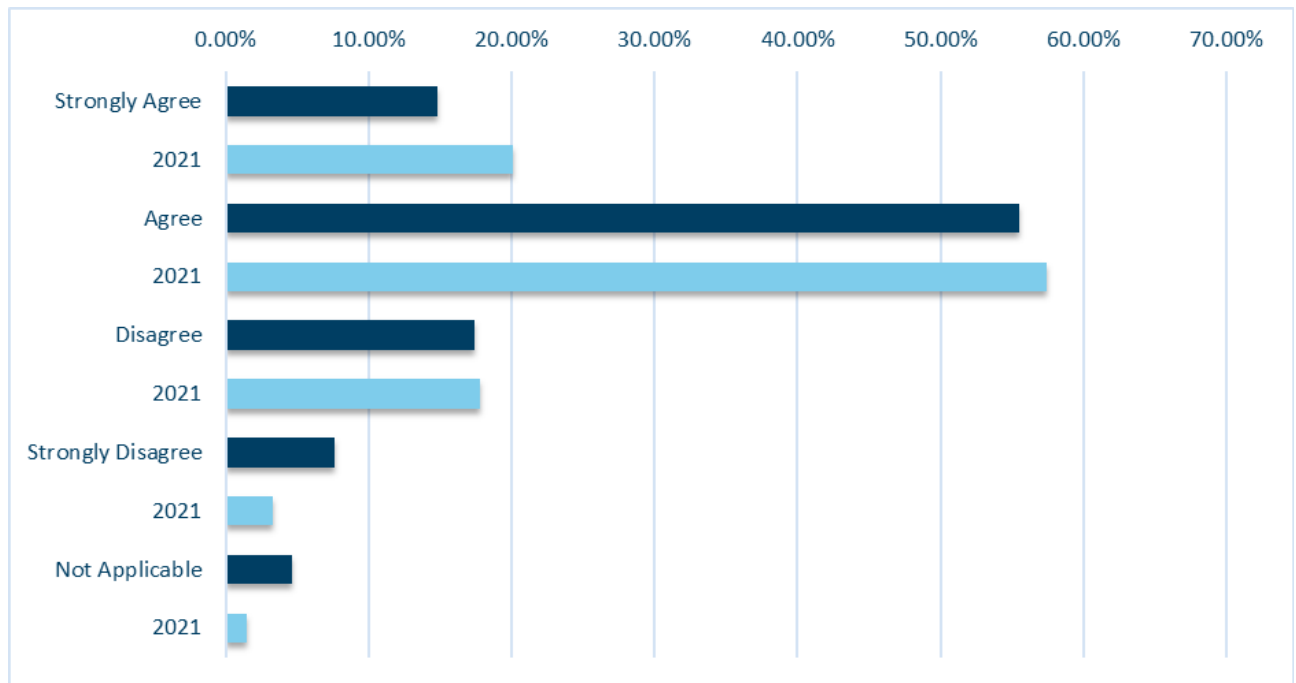
| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 17.55%           | 83             |
| 2021              | 28.67%           | 174            |
| Agree             | 59.41%           | 281            |
| 2021              | 60.79%           | 369            |
| Disagree          | 13.95%           | 66             |
| 2021              | 6.92%            | 42             |
| Strongly Disagree | 5.71%            | 27             |
| 2021              | 2.14%            | 13             |
| Not Applicable    | 3.38%            | 16             |
| 2021              | 1.48%            | 9              |
| <b>Answered</b>   |                  | <b>472</b>     |
| <b>Skipped</b>    |                  | <b>143</b>     |





**Question 4: The product selection at the facility is displayed prominently with prices shown.**

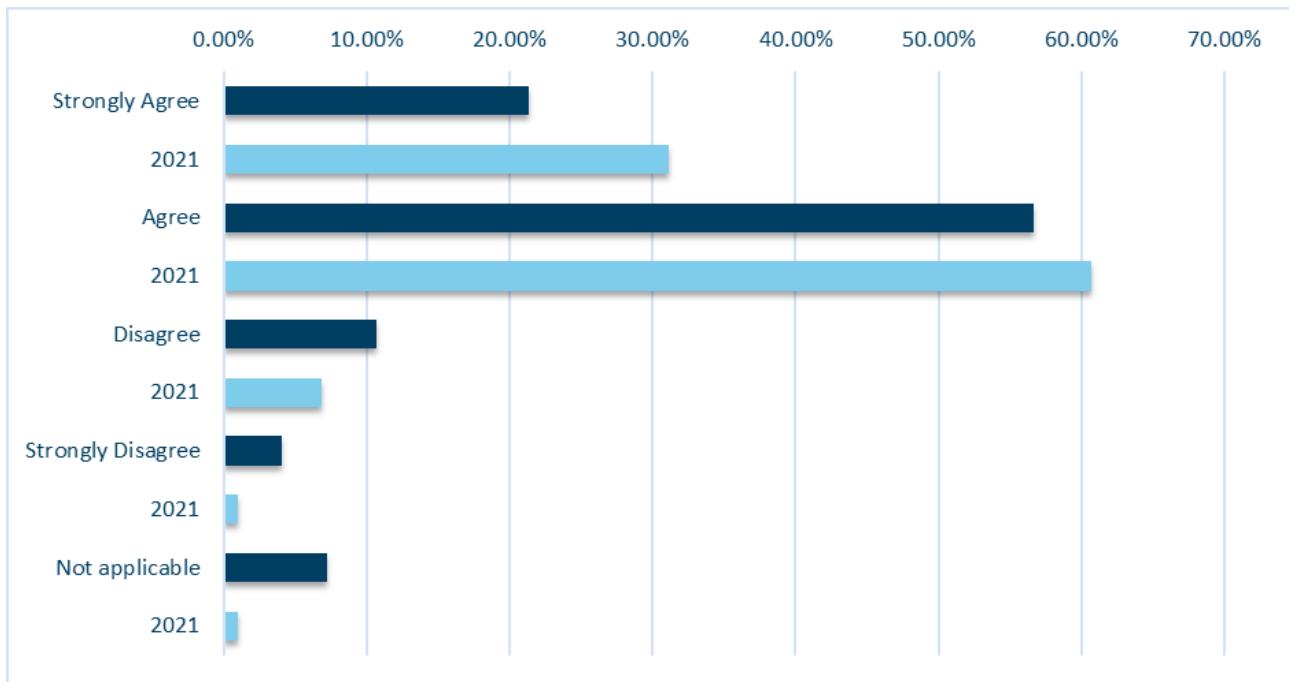
| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 14.83%           | 70             |
| 2021              | 20.07%           | 122            |
| Agree             | 55.51%           | 262            |
| 2021              | 57.40%           | 349            |
| Disagree          | 17.37%           | 82             |
| 2021              | 17.76%           | 108            |
| Strongly Disagree | 7.63%            | 36             |
| 2021              | 3.29%            | 20             |
| Not Applicable    | 4.66%            | 22             |
| 2021              | 1.48%            | 9              |
| <b>Answered</b>   |                  | <b>472</b>     |
| <b>Skipped</b>    |                  | <b>143</b>     |



# HOURS OF OPERATION

**Question 5: The hours this food service facility is open are appropriate considering the work schedule of building occupants.**

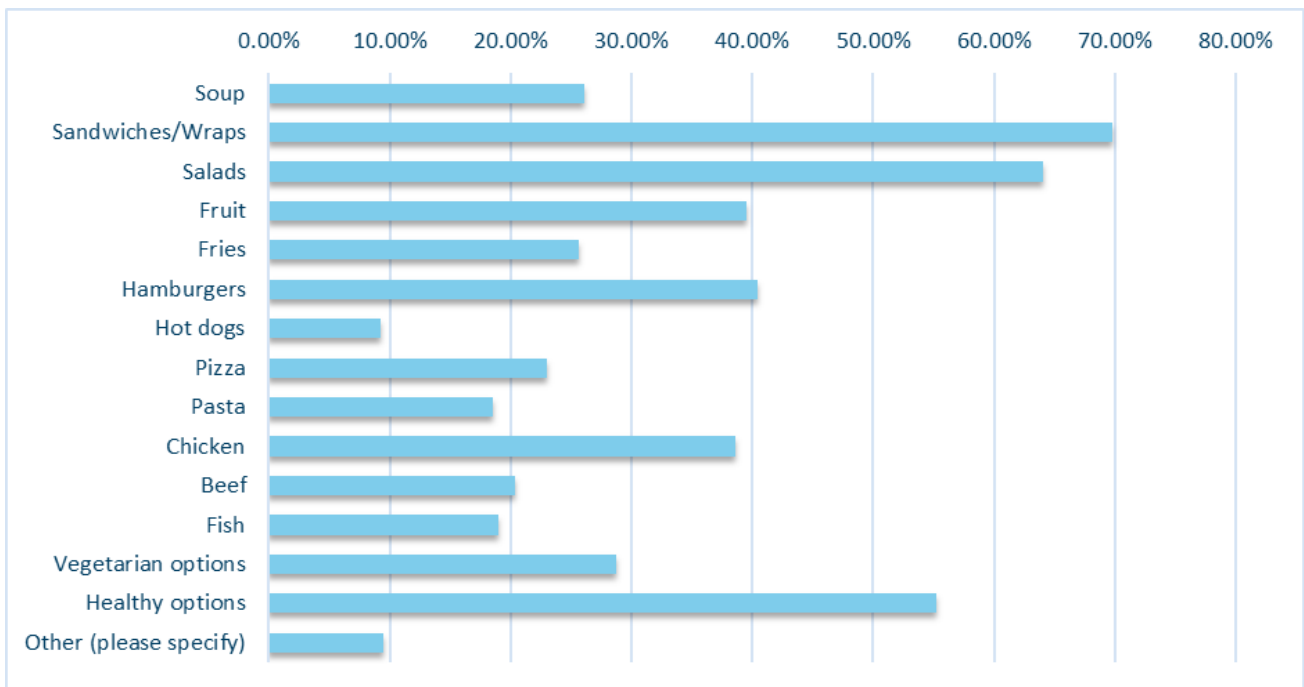
| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 21.37%           | 100            |
| 2021              | 31.14%           | 189            |
| Agree             | 56.62%           | 265            |
| 2021              | 60.70%           | 348            |
| Disagree          | 10.68%           | 50             |
| 2021              | 6.87%            | 49             |
| Strongly Disagree | 4.06%            | 19             |
| 2021              | 0.99%            | 8              |
| Not applicable    | 7.26%            | 34             |
| 2021              | 0.99%            | 13             |
| <b>Answered</b>   |                  | <b>468</b>     |
| <b>Skipped</b>    |                  | <b>147</b>     |



## MENU ITEMS

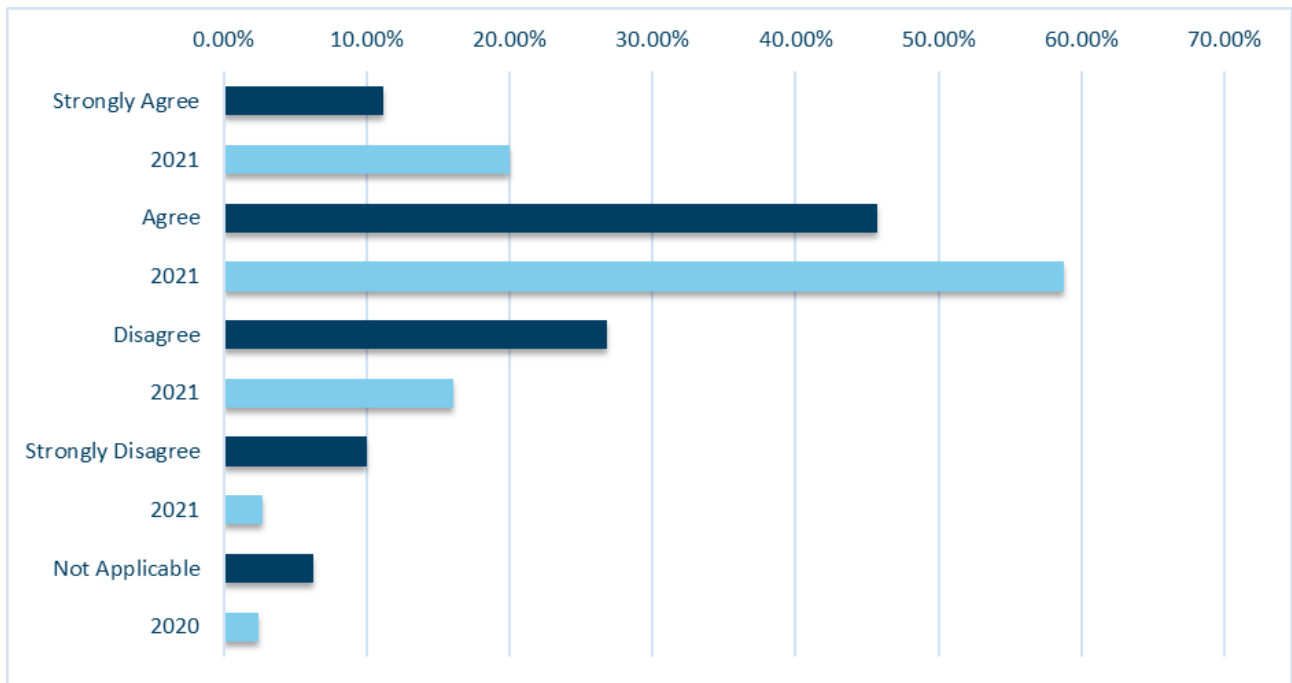
**Question 6: If you are creating your own food service menu, select the items you would include. (Please select your top three items.)**

| Answer Choices         | Response Percent | Response Count |
|------------------------|------------------|----------------|
| Soup                   | 26.05%           | 118            |
| Sandwiches/Wraps       | 69.76%           | 316            |
| Salads                 | 64.02%           | 290            |
| Fruit                  | 39.51%           | 179            |
| Fries                  | 25.61%           | 116            |
| Hamburgers             | 40.40%           | 183            |
| Hot dogs               | 9.27%            | 42             |
| Pizza                  | 22.96%           | 104            |
| Pasta                  | 18.54%           | 84             |
| Chicken                | 38.63%           | 175            |
| Beef                   | 20.31%           | 92             |
| Fish                   | 18.98%           | 86             |
| Vegetarian options     | 28.70%           | 130            |
| Healthy options        | 55.19%           | 250            |
| Other (please specify) | 9.49%            | 43             |
| <b>Answered</b>        |                  | <b>453</b>     |
| <b>Skipped</b>         |                  | <b>162</b>     |



