

# Texas Board of Professional Geoscientists

## *Report on Customer Service June 2012*



333 Guadalupe, Tower 1, Suite 530  
Austin, Texas 78701  
512/936-4400 Office  
512/936-4409 Fax

[www.tbpg.state.tx.us](http://www.tbpg.state.tx.us)

*This page is intentionally left blank*

# Texas Board of Professional Geoscientists Report on Customer Service 2012



## Table of Contents

External Customers Served.....	4
Methods of Information Gathering.....	4
Performance Measures Related to Customer Service Standards.....	5
Types of Customers Surveyed.....	6
Tabulation .....	7
Graphs.....	7
Comparison of Results.....	20
Assessment.....	22
Appendix A: Survey Questions.....	24
Appendix B: Survey Comments.....	25

*This page is intentionally left blank*

**Texas Board of Professional Geoscientists  
2012 Report on Customer Service**

**External Customers Served**

The Texas Board of Professional Geoscientists (TBPG) is responsible for protecting public health, safety, welfare and the state’s natural resources by ensuring that only qualified persons carry out the public practice of geoscience. As such, TBPG licenses Professional Geoscientists in three disciplines: Geology, Geophysics, and Soil Science. The Professional Geoscientist (P.G.) licensing process ensures the public that individuals who are licensed have met defined levels of education and experience. Professional Geoscientists are expected to practice according to a Code of Professional Conduct, as defined in TBPG rules. In addition to licensing Professional Geoscientists, TBPG registers Geoscience Firms and certifies Geoscientists-in-Training. TBPG regulates the public practice of geoscience through its enforcement program, and provides information and outreach to the public.

The Texas Board of Professional Geoscientists identifies as its external customers all licensed Professional Geoscientists, Registered Geoscience Firms, and Geoscientists-in-Training, in addition to other TBPG stakeholders, which may include environmental professionals, business owners, governmental agencies, academic institutions, complainants, consumer advocates, and citizens of the State of Texas.

Current Number of Licensed Professional Geoscientists:	4,819
Current Number of Registered Geoscience Firms:	356
Current Number of Geoscientists-in-Training:	23
Other Stakeholders/ Unlicensed entities:	45
<b>Total Identifiable External Customers:</b>	<b>5,243</b>

**Methods of Information Gathering**

**Survey Methods.** TBPG’s Online Customer Service Survey was initially established in 2004 and has been accessible from the TBPG website since its inception. It was designed to measure the effectiveness of TBPG’s customer service, including the efficiency of staff response times, ease of the complaint process, website content and ease of use, knowledge and accessibility of staff, courteousness of staff, office location and accessibility, and examination issues. Results of the previous survey were compiled in the 2010 Customer Service Report. Survey areas and protocols remain unchanged to facilitate comparison with previous survey results.

Two changes are reflected in TBPG’s 2012 Customer Service Survey:

- Several questions were added to the online survey to assess additional areas of customer service, including aspects of TBPG’s new online license renewal system; and
- Any interested entity, regulated or unregulated by TBPG, may now subscribe as a TBPG stakeholder via a link on TBPG’s website.

These revisions allow for more accurate survey results due to: 1) More areas of service are specifically addressed in the survey; and 2) More people who are interested in TBPG activities, but are not necessarily included in the regulated community, have the ability to participate in evaluating TBPG services.

For the 2012 Report on Customer Service, a survey invitation was sent out by e-mail on April 11, 2012 to 5243 individuals who are either regulated by the TBPG, or who have subscribed to TBPG's e-mail distribution list and have expressed an interest in TBPG activities. From the 5243 survey invitations that were distributed, a total of 208 surveys were completed and received by April 22, 2012. The results of these surveys have been compiled in the following analysis. Survey questions are included in Appendix A.

**Rate of Response.** The total number of customers who participated in the survey was 208. Out of a total of 5243 e-mails that were sent to TBPG's external customers regarding the survey, 208 participated for a response rate of 4%. For accuracy purposes, the tabulations do not include responses which indicated no knowledge of the criteria (N/A), or those that did not answer the question.

