

# Report on Customer Service

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May 2024



TEXAS PENSION  
REVIEW BOARD

## Survey Objective & Inventory of External Customers

As part of the strategic planning process, the Texas Pension Review Board (PRB) conducts a biennial external assessment of the services provided by the agency. The most recent assessment was conducted in March and April of 2024. The survey was administered through an online host service where participants remained anonymous. Responses were automatically emailed to PRB staff for compilation and analysis.

The PRB sent the survey to public retirement system trustees and administrators of actuarially funded defined benefit systems, governmental contacts, PRB online course participants, as well as other PRB stakeholders. This group of customers receive a variety of services from the PRB, including agency reviews of Texas public retirement system reports, education, and technical assistance.

This year the agency received a higher volume of additional written feedback than in previous surveys. All received comments can be found at the end of the report, separated by question number.

## Information Gathering Methods

The survey included questions on the PRB's mission, transparency, communications, educational materials, Texas Local Fire Fighters Retirement Act (TLFFRA) relations, facilities, staff, complaints, timeliness, and overall satisfaction. Respondents were also able to provide additional comments after each question to identify areas for improvement.

On March 18, 2024, emails containing links to the online survey were sent to 450 contacts with the response period ending on April 12, 2024. The PRB received responses from 46 participants translating to a response rate of 10.22 percent, which is lower than the previous 2022 Customer Service Survey response rate of 12.85 percent, but still a typical response rate for a survey of this type.

For this survey, the PRB utilized the Office of the Governor's and the Legislative Budget Board's standard list of questions within the *Instructions for Preparing and Submitting Agency Strategic Plans Fiscal Years 2025 to 2029*. Additionally, the PRB included questions specific to the agency's operations and responsibilities. The final survey included 13 questions, not including optional short response questions. Each question had six response categories: *Very Unsatisfied*, *Unsatisfied*, *Neutral*, *Satisfied*, *Very Satisfied*, and *N/A* (not applicable). These response categories were given the numerical representation of one through five, respectively, and the N/A response received no score.

To interpret the responses for the 2024 survey, the results in each category were divided into two areas: Satisfied and Not Satisfied. The PRB then tabulated a response of four or greater as *Satisfied*, a response of three as *Neutral*, and a response of two or lower as *Not Satisfied*. To determine the final overall satisfaction percentage for each category, the total number of responses equaling four or greater was then divided by the total number of responses indicating a numerical value. To calculate the average ranking in each category, all numerical responses were summed and then averaged. The standard deviation represents the deviation of response values from the calculated average. Larger standard deviations indicate that the average score was strongly affected by outlier responses.

## Key Findings

The following tables in this section show each question and the responses received under the response categories. Please note the questions are sorted by topical category rather than in the order given in the survey.

### Mission/Transparency

The agency’s mission is to provide the state of Texas with the necessary information and recommendations to help ensure that public retirement systems, whose combined assets total in the multi-billions, are actuarially sound; benefits are equitable; the systems are properly managed; tax expenditures for employee benefits are kept to a minimum while still providing for those employees; and to expand the knowledge and education of administrators, trustees, and members of Texas public retirement systems. The PRB strongly believes in its mission and uses the mission to direct agency practices. The following two questions fell into this topical category.

How satisfied are you with the agency’s promotion of sound pension practices?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
19	17	4	2	1	3
Total Responses: 43		Average Answer: 4.19		Percent Satisfied: 83.72%	
Standard Deviation: 0.95					

How satisfied are you with the overall openness and transparency of the PRB’s operations?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
21	15	4	0	2	4
Total Responses: 42		Average Answer: 4.26		Percent Satisfied: 85.71%	
Standard Deviation: 0.98					

These two questions received average answers higher than 4, indicating overall satisfaction in this topic area. Both showed higher current satisfaction rates compared to the prior survey.

A respondent noted that they would like more help getting system sponsors to be involved in solving funding issues. The PRB makes itself available for technical assistance, especially in matters related to Funding Soundness Restoration Plan (FSRP) development. Generally, the agency communicates with systems according to the [Policy for Promoting Compliance with the Funding Soundness Restoration Plan Requirements](#), which the PRB adopted in 2022 to help outline the FSRP requirements as well as lay out the PRB’s outreach and procedure when a system is noncompliant. If a system needs additional assistance on these matters, the PRB encourages that system to contact the agency.