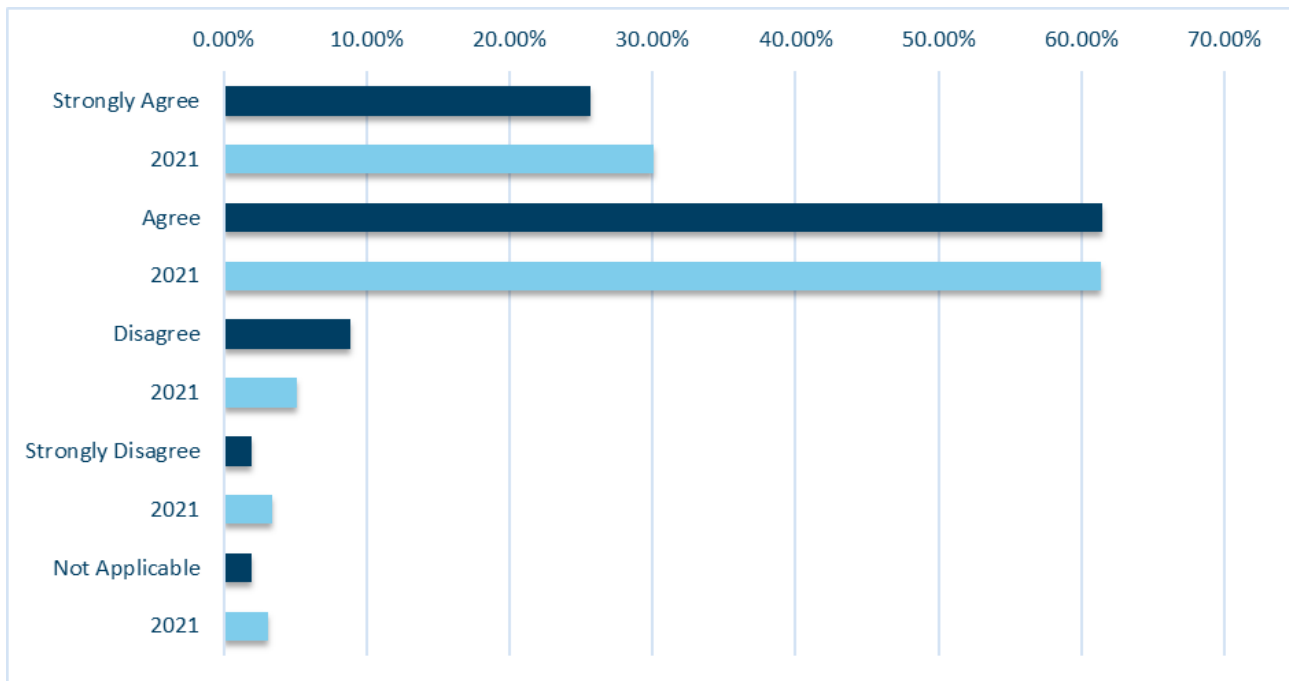
### Question 7: There is a wide variety of hot food offered.

| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 11.16%           | 50             |
| 2021              | 20.00%           | 116            |
| Agree             | 45.76%           | 205            |
| 2021              | 58.79%           | 341            |
| Disagree          | 26.79%           | 120            |
| 2021              | 16.03%           | 93             |
| Strongly Disagree | 10.04%           | 45             |
| 2021              | 2.76%            | 16             |
| Not Applicable    | 6.25%            | 28             |
| 2021              | 2.41%            | 14             |
| <b>Answered</b>   |                  | <b>448</b>     |
| <b>Skipped</b>    |                  | <b>167</b>     |



### Question 8: There is a wide variety of bottled beverages offered.

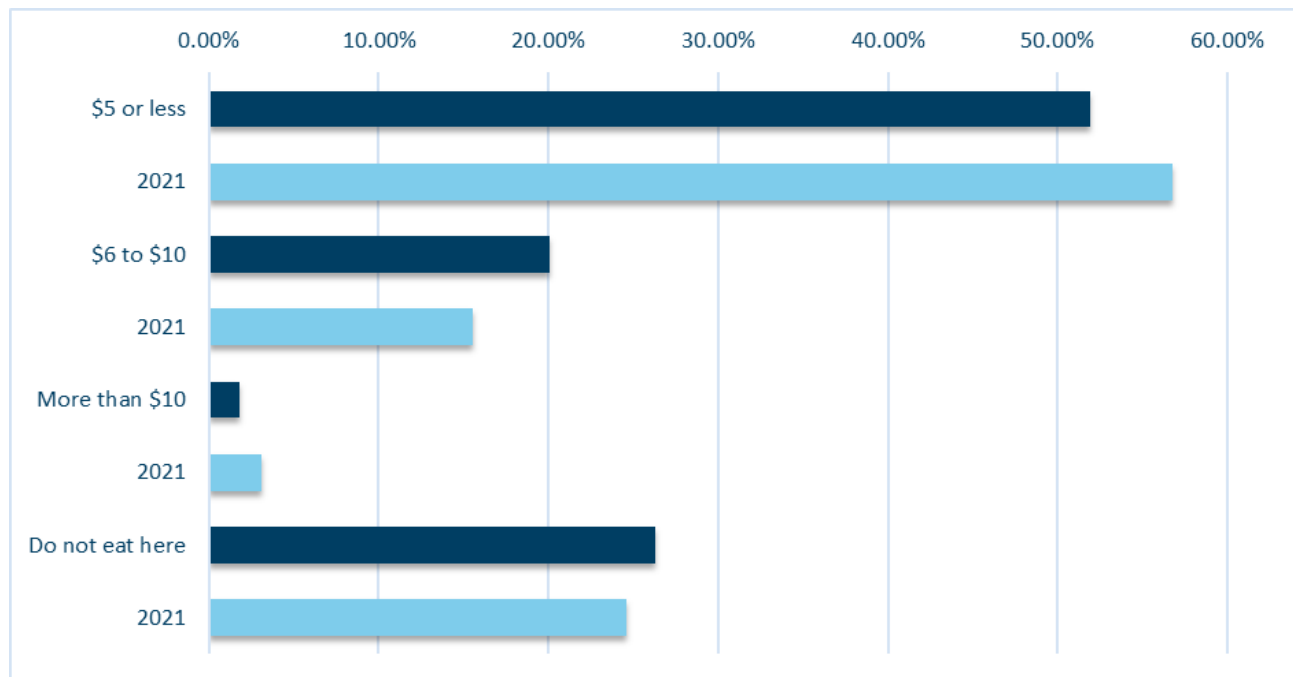
| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 25.66%           | 116            |
| 2021              | 30.09%           | 176            |
| Agree             | 61.50%           | 278            |
| 2021              | 61.37%           | 359            |
| Disagree          | 8.85%            | 40             |
| 2021              | 5.13%            | 30             |
| Strongly Disagree | 1.99%            | 9              |
| 2021              | 3.40%            | 2              |
| Not Applicable    | 1.99%            | 9              |
| 2021              | 3.08%            | 18             |
| <b>Answered</b>   |                  | <b>452</b>     |
| <b>Skipped</b>    |                  | <b>163</b>     |





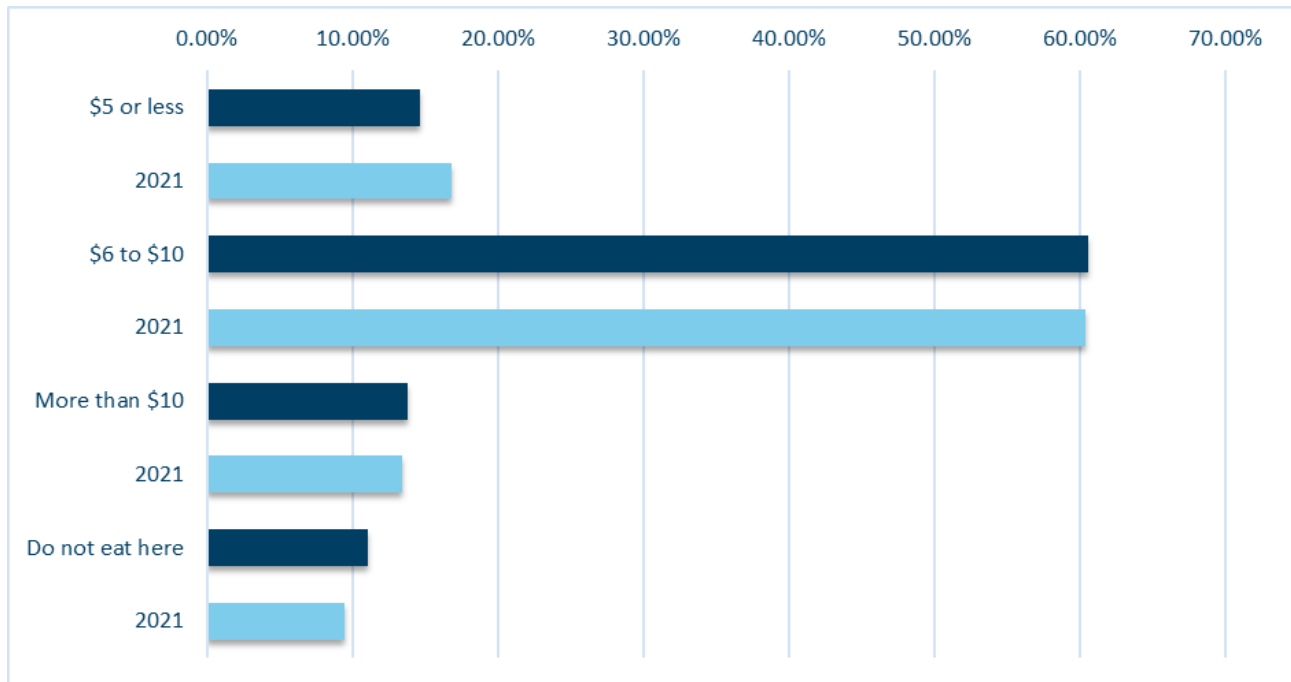
### Question 9: During a regular workweek, what do you normally spend for breakfast daily?

| Answer Choices  | Response Percent | Response Count |
|-----------------|------------------|----------------|
| \$5 or less     | 51.89%           | 233            |
| 2021            | 56.75%           | 328            |
| \$6 to \$10     | 20.04%           | 90             |
| 2021            | 15.57%           | 90             |
| More than \$10  | 1.78%            | 8              |
| 2021            | 3.11%            | 18             |
| Do not eat here | 26.28%           | 118            |
| 2021            | 24.57%           | 142            |
| <b>Answered</b> |                  | <b>449</b>     |
| <b>Skipped</b>  |                  | <b>166</b>     |