## **Performance Measures Related to Customer Service Standards**

### **Outcome Measures**

- 92% of customers surveyed expressing overall satisfaction with the services received from TBPG
- 20% of customers surveyed identified ways to improve service delivery (Appendix B)

### **Efficiency Measures**

- Costs related to the initial development of the Customer Service Survey were incurred in 2005. These costs were related to development of the survey and making the survey accessible to customers from the agency's website. The survey was revised in 2012 to include additional areas of service, and TBPG allocated \$375 for these survey improvements. The cost per customer surveyed in 2012 is \$1.80.

### **Explanatory Measures**

- Number of Customers Identified: 5243
- Number of Customer Groups Inventoried: 4

## **Survey Findings**

- 94% of responders rated favorably the telephone assistance they received
- 91% viewed favorably the quality of written materials
- 92% rated the accuracy of written materials positively
- 89% viewed favorably TBPG response time to e-mail
- 94% viewed favorably TBPG response accuracy to e-mail
- 84% viewed favorably the waiting time by letter
- 94% rated the ease of filing a complaint positively
- 88% viewed the timeliness of response to a complaint positively
- 83% viewed favorably TBPG documentation accuracy

- 67% had knowledge regarding how to make a complaint regarding TBPG services
- 85% believe TBPG would address a complaint in a reasonable manner
- 90% viewed the website as user friendly
- 80% rated the information on the website favorably
- 89% viewed favorably the responsiveness of the contact person
- 91% rated favorably the new public license search feature on the website
- 96% viewed TBPG staff as knowledgeable
- 90% rated the staff as accessible
- 97% rated the staff as courteous
- 96% rated the staff as identifiable
- 92% rated favorably TBPG’s overall customer service
- 80% viewed the office facility as accessible
- 80% viewed positively the office location
- 78% viewed positively the office signs
- 90% viewed favorably the accessibility of examination sites
- 85% rated the examination locations positively
- 90% viewed positively the examination frequency
- 74% viewed favorably the ease of creating an online account
- 76% rated positively the use of a “token number” instead of a social security number
- 80% viewed positively the online renewal process
- 85% viewed favorably the licensee profile page
- 85% rated positively the ability to specify practice areas online
- 83% rated favorably the display of disciplinary actions

**Customer Service Survey – Types of Customers Surveyed**

<b>Respondents</b>	<b>Response Numbers</b>	<b>Percentages</b>
<b>Type of Customer</b>		
P.G. - Geology	165	79 %
P.G. - Geophysics	29	14 %
P.G. - Soil Science	9	4 %
Registered Firms	0	0 %
Geoscientists-in-Training	0	0 %
Not licensed	2	1 %
Did not answer	3	2 %
<b>Total Responses</b>	<b>208</b>	<b>100 %</b>

## Customer Service Survey – Tabulation

Survey Question	Response Numbers				Total Responses*	Response Percentages			
	Excellent	Good	Fair	Poor		Excellent	Good	Fair	Poor
<b>Communication</b>									
Telephone Assistance	75	50	5	3	133	56%	38%	4%	2%
Quality of Written Materials	49	103	11	4	167	29%	62%	7%	2%
Accuracy of written Materials	53	93	11	1	158	33%	59%	7%	1%
Response time to e-mail	55	56	13	1	125	44%	45%	10%	1%
Response accuracy to e-mail	55	60	5	2	122	45%	49%	4%	2%
Waiting time by letter	14	44	8	3	69	20%	64%	12%	4%
<b>Complaint Handling Process</b>									
Ease of filing complaint	4	13	0	1	18	22%	72%	0%	6%
Timeliness of response to complaint	5	10	0	2	17	29%	59%	0%	12%
Documentation accuracy	53	108	26	7	194	27%	56%	13%	4%
Knowledge of filing a complaint	17	40	18	10	85	20%	47%	21%	12%
TBPG would address complaint in a reasonable manner	23	47	8	4	82	28%	57%	10%	5%
<b>TBPG Website</b>									
User friendly	7	11	1	1	20	35%	55%	5%	5%
Information on website	47	108	30	7	192	24%	56%	16%	4%
Responsiveness of contact person	49	47	10	2	108	45%	44%	9%	2%
New public license search feature	41	60	8	2	111	37%	54%	7%	2%
<b>Staff</b>									
Knowledgeable	80	62	5	2	149	54%	42%	3%	1%
Accessibility	72	59	13	2	146	49%	41%	9%	1%
Courteous	98	44	3	1	146	67%	30%	2%	1%
Identifiable (nametags, etc.)	61	43	4	0	108	56%	40%	4%	0%
Overall customer service	73	60	10	2	145	50%	42%	7%	1%
<b>Office Facility</b>									
Accessibility	7	17	5	1	30	23%	57%	17%	3%
Location	5	19	5	1	30	17%	63%	17%	3%
Signs	6	15	6	0	27	22%	56%	22%	0%