Another respondent requested the agency to be more proactive when providing training, reminders, or implementing new legislation. The PRB provides email notifications regarding upcoming reporting deadlines and opportunities for feedback. It also provides information on its website pertaining to these items, and has more recently begun to reinforce reminders, new training opportunities, and opportunities to provide feedback by posting the information on its LinkedIn social media page and in the PRB’s weekly News Clips publication. The agency has also begun to hold more stakeholder meetings on agency projects, providing information throughout these processes.

On transparency, a respondent noted that the agency does well keeping stakeholders informed about opportunities to provide feedback, and another requested more transparency when the PRB seeks legislative changes. The agency is currently undertaking several projects that provide opportunities for input. During the interim between legislative sessions, the agency often studies and considers whether there are any recommendations to send to the legislature on pension matters. Currently, those projects include topics such as governance related to systems under the Texas Local Fire Fighters Retirement Act (TLFFRA) and investment-related reporting. To request feedback, the PRB sends emails to its system and governmental relations contacts, uses social media, and posts the information on its website. The PRB also discusses these projects and potential recommendations during board and committee meetings, where members of the public have an opportunity to provide testimony. In addition, staff have provided updates agency projects and opportunities for input at conferences and trainings held by other entities. The agency welcomes any additional ways to effectively communicate these opportunities for input. It is important to note that the agency can only suggest or recommend changes to the legislature, which may or may not be considered by legislative offices; the PRB does not write or file any legislation. Also, during legislative session, the agency posts bill tracking reports to its website to keep stakeholders informed.

### Education/Technical Assistance

The PRB maintains and administers the Minimum Educational Training (MET) Program, which outlines minimum requirements and accredits courses and entities that provide training to Texas public retirement system trustees and administrators. The agency strives to provide education and assistance to stakeholders, including public retirement systems and their sponsors, the legislature, taxpayers, and the public. One question in the survey pertained to the overall satisfaction with all educational services provided by the PRB. This question also captures a performance measure for the agency, which is sent to the LBB biennially.

<b>Overall, how satisfied are you with the agency’s educational services, including technical assistance, presentations, research papers, guidance, news clips, Texas Public Pension Data Center, and online courses?</b>					
<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Unsatisfied</b>	<b>Very Unsatisfied</b>	<b>N/A</b>
19	15	3	2	2	5
Total Responses: 41		Average Answer: 4.15		Percent Satisfied: 82.93%	
				Standard Deviation: 1.07	

The percent satisfied for this question improved from the last survey from 80.56 percent to 82.93 percent. The agency launched a new education website in January of 2023 which focused on user experience. Whereas the prior website relied more heavily on the PRB as the recordkeeper of training information, the new website allows users to register and maintain their own course information, including test scores and course completion certificates. The new website provides the seven core courses that were previously available, and in the past two years, staff has produced and published four continuing education courses, with one course provided by the PRB’s Investment Committee chair, Christopher Zook. For two courses, the PRB provided live webinars, and the other two were in a recorded video presentation format. All four continuing education courses are available on the education website.

Respondents requested more in-person training and expanded online courses. The agency will continue to provide additional courses on timely and helpful topic areas, such as Texas pension reporting

requirements, investments, and governance. The PRB staff and board members present in-person at various stakeholder conferences, usually twice or more a year.

Another respondent commented on the MET annual report (PRB-2000) and how the deadline did not line up with the participants’ training cycle end dates. The PRB is currently undergoing a review of its MET program rules, some of which address the misalignment of reporting deadlines with training cycles, which stakeholders emphasized to the agency through successful stakeholder meetings. Staff anticipates the rule changes could be approved by the board before the end of the year, to streamline the training cycles and reporting deadlines. The PRB hopes this change helps simplify MET reporting and compliance.