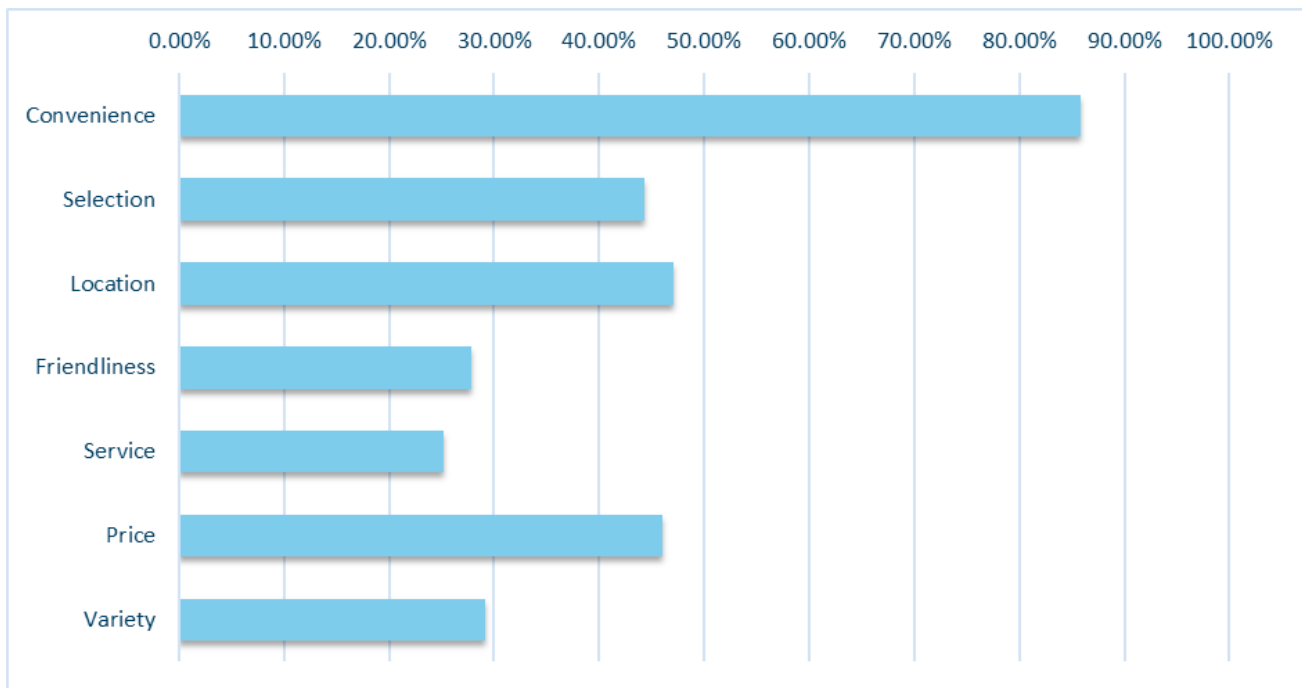
## Question 10: During a regular workweek, what do you normally spend for lunch daily?

| Answer Choices  | Response Percent | Response Count |
|-----------------|------------------|----------------|
| \$5 or less     | 14.63%           | 66             |
| 2021            | 16.81%           | 98             |
| \$6 to \$10     | 60.53%           | 273            |
| 2021            | 60.38%           | 352            |
| More than \$10  | 13.75%           | 62             |
| 2021            | 13.38%           | 78             |
| Do not eat here | 11.09%           | 50             |
| 2021            | 9.43%            | 55             |
| <b>Answered</b> |                  | <b>451</b>     |
| <b>Skipped</b>  |                  | <b>164</b>     |



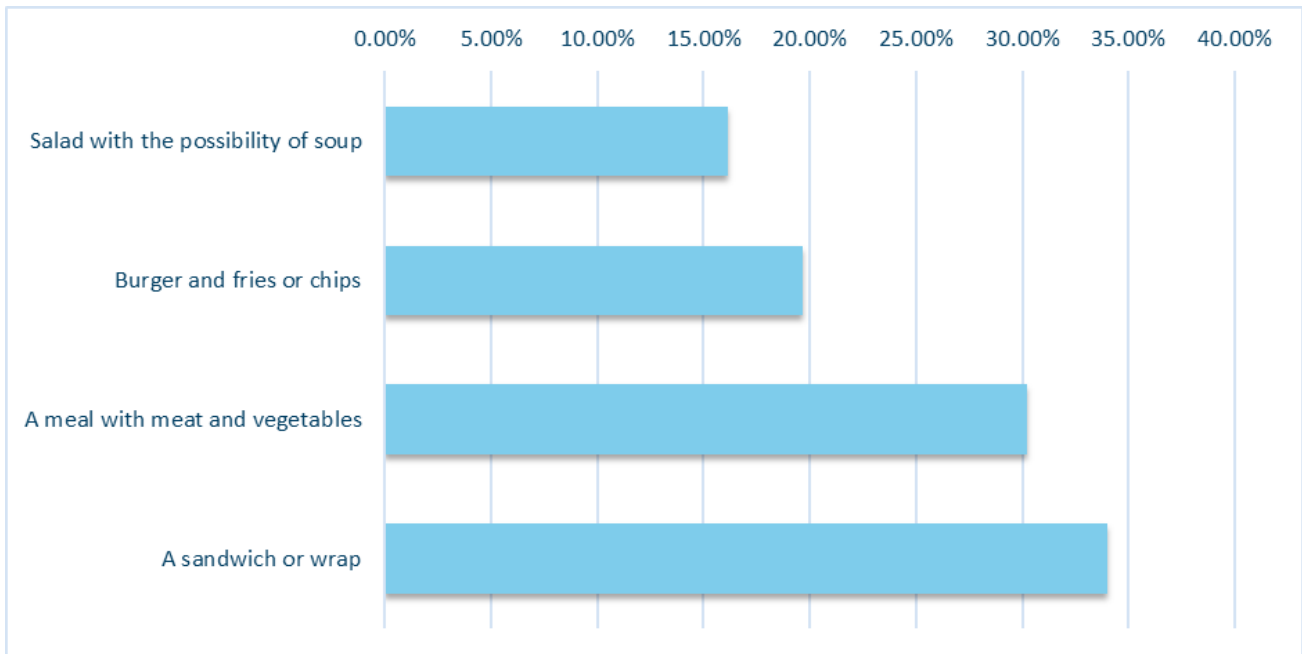
**Question 11: Please check the options below that influence your choice to eat at your food service facility.**

| Answer Choices  | Response Percent | Response Count |
|-----------------|------------------|----------------|
| Convenience     | 85.84%           | 388            |
| Selection       | 44.25%           | 200            |
| Location        | 47.12%           | 213            |
| Friendliness    | 27.88%           | 126            |
| Service         | 25.22%           | 114            |
| Price           | 46.02%           | 208            |
| Variety         | 29.20%           | 132            |
| <b>Answered</b> |                  | <b>452</b>     |
| <b>Skipped</b>  |                  | <b>163</b>     |



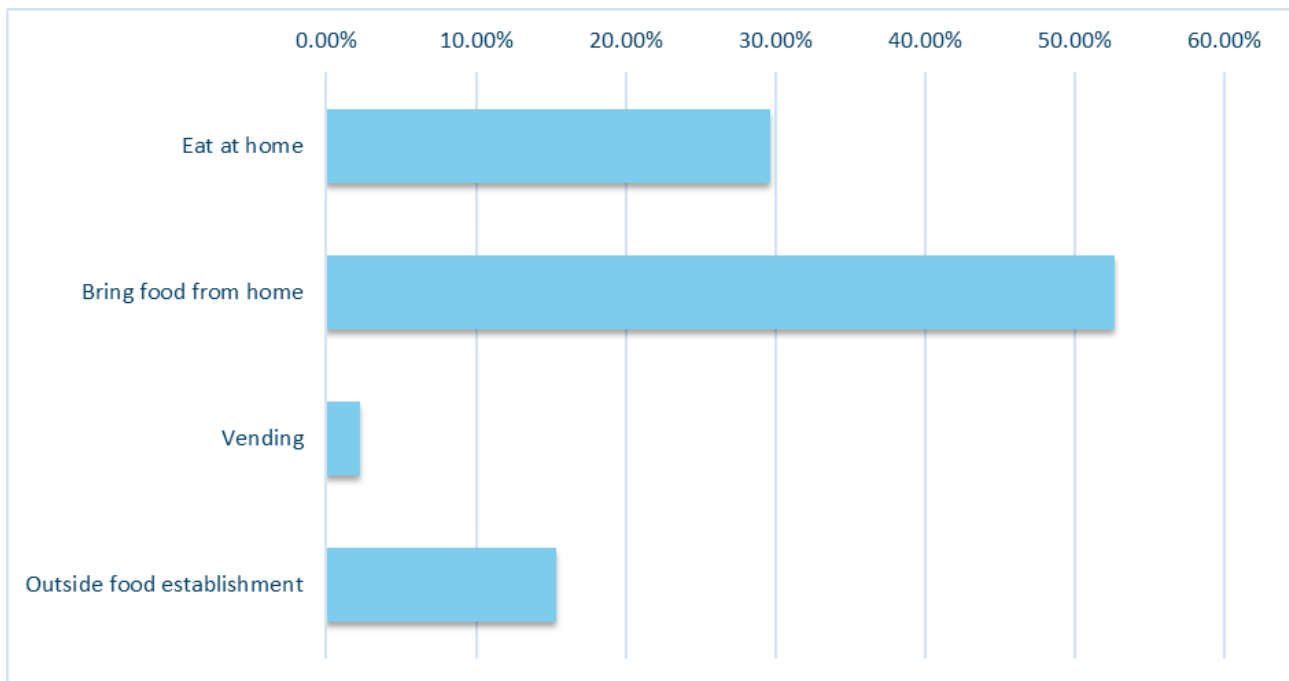
**Question 12: A typical lunch with your colleagues  
in your food service facility would consist of:**

| <b>Answer Choices</b>              | <b>Response Percent</b> | <b>Response Count</b> |
|------------------------------------|-------------------------|-----------------------|
| Salad with the possibility of soup | 16.11%                  | 72                    |
| Burger and fries or chips          | 19.69%                  | 88                    |
| A meal with meat and vegetables    | 30.20%                  | 135                   |
| A sandwich or wrap                 | 34.00%                  | 152                   |
| <b>Answered</b>                    |                         | <b>447</b>            |
| <b>Skipped</b>                     |                         | <b>168</b>            |



**Question 13: The option you choose when not eating breakfast at your food service facility is:**

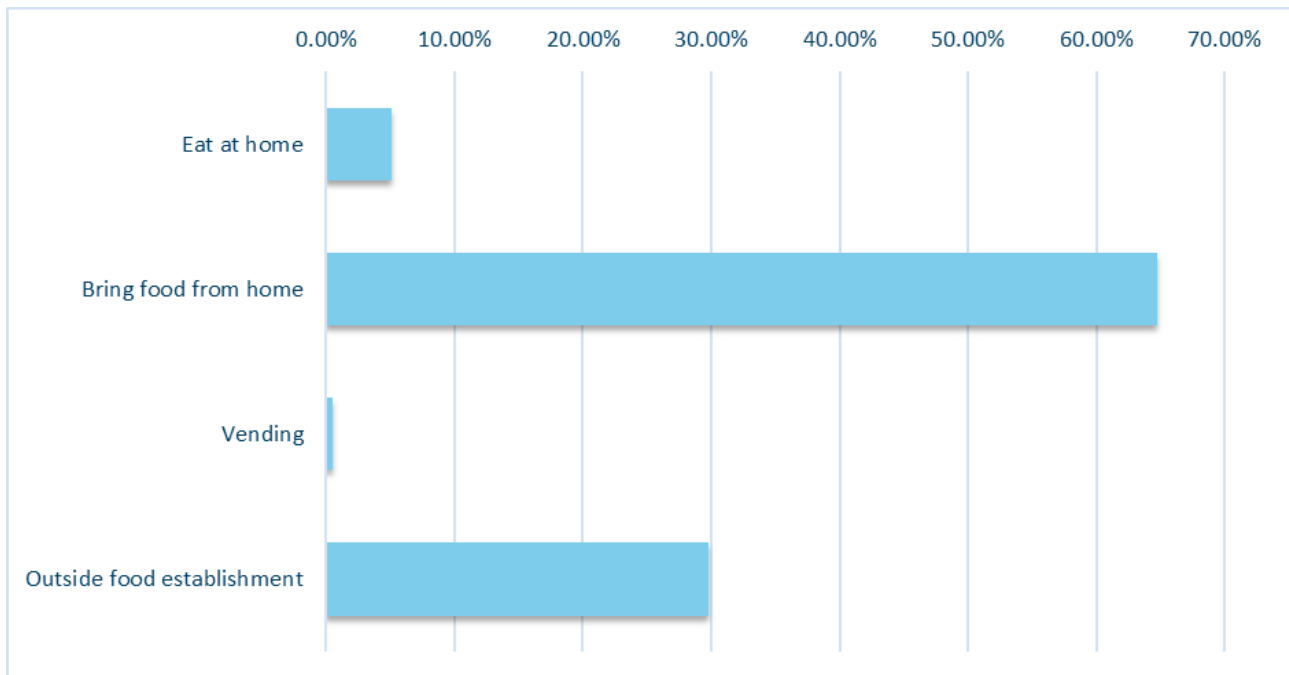
| Answer Choices             | Response Percent | Response Count |
|----------------------------|------------------|----------------|
| Eat at home                | 29.69%           | 133            |
| Bring food from home       | 52.68%           | 236            |
| Vending                    | 2.23%            | 10             |
| Outside food establishment | 15.40%           | 69             |
| <b>Answered</b>            |                  | <b>448</b>     |
| <b>Skipped</b>             |                  | <b>167</b>     |