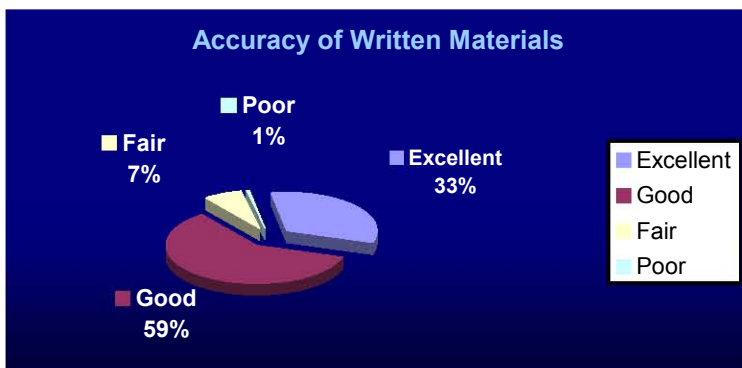
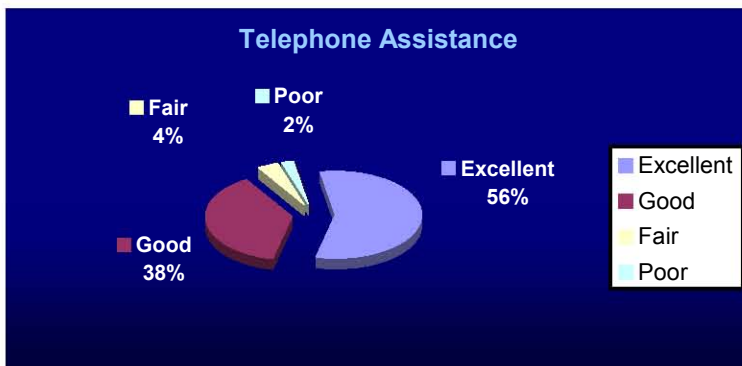


	Excellent	Good	Fair	Poor	Totals	Excellent	Good	Fair	Poor
<b>Examination Sites</b>									
Accessibility	6	14	1	1	22	27%	63%	5%	5%
Location	6	12	2	1	21	28%	57%	10%	5%
Frequency	5	13	2	0	20	25%	65%	10%	0%
<b>TBPG Online Account</b>									
Ease of creating online account	42	82	31	14	169	25%	49%	18%	8%
Use of "token number" not SSN	55	63	25	13	156	35%	41%	16%	8%
Renewal process	63	81	20	16	180	35%	45%	11%	9%
Licensee profile page	37	86	17	4	144	25%	60%	12%	3%
Ability to specify practice areas	35	84	17	4	140	25%	60%	12%	3%
Display of disciplinary actions	21	56	14	2	93	23%	60%	15%	2%