## Communications

The agency recently has increased its efforts to communicate effectively with stakeholders and has engaged in new ways to reach more stakeholders. The PRB currently reaches out to stakeholders through email, LinkedIn, and posts reports and opportunities to provide input on current projects on its website. It has also worked with the TLFFRA Education Foundation and Texas Association of Public Employee Retirement Systems (TEXPERS) to help get PRB information out to their public retirement system members. The agency has focused on accessibility as well, keeping all users in mind when providing data and graphics on its website and in its reports. The four questions below focused on various communication efforts made by the PRB.

How satisfied are you that the PRB effectively communicates PRB policies, activities, reporting requirements, and information relating to legislative changes?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
16	19	3	3	1	4
Total Responses: 42		Average Answer: 4.10		Percent Satisfied: 83.33%	
Standard Deviation: 0.97					

How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
18	8	4	1	1	14
Total Responses: 32		Average Answer: 4.28		Percent Satisfied: 81.25%	
Standard Deviation: 1.01					

How satisfied are you with the agency’s Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
16	18	6	1	2	3
Total Responses: 43		Average Answer: 4.05		Percent Satisfied: 79.07%	
Standard Deviation: 1.01					

How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
13	11	1	1	2	18
Total Responses: 28		Average Answer: 4.14	Percent Satisfied: 85.71%		Standard Deviation: 1.12

These questions’ results were similar to the prior survey, with the first and third slightly increasing in satisfaction rate, and second and fourth decreasing slightly.

With regard to agency communications including phone calls, one respondent noted that calls are often returned several days later or only after a second call or contact. Staff receives a high volume of requests for technical assistance and works diligently to ensure calls and emails are answered on a timely manner.

While some respondents found the website to have good and helpful information, others asked for a more user-friendly site with the ability to upload reports. The agency is currently developing a reporting portal through which system administrators will be able to easily upload reports directly to the PRB. The portal, *Texas Pension Online Reporting Tool*, will be sent out for stakeholder testing and then fully launched by the Fall of 2024. To improve compliance and navigation, the agency is also undergoing an overview of its website and making sure that information such as noncompliance reports or system statutes are easy to access. The PRB hopes to complete its review and update of the website by the end of this calendar year.

Respondents also commented on the accuracy of reports, noting that some of their system information has not been reported by the PRB with the most up-to-date data. Staff works to provide the most accurate data to the board and stakeholders. The agency has recently completed a project that updated its internal database. Staff uses the database to enter information from reports, which is eventually compiled into its reports to the board and the public-facing data center. Since the project was recently completed, there may be instances where some data is not properly updated, as the agency continues to test and implement the database update. Staff is working through those issues and will work to ensure information reported to the PRB is accurately reflected in its reports.

### Texas Local Fire Fighters Retirement Act (TLFFRA)

The agency provides technical assistance and information to the TLFFRA systems on various issues, including questions relating to the TLFFRA statute, reporting requirements, and assists with referrals to the State Office of Administrative Hearings (SOAH) for members appealing local pension board decisions. Additionally, the agency has one staff member who is dedicated to assisting TLFFRA plans, per state law. The TLFFRA specialist is the primary person on staff who assists TLFFRA systems and responds to their questions and inquiries.

In 2022, the PRB collaborated with the TLFFRA Education Foundation and published the updated [TLFFRA Trustee Manual](#), which provides an overview of TLFFRA statute for TLFFRA system trustees. In March of 2024, the PRB released its *2024 TLFFRA Pension Report* providing general and comparative pension-related data for paid and part-paid TLFFRA systems, including current financial, actuarial, and benefits data. New data included in this report included investment expense data, and more up-to-date information on assets and liabilities for TLFFRA systems. The following question was presented to TLFFRA system representatives.

**If you represent a local firefighter plan organized under TLFRA, how satisfied are you with the agency’s TLFRA resources, including the biennial TLFRA report and assistance provided by the agency’s TLFRA specialist?**

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
6	9	2	0	1	28
Total Responses: 18		Average Answer: 4.06		Percent Satisfied: 83.33%	
				Standard Deviation: 0.97	

More TLFRA system participants participated in this survey compared to the 2022 survey. The average response and percent of respondents satisfied was also higher than the previous survey, which changed from 66.67 percent to 83.33 percent satisfied.