**Question 14: The option you choose when not eating lunch at your food service facility is:**

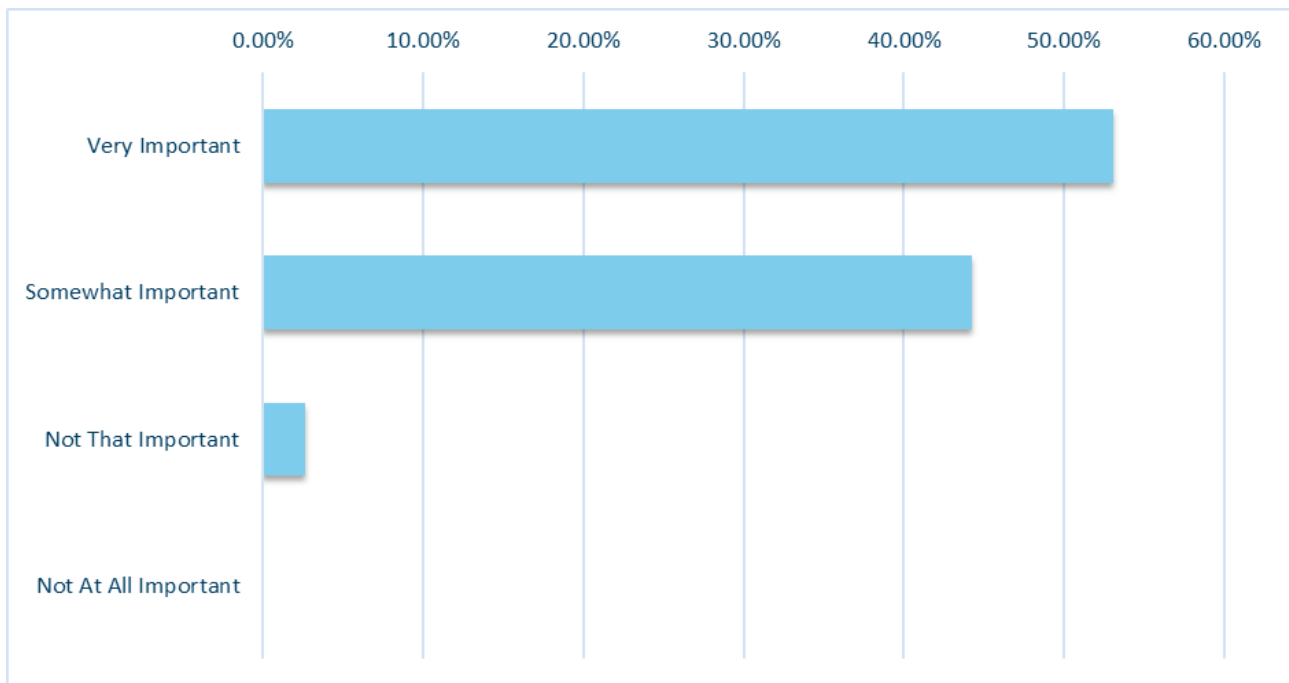
| Answer Choices             | Response Percent | Response Count |
|----------------------------|------------------|----------------|
| Eat at home                | 5.07%            | 23             |
| Bring food from home       | 64.76%           | 294            |
| Vending                    | 0.44%            | 2              |
| Outside food establishment | 29.74%           | 135            |
| <b>Answered</b>            |                  | <b>454</b>     |
| <b>Skipped</b>             |                  | <b>161</b>     |



## HEALTHY OPTIONS

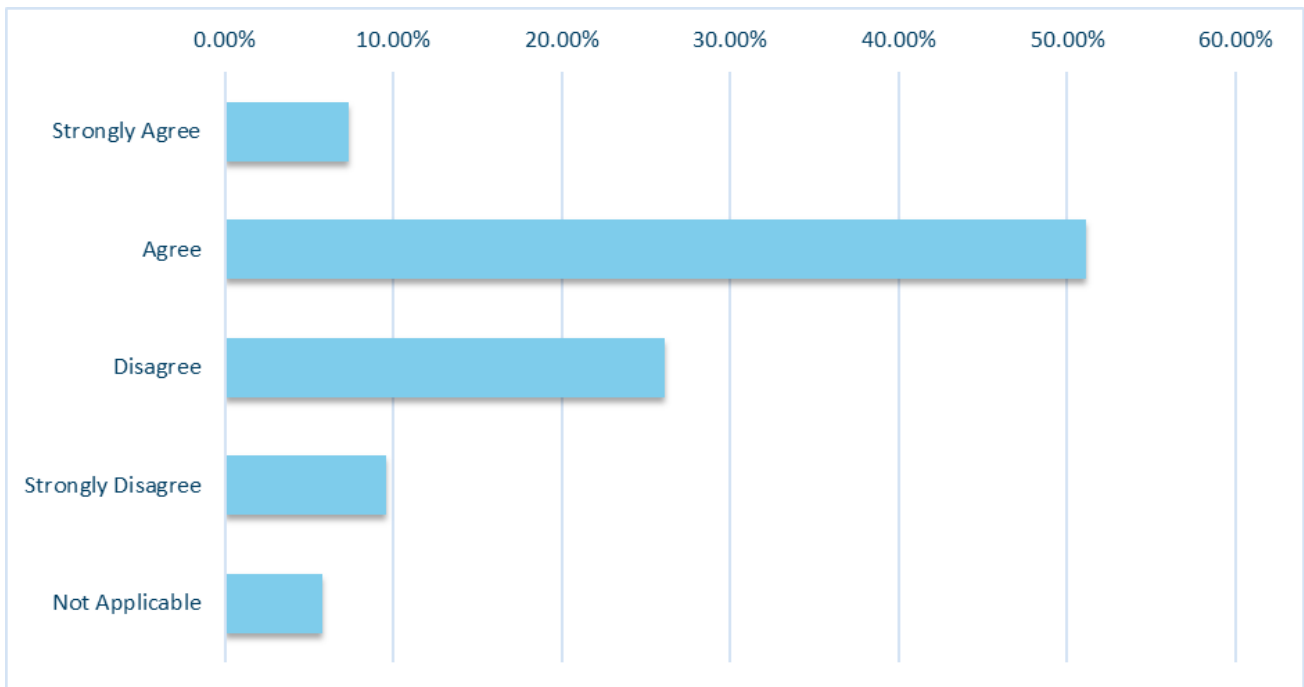
**Question 15: Rate how important it is to you to eat healthy foods on a daily basis.**

| Answer Choices       | Response Percent | Response Count |
|----------------------|------------------|----------------|
| Very Important       | 53.10%           | 240            |
| Somewhat Important   | 44.25%           | 200            |
| Not That Important   | 2.65%            | 12             |
| Not At All Important | 0.00%            | 0              |
| <b>Answered</b>      |                  | <b>452</b>     |
| <b>Skipped</b>       |                  | <b>163</b>     |



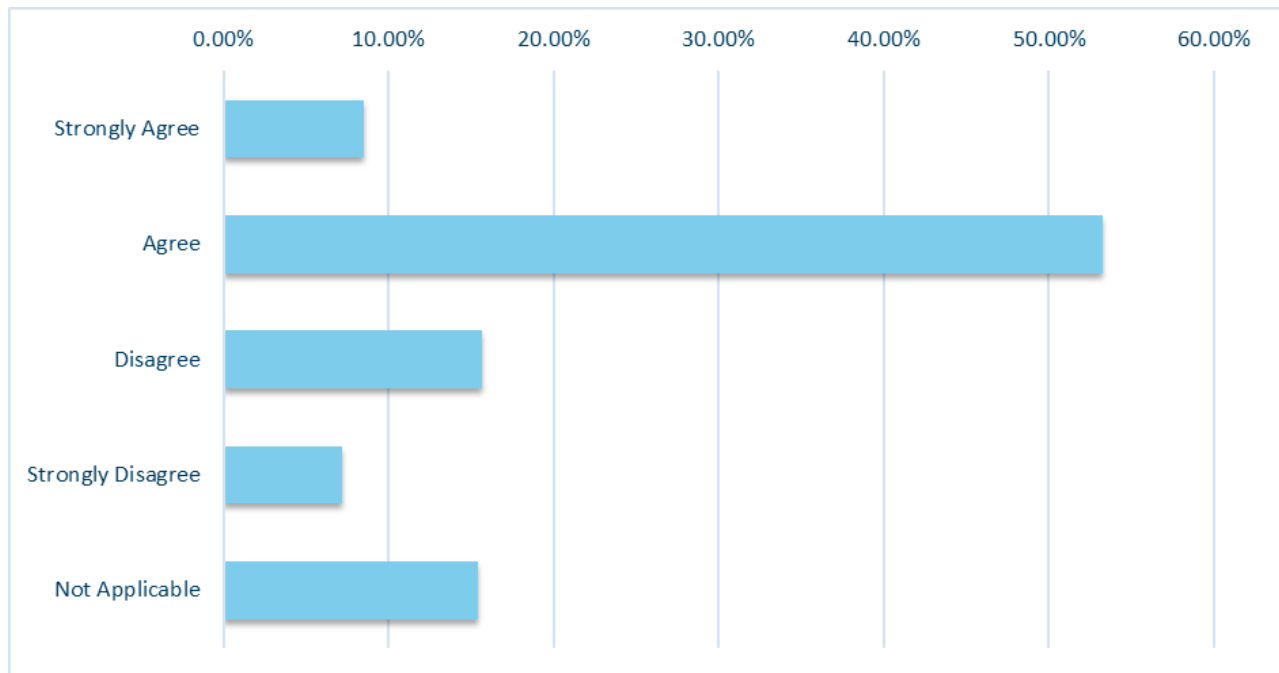
**Question 16: Healthy choices are readily available at your food service facility.**

| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 7.37%            | 33             |
| Agree             | 51.12%           | 229            |
| Disagree          | 26.12%           | 117            |
| Strongly Disagree | 9.60%            | 43             |
| Not Applicable    | 5.80%            | 26             |
| <b>Answered</b>   |                  | <b>448</b>     |
| <b>Skipped</b>    |                  | <b>167</b>     |



### Question 17: The healthy choices offered are reasonably priced.

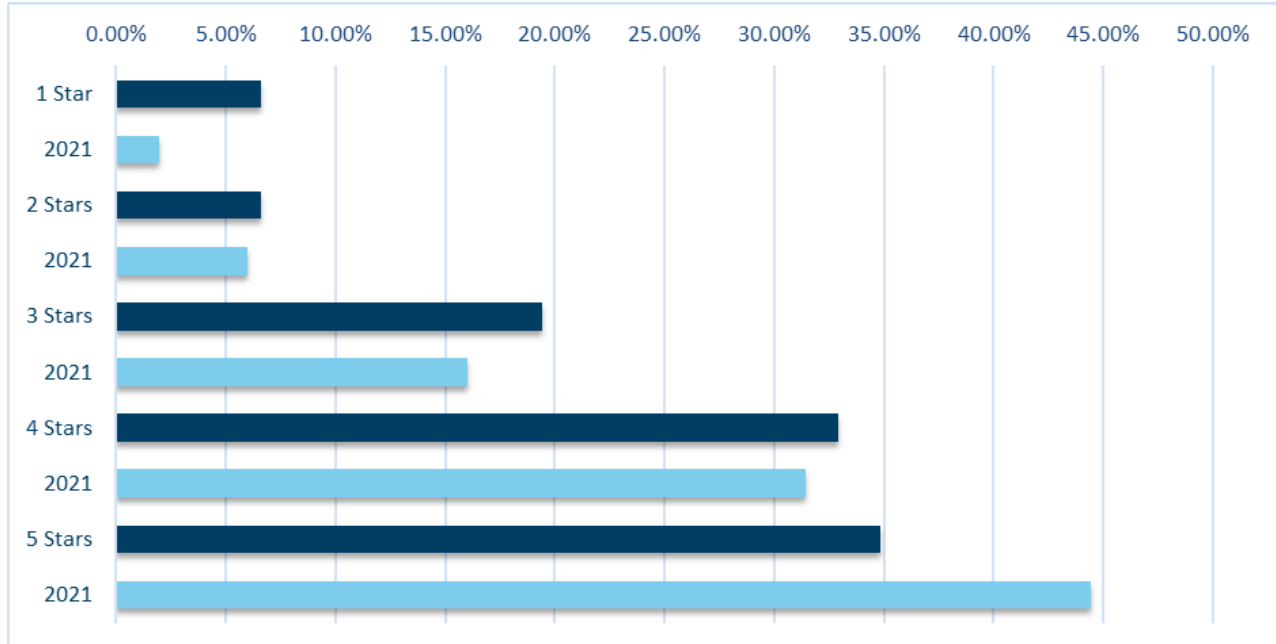
| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Strongly Agree    | 8.50%            | 38             |
| Agree             | 53.24%           | 238            |
| Disagree          | 15.66%           | 70             |
| Strongly Disagree | 7.16%            | 32             |
| Not Applicable    | 15.44%           | 69             |
| <b>Answered</b>   |                  | <b>447</b>     |
| <b>Skipped</b>    |                  | <b>168</b>     |



## OVERALL SATISFACTION

**Question 18: Please rate the quality of food offered at your food service facility.  
(1 Star is lowest, and 5 Stars is highest.)**