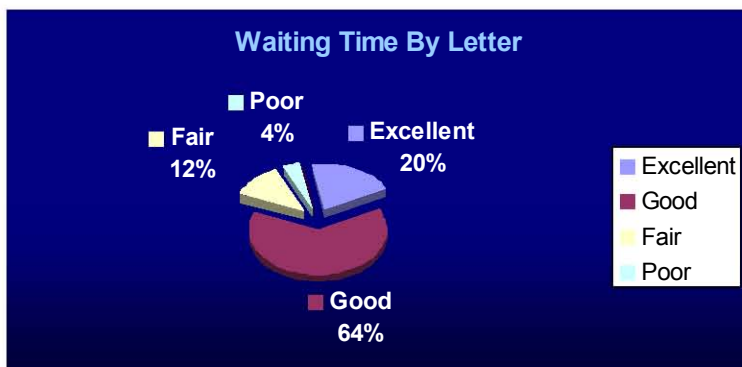
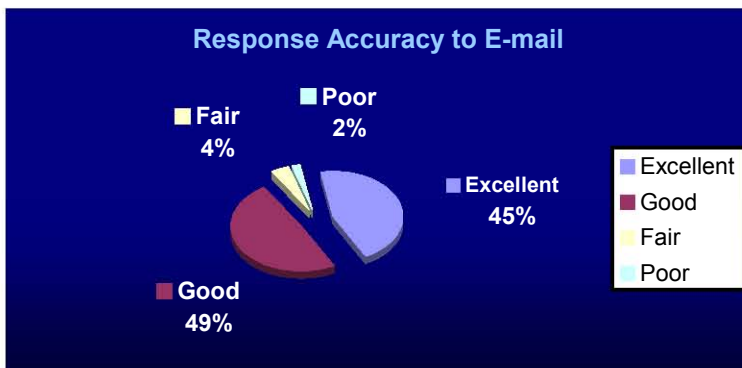
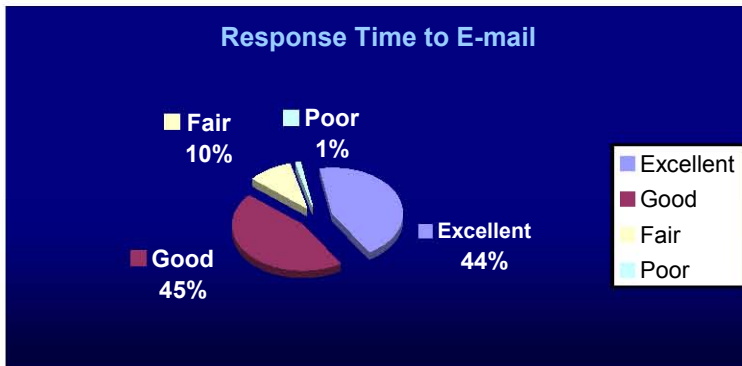
\*"Total Responses" exclude those responders with no knowledge of the criteria (N/A), or those that did not answer the question.