One respondent suggested the PRB study generational equity and another requested greater support from the agency. The agency encourages systems in need of greater assistance to reach out to staff. The PRB also makes an effort to contact systems proactively upon review of regular reports if staff identifies new changes to plan structure or benefits. In reaching out to systems and sponsors this way, the PRB aims to help mitigate greater funding issues in the future.

### Facilities

The PRB office location is listed on the PRB website and publications. The office is open to the public throughout the work week, but most public inquiries are handled via phone or email and do not necessitate an in-person visit to the office. Over the past two years, the PRB has utilized SOAH rooms in its office building to hold its meetings while the legislature was in special sessions with the capitol undergoing renovations. The agency realizes that meetings are ideal in locations that provide audio and video support but has had to provide its own audio/visual services in-house for a majority of its more recent meetings. The following is the sole question on agency facility satisfaction.

**How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?**

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
8	4	4	1	1	28
Total Responses: 18		Average Answer: 3.94		Percent Satisfied: 66.67%	
				Standard Deviation: 1.18	

This question is a required element for the customer service survey as outlined in the *Instructions for Preparing and submitting Agency Strategic Plans Fiscal Years 2025 to 2029*. This question had a very high N/A response rate, with 28 N/A responses and only 18 substantive responses in total. The percentage satisfied is the lowest out of all the questions, but with the combination of 18 responses and four *Neutral* responses, the average was more affected.

Respondents provided comments on the sound quality of the meetings in the SOAH rooms, noting that it is very hard to see or hear. Another comment on a different question brought up this same point. As a state agency subject to the Texas Open Meetings Act, the PRB must hold meetings that are open to the public at a specified location. The PRB meetings are publicly accessible at the physical location and the agency also provides a streaming link for convenience of stakeholders and the general public. Since some

meetings are run in-house, the agency must attempt to troubleshoot before each meeting. The PRB is reviewing and considering potential investments in new equipment to help improve the issues mentioned in the feedback. Also, the agency will continue to focus on user accessibility for its meetings, keeping in mind some of the issues are currently out of the agency’s control.

### Staff

The PRB is authorized to have 13 full-time positions. Staff prioritizes customer service and works to provide stakeholders with high quality assistance and information. One question of the survey focused specifically on the agency’s staff.

How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
20	7	4	0	0	15
Total Responses: 31		Average Answer: 4.52		Percent Satisfied: 87.10%	
Standard Deviation: 0.71					

This question has historically received among the highest percentage of satisfaction, and this year was no exception. The average answer and percent satisfied were higher this year than in the previous year.

Respondents noted that staff is always helpful, knowledgeable, and friendly. They specifically noted that relationships with TLFRA systems have been improved, which is reflected by the answers to the TLFRA question above.

### Complaints/Timely Information

The agency rarely handles complaints from systems, but promptly responds to and investigates any complaints directed against the agency itself or any registered Texas public retirement system and refers nonjurisdictional complaints to the most appropriate organization. Staff also attempts to promptly respond to requests, including requests for information or assistance.

How satisfied are you with the agency’s complaint handling process, including whether it is easy to file a complaint and whether responses are timely?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
6	3	3	0	1	33
Total Responses: 13		Average Answer: 4		Percent Satisfied: 69.23%	
Standard Deviation: 1.18					

How satisfied are you with the agency’s ability to timely serve you, including the amount of time you wait for service in person?					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
13	10	2	0	0	21
Total Responses: 25		Average Answer: 4.44		Percent Satisfied: 92%	
Standard Deviation: 0.64					



The first question regarding the agency’s complaint handling process had the highest number of *N/A* responses, totaling 33, leaving only 13 actual responses. One respondent noted that they have sent complaints about the agency’s website, but they still have not been addressed. With much work happening on the PRB’s websites – main website, data center, education, and soon-to-be-launched portal, the PRB anticipates addressing any further comments and feedback given by stakeholders in the near future.

## Overall

Please rate your overall satisfaction with the agency.					
Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
17	20	3	3	1	2
Total Responses: 44		Average Answer: 4.11		Percent Satisfied: 84.09%	
				Standard Deviation: 0.96	

The final question results indicated that 84.09 percent of survey respondents were satisfied overall with the agency.