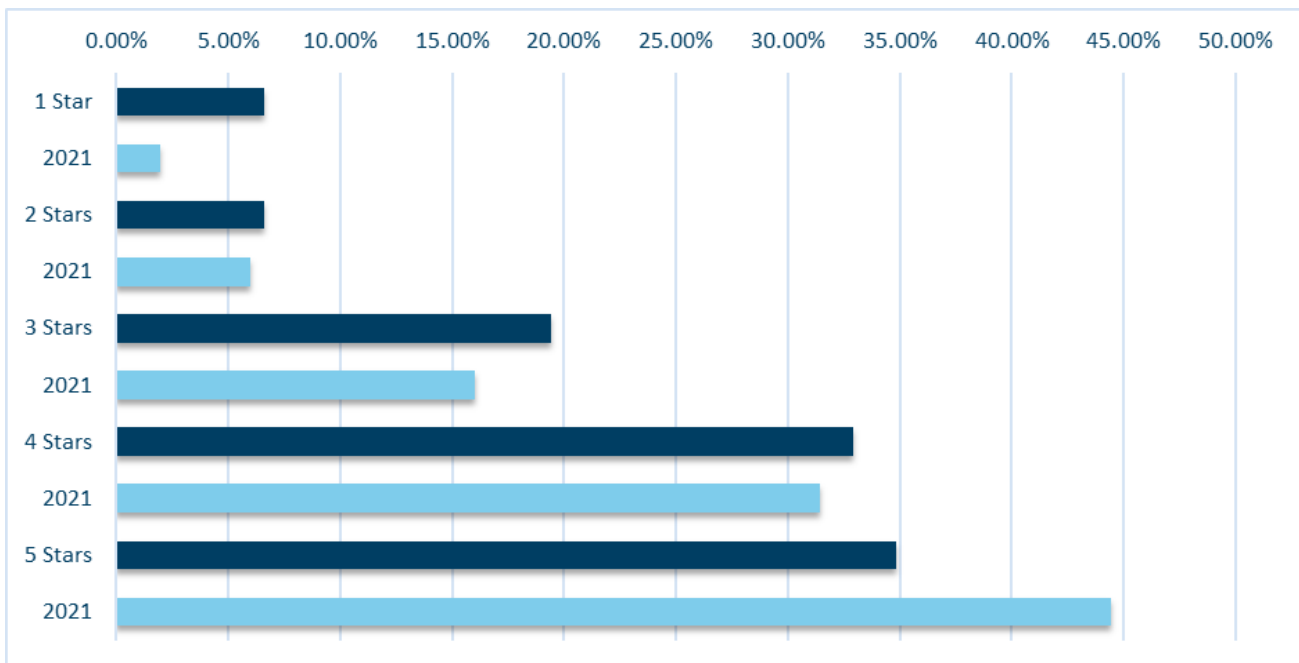
| Answer Choices          | Response Percent | Response Count |
|-------------------------|------------------|----------------|
| 1 Star                  | 9.67%            | 41             |
| 2021                    | 4.08%            | 23             |
| 2 Stars                 | 9.91%            | 42             |
| 2021                    | 10.24%           | 51             |
| 3 Stars                 | 30.66%           | 130            |
| 2021                    | 29.90%           | 190            |
| 4 Stars                 | 34.20%           | 145            |
| 2021                    | 37.09%           | 206            |
| 5 Stars                 | 15.57%           | 66             |
| 2021                    | 19.31%           | 94             |
| <b>Weighted Average</b> |                  | <b>3.36</b>    |
| <b>2021</b>             |                  | <b>3.53</b>    |
| <b>Answered</b>         |                  | <b>424</b>     |
| <b>Skipped</b>          |                  | <b>191</b>     |





**Question 19: Please indicate the quality of service offered in your food service facility. (1 Star is lowest, and 5 Stars is highest.)**

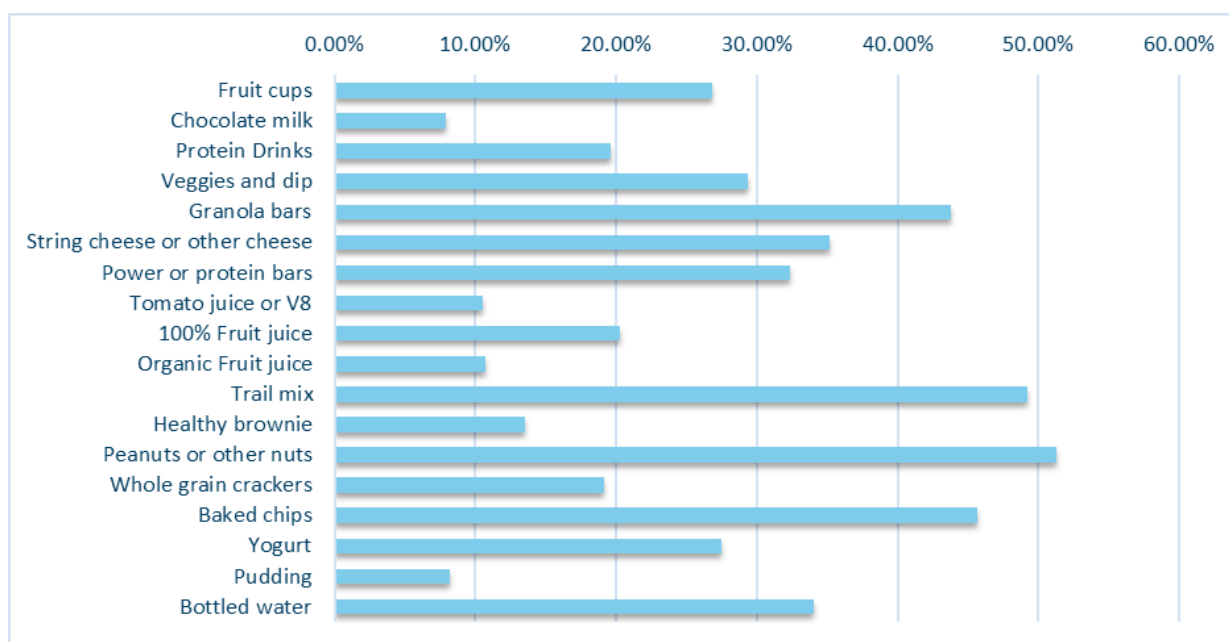
| Answer Choices          | Response Percent | Response Count |
|-------------------------|------------------|----------------|
| 1 Star                  | 6.64%            | 28             |
| 2021                    | 2.00%            | 18             |
| 2 Stars                 | 6.61%            | 26             |
| 2021                    | 5.99%            | 27             |
| 3 Stars                 | 19.43%           | 82             |
| 2021                    | 16.05%           | 112            |
| 4 Stars                 | 32.94%           | 139            |
| 2021                    | 31.45%           | 183            |
| 5 Stars                 | 34.83%           | 147            |
| 2021                    | 44.42%           | 221            |
| <b>Weighted Average</b> |                  | 3.83           |
| <b>2021</b>             |                  | 4.10           |
| <b>Answered</b>         |                  | <b>422</b>     |
| <b>Skipped</b>          |                  | <b>193</b>     |



## VENDING

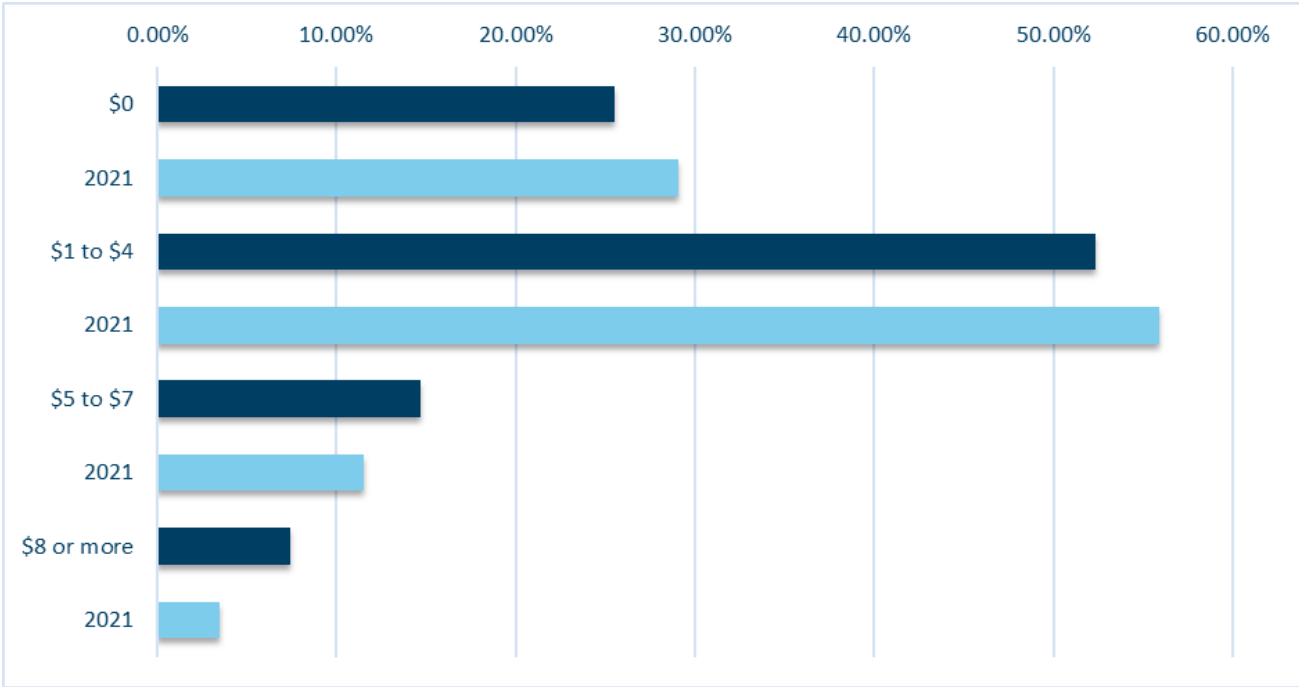
**Question 20: Please tell us which five products listed below you would be most likely to purchase:**

| Answer Choices                | Response Percent | Response Count |
|-------------------------------|------------------|----------------|
| Fruit cups                    | 26.81%           | 115            |
| Chocolate milk                | 7.93%            | 34             |
| Protein Drinks                | 19.58%           | 84             |
| Veggies and dip               | 29.37%           | 126            |
| Granola bars                  | 43.82%           | 188            |
| String cheese or other cheese | 35.20%           | 151            |
| Power or protein bars         | 32.40%           | 139            |
| Tomato juice or V8            | 10.49%           | 45             |
| 100% Fruit juice              | 20.28%           | 87             |
| Organic Fruit juice           | 10.72%           | 46             |
| Trail mix                     | 49.18%           | 211            |
| Healthy brownie               | 13.52%           | 58             |
| Peanuts or other nuts         | 51.28%           | 220            |
| Whole grain crackers          | 19.11%           | 82             |
| Baked chips                   | 45.69%           | 196            |
| Yogurt                        | 27.51%           | 118            |
| Pudding                       | 8.16%            | 35             |
| Bottled water                 | 34.03%           | 146            |
|                               | <b>Answered</b>  | <b>429</b>     |
|                               | <b>Skipped</b>   | <b>186</b>     |



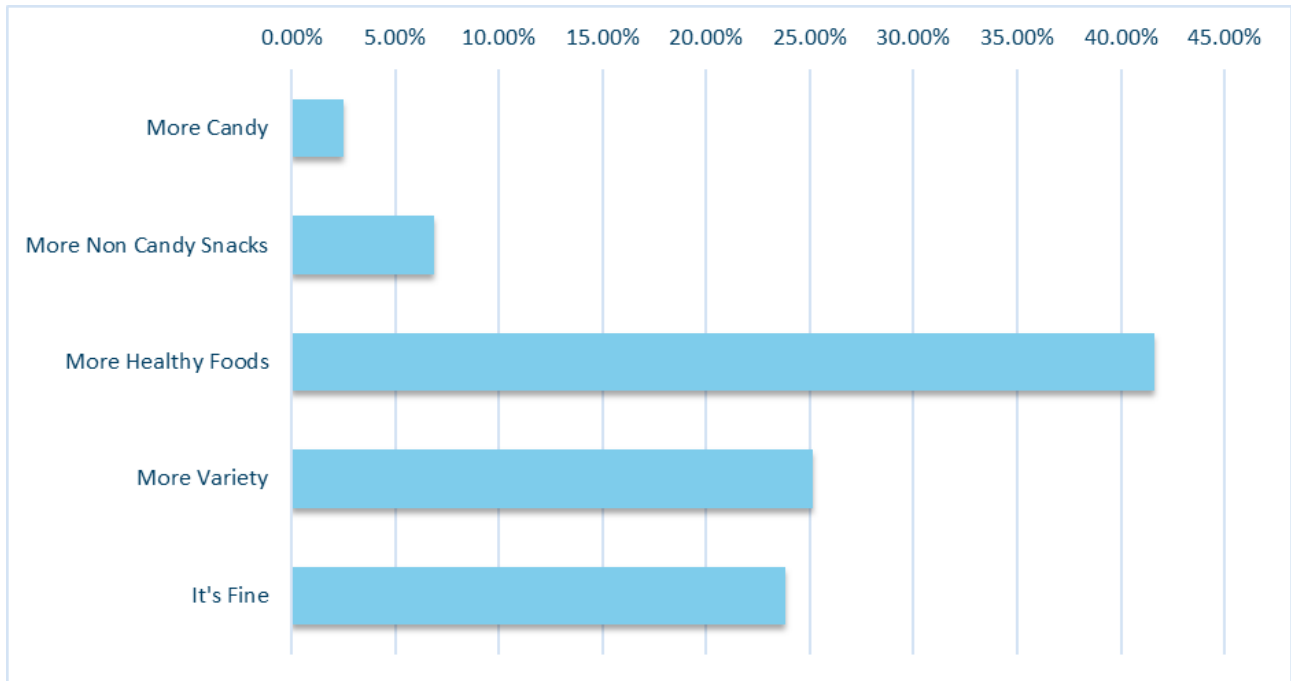
**Question 21: The amount of purchases I make during a workweek from vending machines in my building usually totals:**

| Answer Choices  | Response Percent | Response Count |
|-----------------|------------------|----------------|
| \$0             | 25.51%           | 113            |
| 2021            | 29.09%           | 167            |
| \$1 to \$4      | 52.37%           | 232            |
| 2021            | 55.92%           | 321            |
| \$5 to \$7      | 14.67%           | 65             |
| 2021            | 11.50%           | 66             |
| \$8 or more     | 7.45%            | 33             |
| 2021            | 3.48%            | 20             |
| <b>Answered</b> |                  | <b>443</b>     |
| <b>Skipped</b>  |                  | <b>172</b>     |