## Customer Service Survey – Graphs

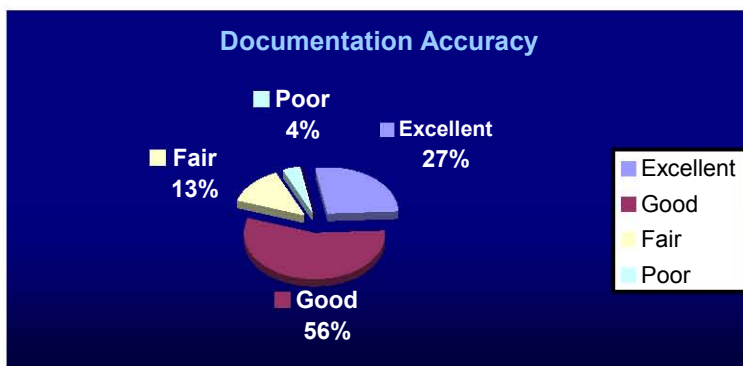
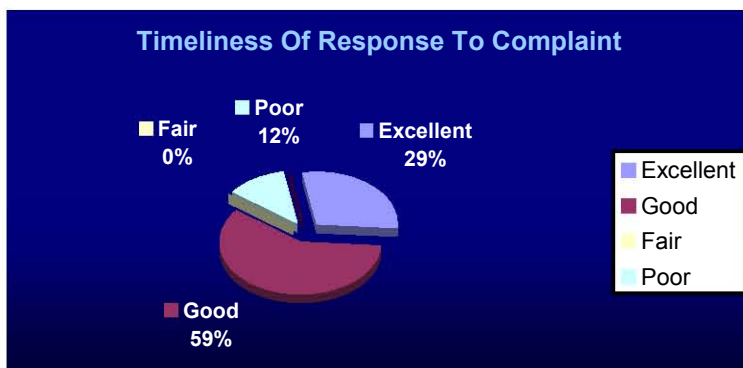
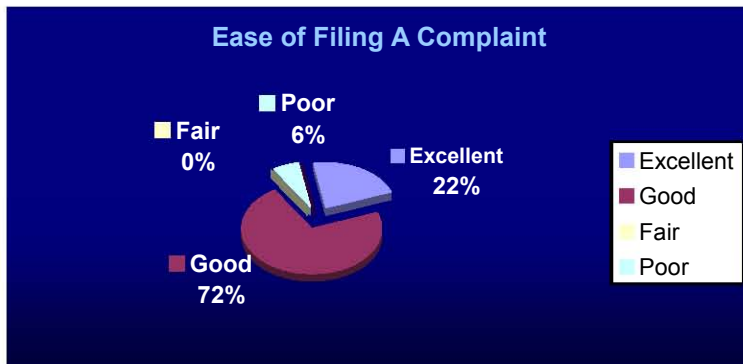
### Communications, Timeliness, and Printed Materials



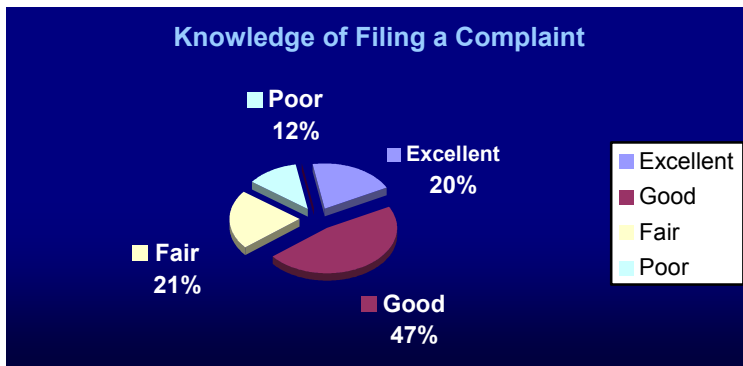
Communications, Timeliness, and Printed Materials, *continued*