One respondent stated that no changes or improvements have been made from previous survey responses, and another respondent gave appreciation to the work being done by the board and staff. The agency appreciates all feedback and attempts to continually address input and improve in all areas.

## Analysis & Conclusion

The results of the survey indicate overall satisfaction in most categories. Twelve out of 13 survey questions received an average score above four, indicating that the survey respondents are generally satisfied with the services provided by the PRB. The highest scoring questions were regarding satisfaction with agency staff and the agency’s ability to timely serve stakeholders. Respondents were 66.67 percent satisfied with the agency’s facilities, making it the lowest satisfaction rate overall. Another lower percentage rate was regarding the agency’s complaint handling process. Each of those questions had a large number of *N/A* responses, lowering the number of responses counted. This means that a response of *neutral* or *unsatisfied* had a larger effect for these questions.

The 2024 Customer Service Survey was sent to a larger number of stakeholders this year, as the list of participants from the agency’s new education website was much larger than in the past. The survey was emailed to customers twice and posted on the agency website, on social media, and shared by other entities, but still received a low response rate.

The 2022 Customer Service Survey concluded with the agency aiming to focus on providing more support to systems by updating major existing programs including providing new educational courses, transitioning to a more user-friendly learning management system, using social media and displaying more information on its website, improving the data center and providing more information after rebuilding its internal database, and creating a new method for systems to provide documentation and reports.

The agency launched its new education website in January of 2023 and has provided four continuing education courses so far. The PRB continues to use social media to reinforce agency projects and education. It has completed its internal database project and has begun working to improve charts and

data on its websites. The agency is working to provide a reporting portal for an easier and more secure report submission by the end of 2024.

As always, the PRB will use the results of this survey to help guide the agency in fulfilling its mission and to consider ways to improve customer satisfaction. The results of this survey show that the PRB remains an asset to Texas public retirement systems, the legislature, and the public. The PRB would like to thank all participants of the 2024 Customer Service Survey for taking the time to share their valuable input.

## Customer Service Survey – Complete Feedback

Some responses have been updated for non-substantive copyedits.

### 1. How satisfied are you with the agency's promotion of sound pension practices?

- Please continue to work on holding all parties to upholding their obligations.
- Need more help in getting Plan Sponsors, not yet subject to the FSRP, to be involved in setting a funding policy to payoff UAAL. Members contributing more than the normal cost should be avoided.
- It would be great if there were more proactive trainings and reminders. One issue I have is that it seems as though every legislative session, new requirements are enacted, and little guidance is provided.
- The new staff does not seem to have any respect for the Board of the Pension Fund. They believe the plan sponsor should control everything.
- After a trip to appear before the board I feel they have made it more challenging to comply with their requirements. The goal post is continually moving.

### 2. How satisfied are you with the overall openness and transparency of the PRB's operations?

- The PRB is not transparent when seeking legislative changes.
- I think the PRB is very good about letting people know about opportunities to get involved in policy and provide feedback on potential changes or recommendations

### 3. Overall, how satisfied are you with the agency's educational services, including technical assistance, presentations, research papers, guidance, News Clips, Texas Public Pension Data Center, and MET online courses?

- Wish there was a better feed for watching the meetings. The current system often is not reliable.
- Better training could be offered. Online is fine but doesn't go in depth. TEXPERS is not a great conference, and the sponsors pay to present, so there is a lot of bias in the presentations of people trying to push their investment products.
- It is difficult to file the MET Report by September when Trustees have until December to complete the hours. It does not make sense how that is supposed to work. However, the PRB is quick to point out the non-compliance.

- The PRB website is not friendly user. I would like to see a tab added to download documents being submitted to the PRB.
- Expand MET online courses.
- It is nice that the agency has been able to do more research and release more information about best practices recently. The governance study has been in the works for a long time.

**4. How satisfied are you that the PRB effectively communicates PRB policies, activities, reporting requirements, and information relating to legislative changes?**

- This should be more proactive.
- Legislative changes are not transparent. There are always suggestions of potential changes, but Funds never know what those changes are until a legislator files a bill. Potential bill language should be known before.
- The PRB originally given responsibly to support Texas public retirement systems. They were to provide education and guidance. To date, they have not provided in person education to members. Education is needed for all the reports they require.
- The reporting schedule does not align with the trustee's deadline to submit continuing education hours. Example, the trustee has until December 31st of every year to complete and submit continuing education hours but PRB's deadline is September 1st.