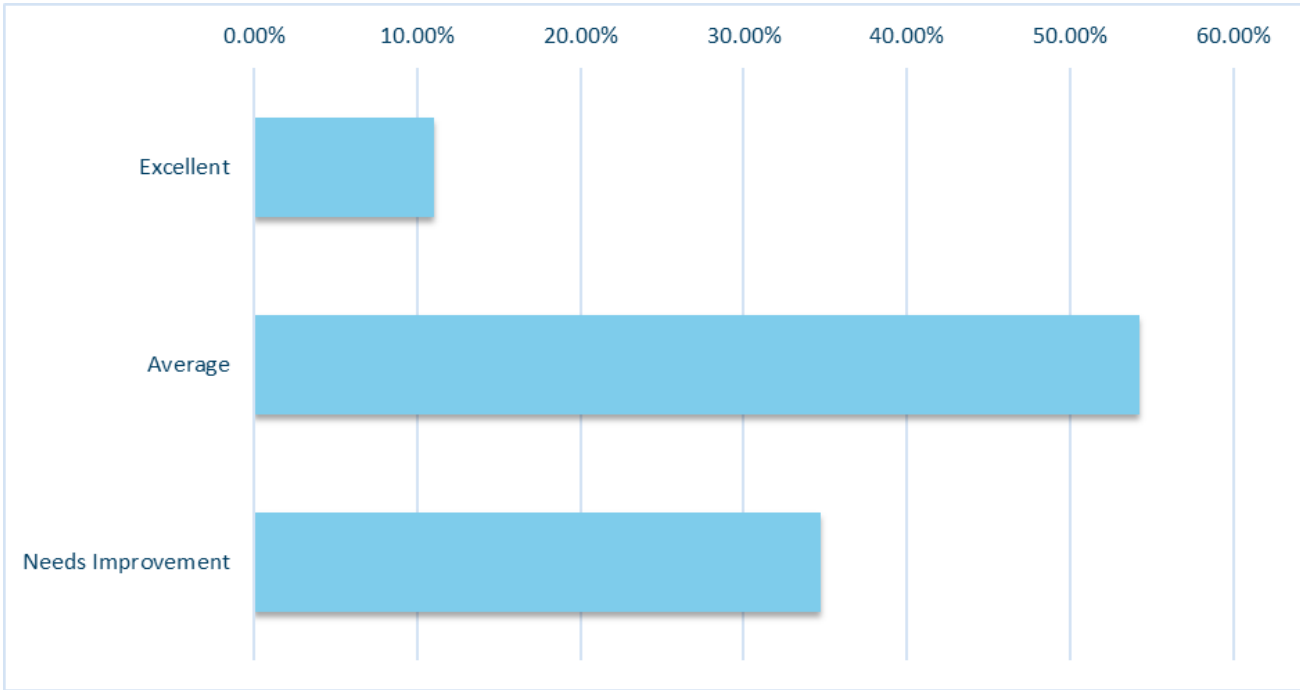
**Question 22: I would like the following to be available in vending machines.**

| Answer Choices        | Response Percent | Response Count |
|-----------------------|------------------|----------------|
| More Candy            | 2.52%            | 11             |
| More Non-Candy Snacks | 6.86%            | 30             |
| More Healthy Foods    | 41.65%           | 182            |
| More Variety          | 25.17%           | 110            |
| It's Fine             | 23.80%           | 104            |
|                       | <b>Answered</b>  | <b>437</b>     |
|                       | <b>Skipped</b>   | <b>178</b>     |



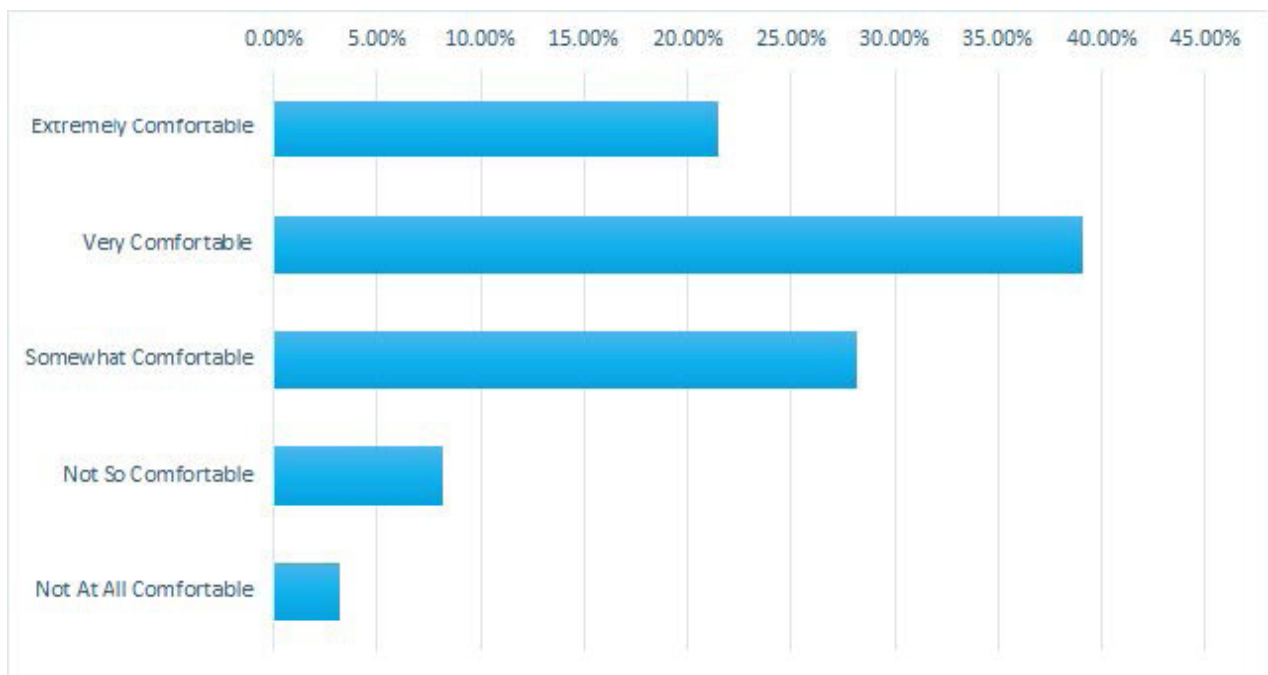
**Question 23: Vending machines are consistently stocked with a full selection of product:**

| <b>Answer Choices</b> | <b>Response Percent</b> | <b>Response Count</b> |
|-----------------------|-------------------------|-----------------------|
| Excellent             | 11.03%                  | 48                    |
| Average               | 54.25%                  | 236                   |
| Needs Improvement     | 34.71%                  | 151                   |
| <b>Answered</b>       |                         | <b>435</b>            |
| <b>Skipped</b>        |                         | <b>180</b>            |



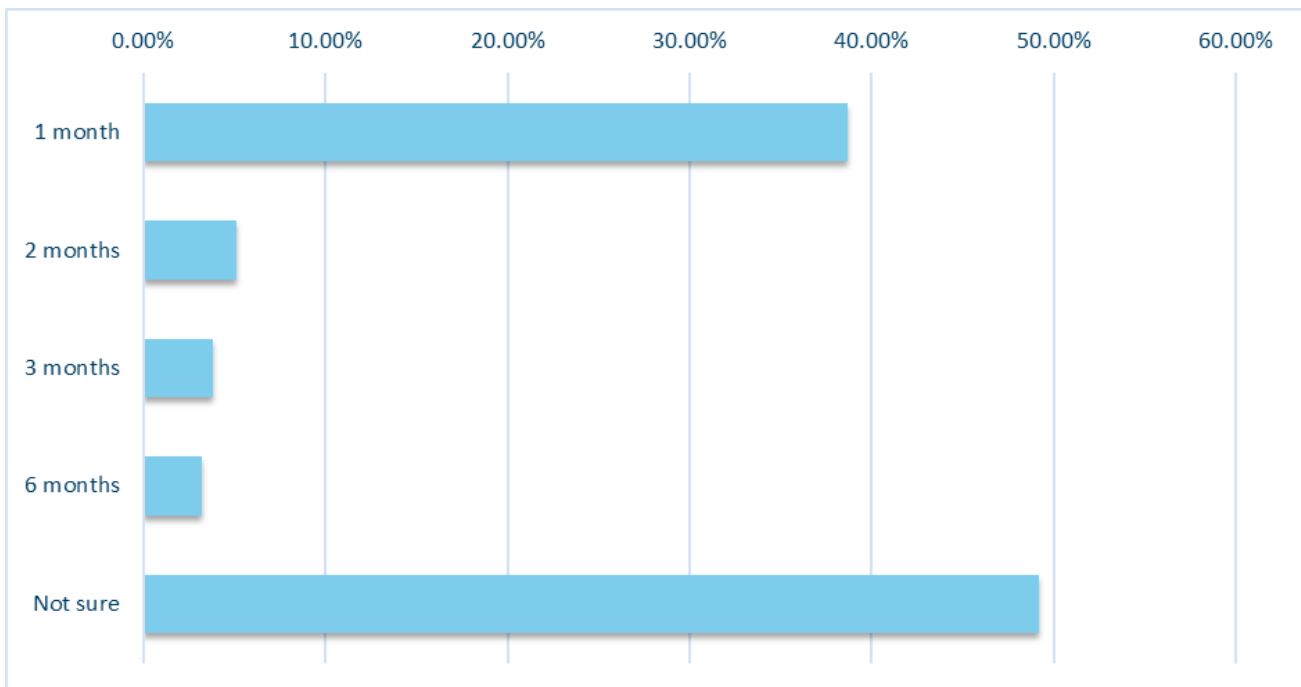
**Question 24: Considering the coronavirus outbreak do you feel comfortable dining in your building café for breakfast or lunch when your building reopens?**

| Answer Choices         | Response Percent | Response Count |
|------------------------|------------------|----------------|
| Extremely Comfortable  | 21.40%           | 92             |
| Very Comfortable       | 39.07%           | 168            |
| Somewhat Comfortable   | 28.14%           | 121            |
| Not So Comfortable     | 8.14%            | 35             |
| Not At All Comfortable | 3.26%            | 14             |
| <b>Answered</b>        |                  | <b>430</b>     |
| <b>Skipped</b>         |                  | <b>185</b>     |