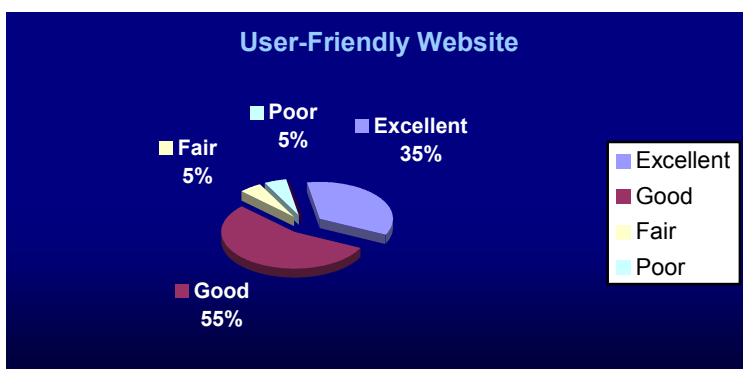
## Complaint Handling Process



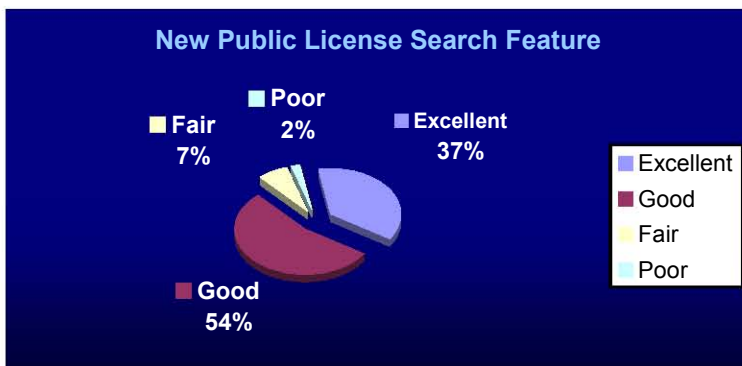
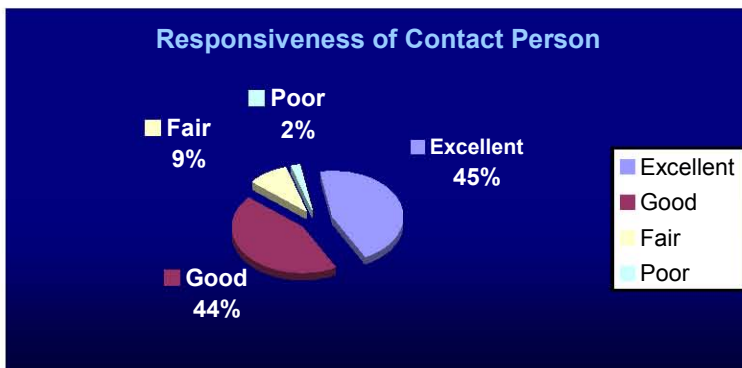
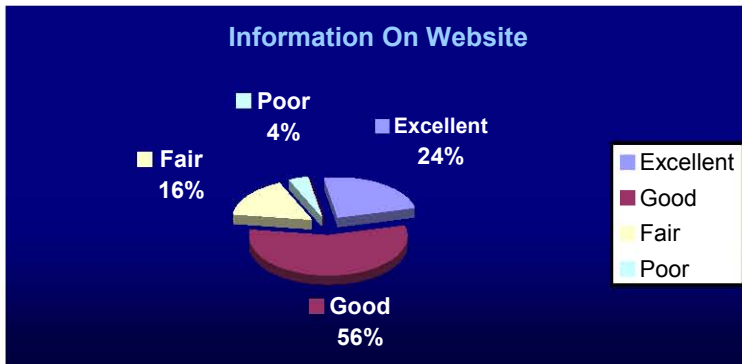
Complaint Handling Process, *continued*



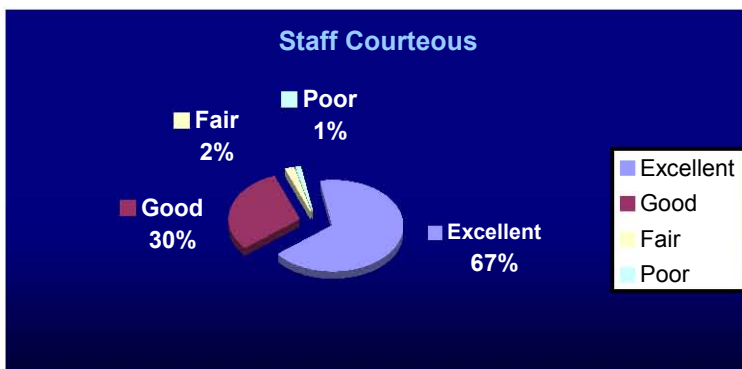
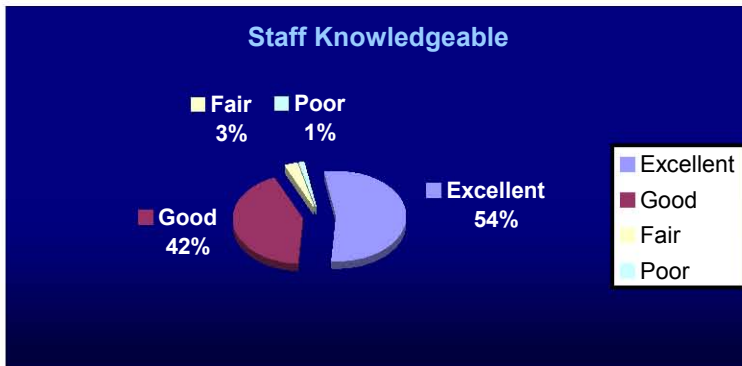
TBPG Website Content and Ease of Use