**5. If you represent a local firefighter system established under the Texas Local Fire Fighters Retirement Act (TLFFRA), how satisfied are you with the agency's TLFFRA resources, including the biennial TLFFRA report and assistance provided by the agency's TLFFRA specialist?**

- Really would like the board to evaluate the importance of generational equality, in the evaluations of systems.
- The report is provided, but no support is provided by the PRB to help with issues.

**6. How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?**

- The sound quality of the meetings that are held at the PRB building (not the Capitol) is horrible. It is very hard to hear or see anything.
- The agency has never invited the membership to their office. I do not even know where it is located, and I have been here for over 20 years.

**7. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?**

- Mrs. Cardona has done a wonderful job of improving relationships with many TLFFRA funds.
- No in-person contact, but staff has been helpful through email and telephone interactions.
- The staff is great to work with and always helpful. They work very hard to make pensions easier.

- Our contact, Bryan Burnham has always addressed our questions. He has been very helpful.
  - Bryan Burnham is always very helpful with questions and guidance.
  - Staff are very knowledgeable and friendly.
- 8. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?**
- Our calls are often returned several days later or only after we reach out for a second time.
- 9. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?**
- Wish noncompliant funds could be broken down into what positions are causing the noncompliance, when it's related to missing MET requirements.
  - A lot of good information, but often takes a bit to find it. I don't have any specific comments to help, just sharing my experience.
  - NOT USER FRIENDLY! NOT EASILY NAVIGATED! DOES NOT PROVIDE MEANS FOR SUBMITTING REPORTS!!!
  - It would be useful to have a tab on the PRB website that we can just click on to download documents to the PRB.
  - The site looks great and is much easier to navigate than the old one. It is updated regularly.
  - Make it easier to access governing laws for individual municipal plans.
- 10. How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?**
- Send complaints but to date still not addressed. (WEBSITE)
- 11. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?**
- *No comments received.*
- 12. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?**
- Continuously submit the required reports, but the information is not printed in the PRB's comprehensive State Reports.
- 13. Please rate your overall satisfaction with the agency.**

- I appreciate the hard work and cooperation being done by the Board and Staff to secure Texas pensions.
- It is the same issues and concerns over and over with the PRB. Every survey submitted, yet no changes or improvements made. Disappointing. We just learn to do without.

## Approach to Customer Service

The PRB will act in accordance with the highest standards of ethics, accountability, efficiency, and transparency. The agency is proud to be of service to the state by providing the necessary information and recommendations to help ensure that promised pension benefits are provided to the public retirement systems' annuitants and in seeing that tax dollars are spent most efficiently.

To accomplish these objectives, the PRB strives to:

- Support and promote sound pension practices;
- Provide timely and meaningful information on laws, rules, and activities overseen by the agency;
- Return phone calls promptly and, if possible, within one working day;
- Respond to requests for technical assistance within 10 business days and requests for information under the Public Information Act promptly, as required under the Public Information Act (generally within 10 business days);
- Route requests for technical assistance that do not relate to the PRB to the appropriate agency within one working day;
- Provide an internet site ([www.prb.texas.gov](http://www.prb.texas.gov)) that contains information on the agency; the laws and reporting procedures that pertain to public pension systems; and publications, pamphlets, and presentations on the agency's activities.

## Customer Service-Related Performance Measures

Outcome Measures	Estimated FY 2024
Percent of legislative and public retirement system requests for technical assistance answered	100%
Percentage of surveyed customer respondents expressing overall satisfaction with services received	84.09%
Output Measures	
Number of technical assistance reports produced	150
Number of persons participating in training sessions	800
Total customers surveyed	450
Response rate	10.22%
Total customers served	800
Efficiency Measures	
Cost per customer surveyed	\$0.00
Explanatory Measures	
Number of retirement systems registered with the PRB	347
Total customers Identified	450
Total customer groups inventoried	5