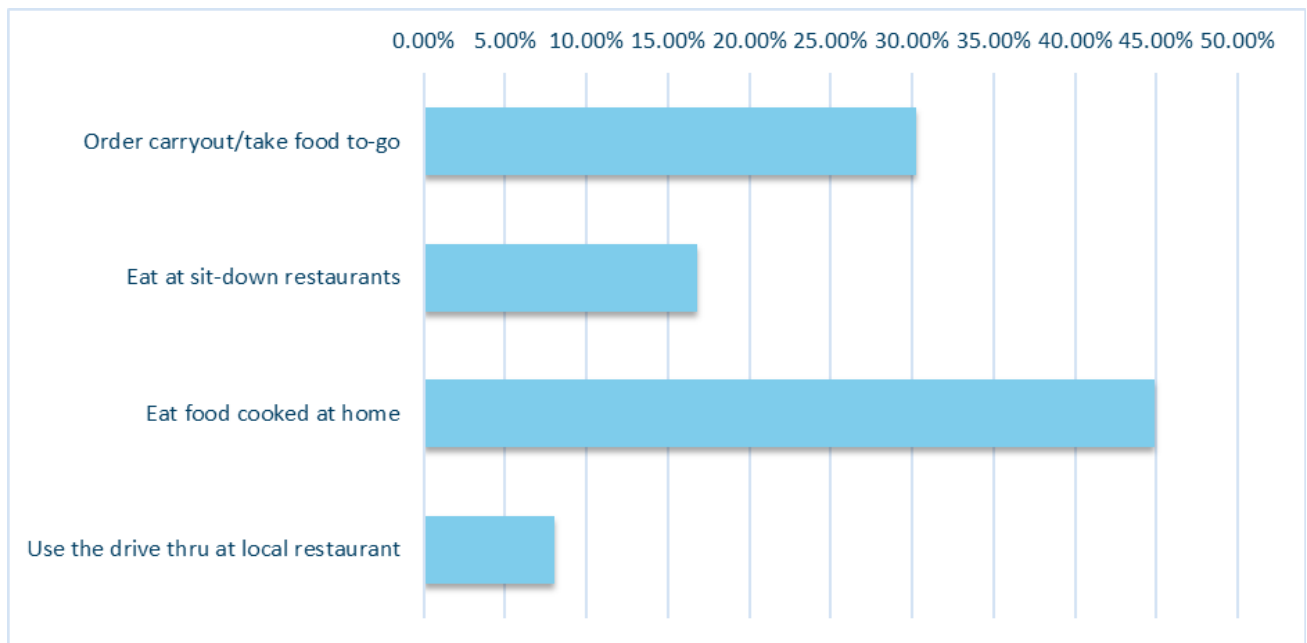
**Question 25: Understanding the future is uncertain; if you are not comfortable dining in your building café, when do you think you might feel comfortable to do so?**

| Answers Choices | Response Percent | Response Count |
|-----------------|------------------|----------------|
| 1 month         | 38.66%           | 121            |
| 2 months        | 5.11%            | 16             |
| 3 months        | 3.83%            | 12             |
| 6 months        | 3.19%            | 10             |
| Not sure        | 49.20%           | 154            |
| <b>Answered</b> |                  | <b>313</b>     |
| <b>Skipped</b>  |                  | <b>302</b>     |



**Question 26: When considering your mealtime options in the wake of the coronavirus outbreak are you more likely to:**

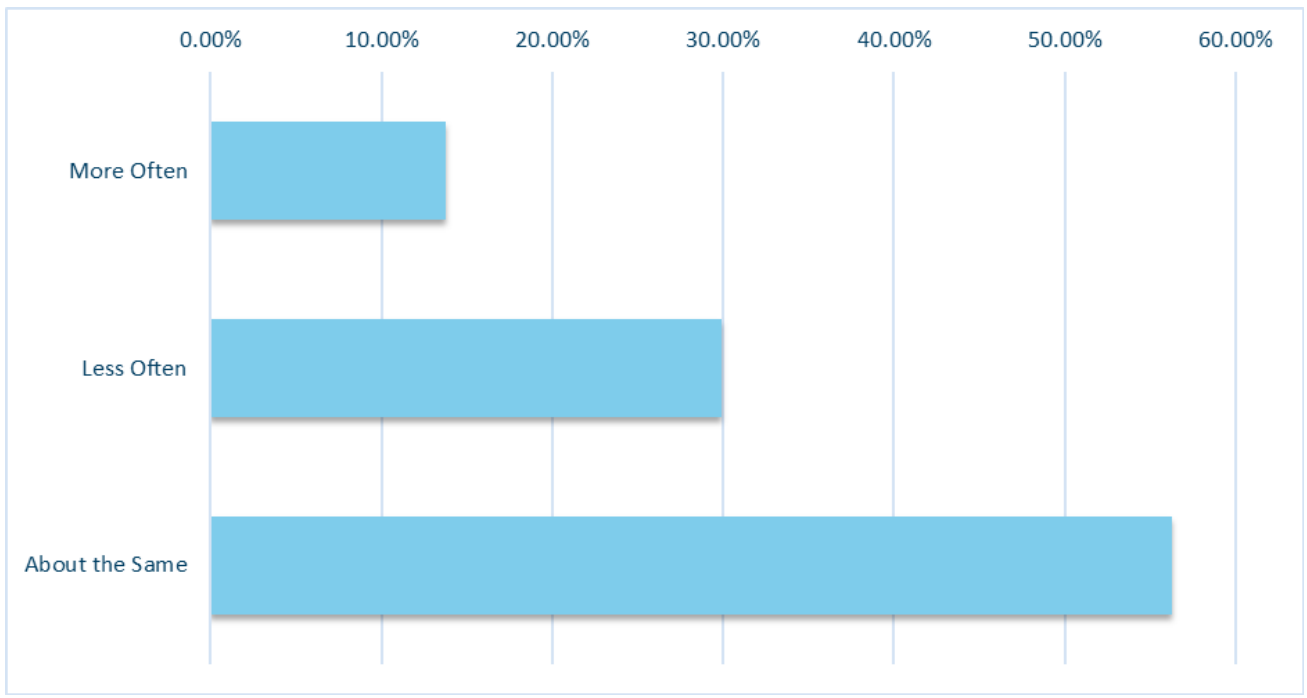
| Answer Choices                         | Response Percent | Response Count |
|--|------------------|----------------|
| Order carryout/take food to-go         | 30.26%           | 128            |
| Eat at sit-down restaurants            | 16.78%           | 71             |
| Eat food cooked at home                | 44.92%           | 190            |
| Use the drive thru at local restaurant | 8.04%            | 34             |
| <b>Answered</b>                        |                  | <b>423</b>     |
| <b>Skipped</b>                         |                  | <b>192</b>     |





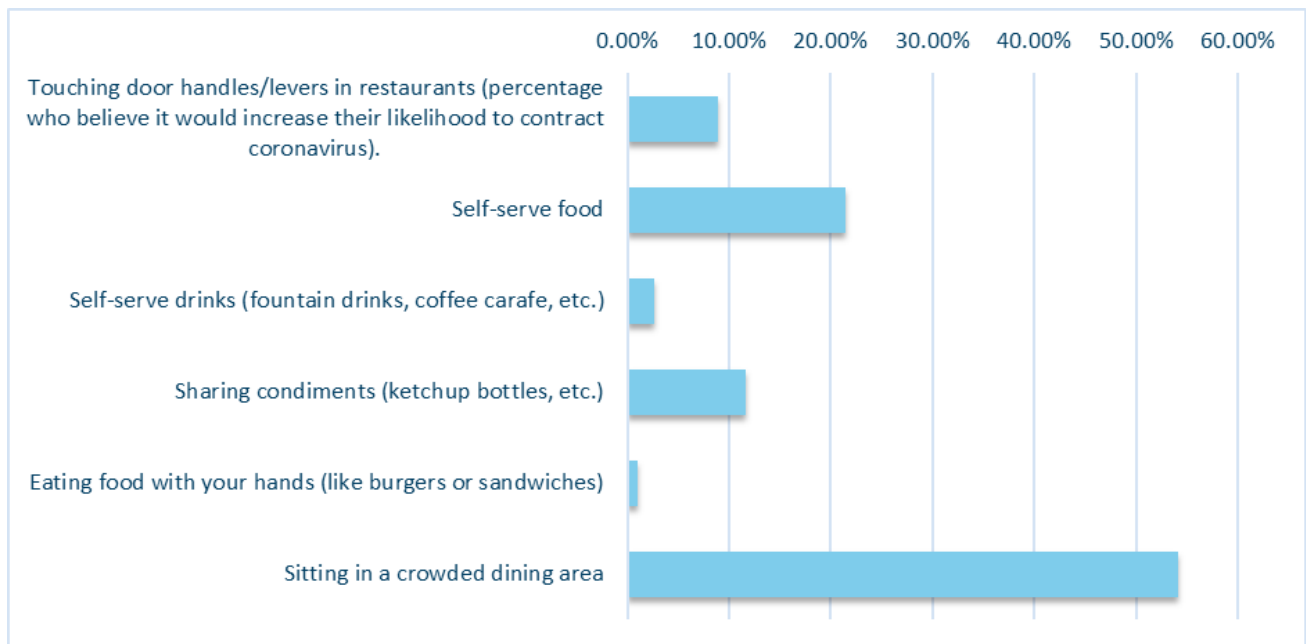
**Question 27: In the wake of the coronavirus outbreak, are you more likely to order food from the building café?:**

| Answer Choices  | Response Percent | Response Count |
|-----------------|------------------|----------------|
| More Often      | 13.78%           | 58             |
| Less Often      | 29.93%           | 126            |
| About the Same  | 56.29%           | 237            |
| <b>Answered</b> |                  | <b>560</b>     |
| <b>Skipped</b>  |                  | <b>163</b>     |



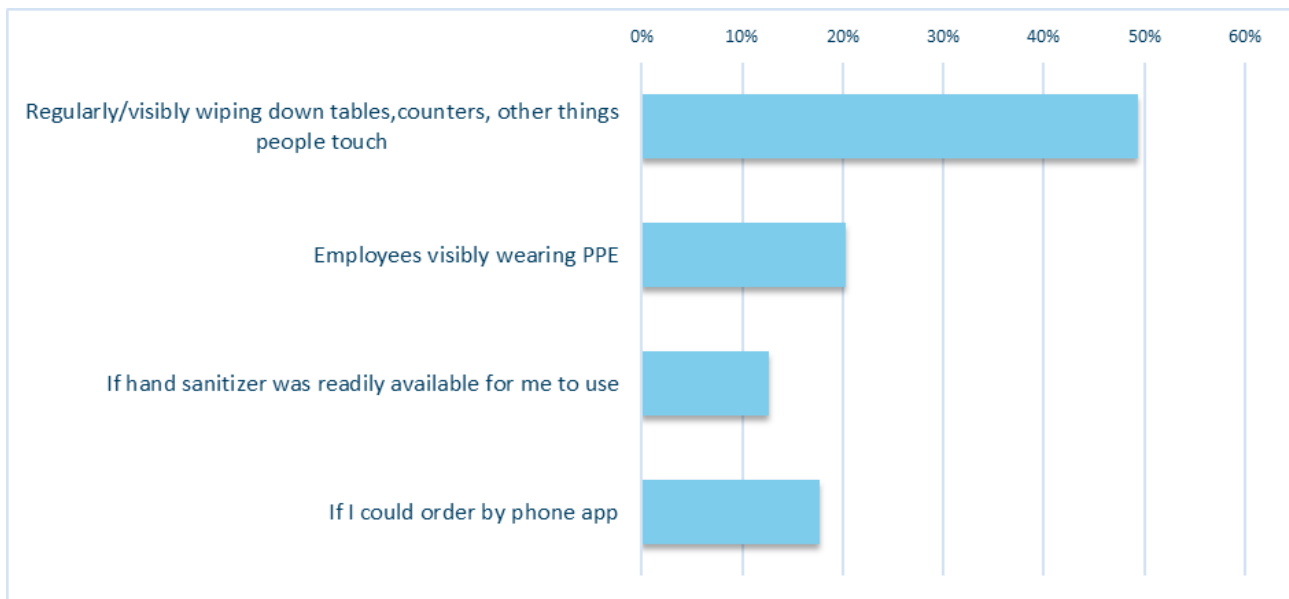
## Question 28: What makes you most uncomfortable about returning to the food service facility in your building in the wake of the coronavirus outbreak?

| Answer Choices   | Response Percent | Response Count |
|--|------------------|----------------|
| Touching door handles/levers in restaurants (percentage who believe it would increase their likelihood to contract coronavirus). | 8.94%            | 33             |
| Self-serve food  | 21.41%           | 79             |
| Self-serve drinks (fountain drinks, coffee carafe, etc.)   | 2.71%            | 10             |
| Sharing condiments (ketchup bottles, etc.)   | 11.65%           | 43             |
| Eating food with your hands (like burgers or sandwiches)   | 1.08%            | 4              |
| Sitting in a crowded dining area   | 54.20%           | 200            |
|  | <b>Answered</b>  | <b>369</b>     |
|  | <b>Skipped</b>   | <b>246</b>     |