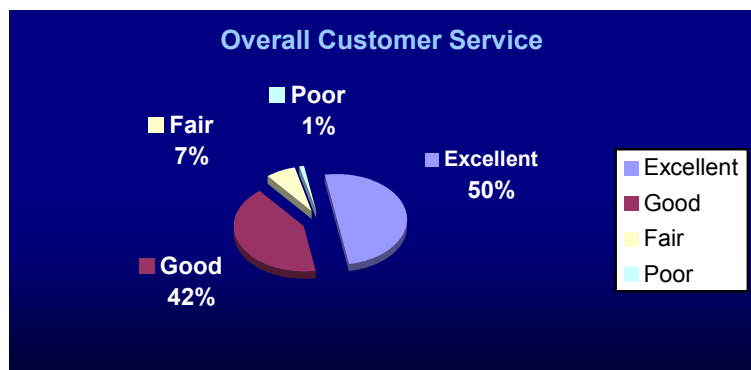
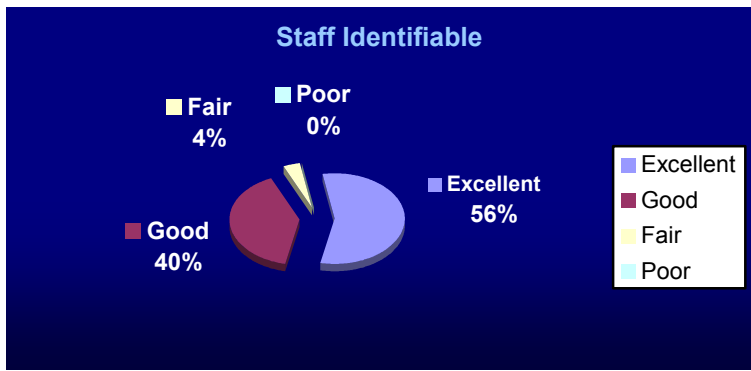
TBPG Website Content and Ease of Use, *continued*