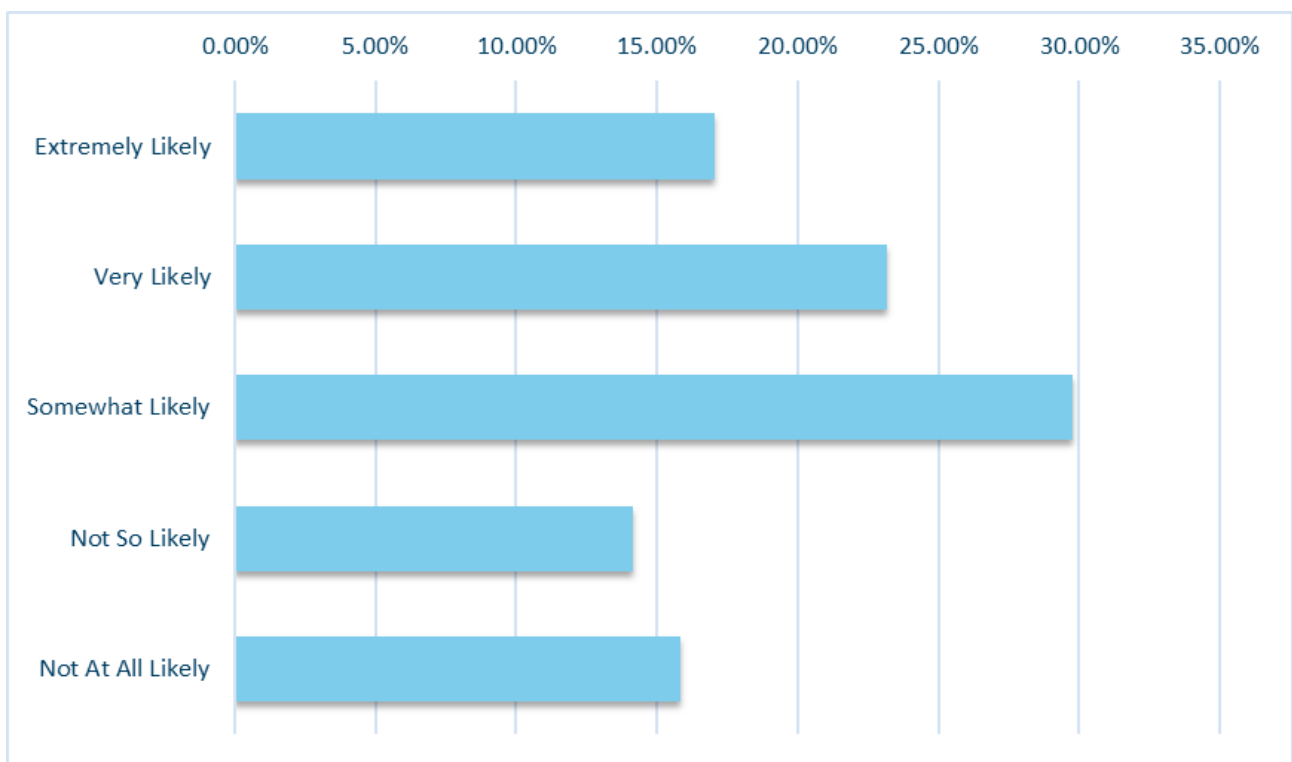
## Question 29: What would make you more comfortable about dining in your building café in the wake of the coronavirus outbreak?

| Answer Choices  | Response Percent | Response Count |
|---|------------------|----------------|
| Regularly/visibly wiping down tables, counters, other things people touch | 49.36%           | 192            |
| Employees visibly wearing PPE   | 20.31%           | 79             |
| If hand sanitizer was readily available for me to use                     | 12.60%           | 49             |
| If I could order by phone app   | 17.74%           | 69             |
|   | <b>Answered</b>  | <b>389</b>     |
|   | <b>Skipped</b>   | <b>226</b>     |



**Question 30: Are you more likely to dine at a café that enforces a policy requiring all employees AND patrons to wear masks/face coverings at all times?**

| Answer Choices    | Response Percent | Response Count |
|-------------------|------------------|----------------|
| Extremely Likely  | 17.07%           | 70             |
| Very Likely       | 23.17%           | 95             |
| Somewhat Likely   | 29.76%           | 122            |
| Not So Likely     | 14.15%           | 58             |
| Not At All Likely | 15.85%           | 65             |
| <b>Answered</b>   |                  | <b>410</b>     |
| <b>Skipped</b>    |                  | <b>205</b>     |



## AGENCY AND FACILITY LOCATION

Please tell us which agency you work for:

| Answer Choices   | Response Percent | Response Count |
|--|------------------|----------------|
| Board of Dental Examiners                                  | 0.00%            | 0              |
| Board of Examiners of Psychologists                        | 0.00%            | 0              |
| Board of Nursing   | 0.00%            | 0              |
| Camp Mabry State Armory Command                            | 0.00%            | 0              |
| Child Protective Services                                  | 2.39%            | 13             |
| Chiropractic Examiners                                     | 0.00%            | 0              |
| Commission on Fire Protection                              | 0.00%            | 0              |
| Comptroller of Public Accounts                             | 0.00%            | 0              |
| Department of Aging and Disability Services                | 0.00%            | 0              |
| Department of Agriculture                                  | 0.00%            | 0              |
| Department of Family and Protective Services               | 29.60%           | 161            |
| Department of Insurance                                    | 0.00%            | 0              |
| Department of Public Safety                                | 0.00%            | 0              |
| Department of Rehabilitative Services                      | 0.00%            | 0              |
| Department of State Health Services                        | 0.18%            | 1              |
| Disability Determination Services                          | 16.73%           | 91             |
| Emergency Communications                                   | 0.00%            | 0              |
| Employee Retirement System                                 | 0.00%            | 0              |
| General Land Office  | 0.00%            | 0              |
| Health and Human Services Commission                       | 1.47%            | 8              |
| Historical Commission                                      | 0.00%            | 0              |
| Housing and Community Affairs                              | 0.00%            | 0              |
| Legislative Budget Board                                   | 0.00%            | 0              |
| Legislative Council  | 0.00%            | 0              |
| Library and Archives                                       | 0.00%            | 0              |
| Office of Attorney General, Child Support                  | 0.00%            | 0              |
| Office of Attorney General, Clements State Office Building | 0.00%            | 0              |

Table continued on page 37

| <b>Answer Choices</b>                     | <b>Response Percent</b> | <b>Response Count</b> |
|---|-------------------------|-----------------------|
| Physical/Occupational Therapy Board       | 0.00%                   | 0                     |
| Public Utility Commission                 | 0.00%                   | 0                     |
| Railroad Commission                       | 0.00%                   | 0                     |
| Secretary of State                        | 0.00%                   | 0                     |
| State Board of Public Accountancy         | 0.00%                   | 0                     |
| State Office of Administrative Hearings   | 0.00%                   | 0                     |
| Sunset Advisory Commission                | 0.00%                   | 0                     |
| Texas Commission on Environmental Quality | 44.49%                  | 242                   |
| Texas Education Agency                    | 0.00%                   | 0                     |
| Texas Facilities Commission               | 0.00%                   | 0                     |
| Texas Lottery Commission                  | 0.00%                   | 0                     |
| Texas Parks and Wildlife                  | 0.00%                   | 0                     |
| Texas Workforce Commission                | 0.00%                   | 0                     |
| TxDOT, Camp Hubbard, Austin               | 0.00%                   | 0                     |
| TxDOT, Riverside, Austin                  | 0.00%                   | 0                     |
| Veterans Commission                       | 0.00%                   | 0                     |
| Veterans Land Board                       | 0.00%                   | 0                     |
| Workers Compensation                      | 0.00%                   | 0                     |
| Other (please specify)                    | 5.15%                   | 28                    |
|   | <b>Answered</b>         | <b>544</b>            |
|   | <b>Skipped</b>          | <b>71</b>             |

## COST ANALYSIS REPORT

An inquiry was submitted to all 16 state host agencies in 2022 in which BET operates a cafeteria, snack bar, and/or convenience store.

| FY'21 TWC Food Service Location and Type        | Address                             | Sq. Ft./ Annual Value of Space Used 2019* | Estimated Maintenance Costs | Estimated Utility Costs | Estimated Janitorial Costs | Method of Finance                         |
|---|-------------------------------------|---|-----------------------------|-------------------------|----------------------------|---|
| Brown-Heatly Building Café                      | 4900 Lamar Blvd., Austin, TX        | 4061 sq. ft.<br>\$72,976.17               | \$8,523.90                  | \$4,789.62              | \$3,450.16                 | State General Revenue and Federal Funding |
| Attorney General Child Support Division Deli    | 5500 E. Oltorf St. Austin, TX       | 3,850 sq. ft.<br>\$69,184.50              | included in lease           | \$2,349.60              | \$4,111.80                 | 100% SSA Federal Funds                    |
| Department of Public Safety HQ Café             | 5805 N. Lamar Blvd., Austin, TX     | 5,202 sq. ft.<br>\$93,479.94              | included in lease           | included in lease       | N/A                        | State General Revenue and Federal Funding |
| Department of State Health Services Café        | 1100 West 49th St., Austin, TX      | 2,691 sq. ft.<br>\$48,357.27              | \$2,664.09                  | \$9,956.70              | \$296.01                   | State General Revenue and Federal Funding |
| Department of Transportation, Riverside Café    | 200 Riverside Dr., Austin, TX       | 5,500 sq. ft.<br>\$98,835.00              | \$16,102.00                 | \$9,295.00              | \$11,092.00                | Highway Transportation Fund 6             |
| Department of Transportation, Camp Hubbard Café | 3500 Jackson Ave., Austin, TX 78731 | 5,709 sq. ft.<br>\$102,590.73             | \$18,907.00                 | \$9,534.00              | \$5,376.00                 | Highway Transportation Fund 6             |
| Department of Transportation, S.A. Café         | 4615 NW Loop 410, San Antonio, TX   | 1,255 sq. ft.<br>\$22,552.35              | \$0.00                      | \$6,445.00              | \$12,850.00                | Highway Transportation Fund 6             |
| Disability Determination Services Café          | 6101 E. Oltorf St. Austin TX        | 3,850 sq. ft.<br>\$69,184.50              | included in lease           | \$6,265.70              | \$4,197.65                 | SSA 100% Federal Funds                    |

Table continued on page 39

| <b>FY'21 TWC Food Service Location and Type</b>  | <b>Address</b>                    | <b>Sq. Ft./ Average Annual Value of Space Used 2019*</b> | <b>Estimated Maintenance Costs</b> | <b>Estimated Utility Costs</b> | <b>Estimated Janitorial Costs</b> | <b>Method of Finance</b>                  |
|--|-----------------------------------|--|------------------------------------|--------------------------------|-----------------------------------|---|
| Elias Ramirez State Office Bldg. Café            | 5425 Polk St., Houston, TX        | 3,992 sq. ft.<br>\$71,736.24                             | \$7,385.20                         | \$3,473.04                     | \$2,195.60                        | State General Revenue and Federal Funding |
| James E. Rudder Bldg. Snack Bar                  | 1019 Brazos St., Austin, TX       | 1,092 sq. ft.<br>\$19,623.24                             | \$1,354.08                         | \$1,157.52                     | \$895.44                          | State General Revenue and Federal Funding |
| John H. Winters Bldg. Café and Convenience Store | 701 W. 51st St. Austin, TX        | 6,645 sq. ft.<br>\$119,410.65                            | \$15,217.05                        | \$17,343.45                    | \$4,452.15                        | State General Revenue and Federal Funding |
| Stephen F. Austin Bldg. Café                     | 1700 N. Congress Ave., Austin, TX | 3,893 sq. ft.<br>\$69,687.66                             | \$3,931.93                         | \$8,953.90                     | \$2,841.89                        | State General Revenue and Federal Funding |
| Texas Commission of Environmental Quality Café   | 12100 N. IH 35, Austin, TX        | 3,522 sq. ft.<br>\$63,290.34                             | \$9,861.60                         | \$4,120.74                     | \$2,888.04                        | State General Revenue and Federal Funding |
| Wm. B. Travis Bldg. Café                         | 1701 N. Congress Ave., Austin, TX | 3,934 sq. ft.<br>\$70,693.98                             | \$2,989.84                         | \$3,107.86                     | \$2,557.10                        | State General Revenue and Federal Funding |
| Wm. P. Clements Bldg. Café                       | 300 W. 15th St., Austin, TX       | 3,239 sq. ft.<br>\$58,204.83                             | \$2,979.88                         | \$5,506.30                     | \$1,554.72                        | State General Revenue and Federal Funding |
| Wm. P. Hobby Bldg. Café                          | 333 Guadalupe St., Austin, TX     | 2,266 sq. ft.<br>\$40,720.02                             | \$5,642.34                         | \$4,599.98                     | \$1,427.58                        | State General Revenue and Federal Funding |
| <b>Totals</b>                                    |                                   | <b>\$1,090,527.42</b>                                    | <b>\$95,558.91</b>                 | <b>\$96,898.41</b>             | <b>\$60,186.13</b>                |   |

\* In order to establish consistency in reporting, the estimated value of space was based on average square footage lease costs of \$17.97 per square foot in Fiscal Year 2019 for space leased by state agencies, as reported by the Texas Facilities Commission Master Facilities Plan Report 2020, page 15.



## STATE PROPERTY LOCATIONS COST ANALYSIS SURVEY SENT TO:

|   |
|---|
| Texas Dept. of Transportation—San Antonio           |
| Texas Dept. of Transportation—Austin                |
| Texas Dept. of Transportation—Camp Hubbard, Austin  |
| Disability Determination Services—Austin            |
| Department of Public Safety—Austin                  |
| Office of the Attorney General-Child Support—Austin |
| Elias Ramirez State Office Building—Houston         |
| Department of State Health Services—Austin          |
| Winters Building Café and Convenience Store—Austin  |
| Commission on Environmental Quality—Austin          |
| Travis Building—Austin                              |
| Hobby Building—Austin                               |
| Clements Building—Austin                            |
| Brown-Heatly Building—Austin                        |
| Rudder Building—Austin                              |
| Stephen F. Austin Building—Austin                   |

BET would like to thank the state agencies that took the time and effort to participate in the cost analysis section of the survey.

- Department of State Health Services
- Health and Human Services Commission
- Child Protective Services
- Disability Determination Services
- Department of Family and Protective Services
- Commission on Environmental Quality



TEXAS WORKFORCE COMMISSION

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