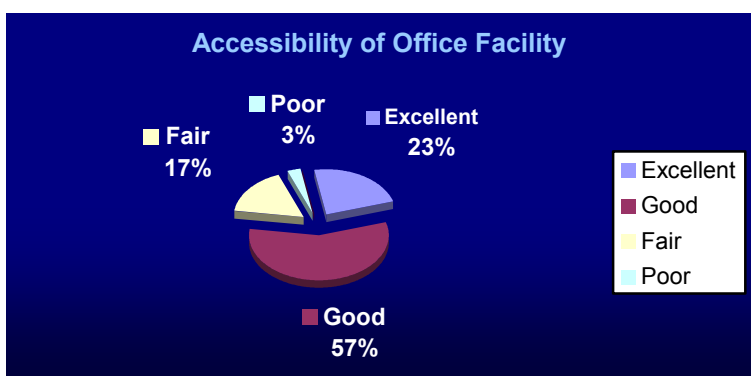
## Staff Information



Staff Information, *continued*

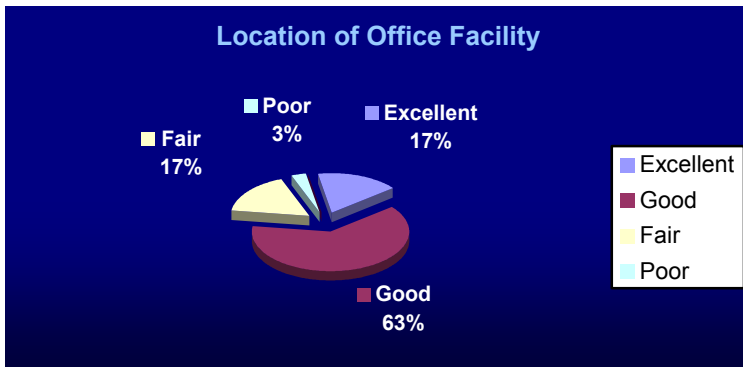


Office Facility

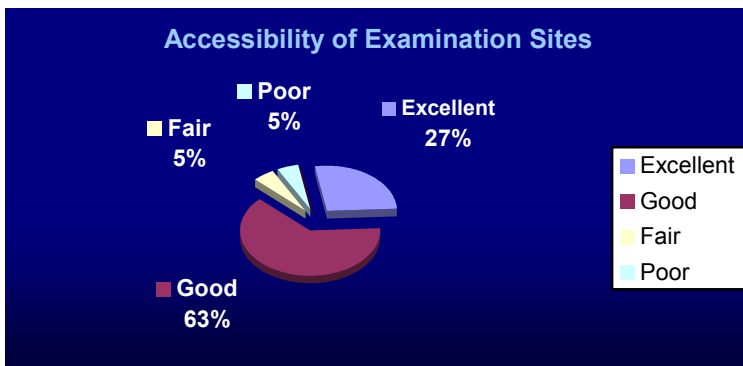




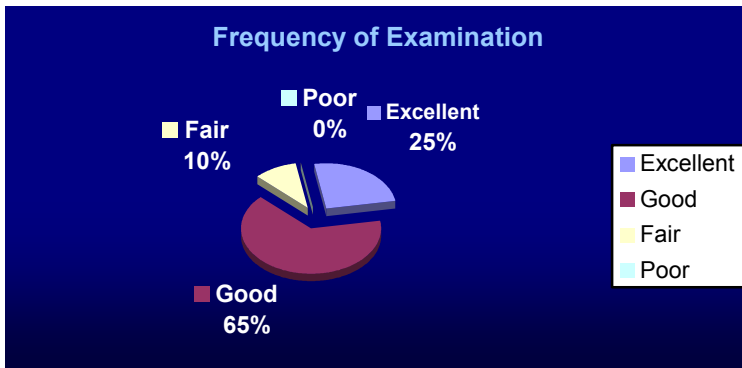
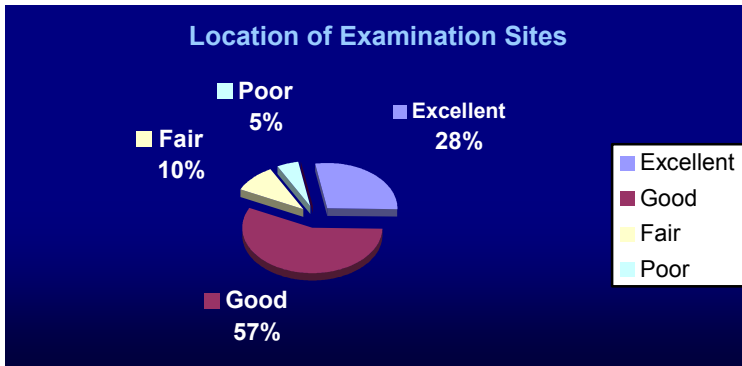
Office Facility, *continued*



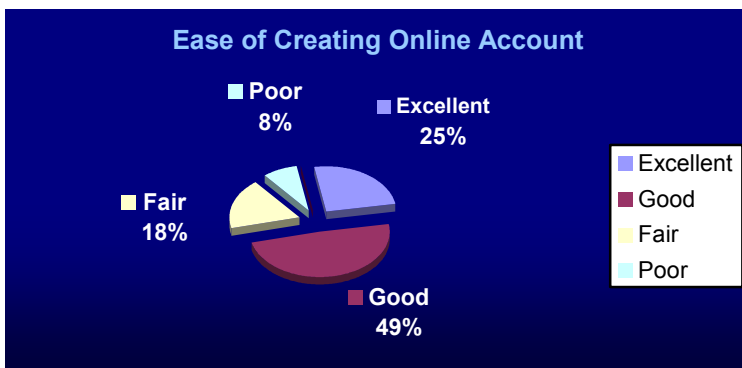
Examination Sites

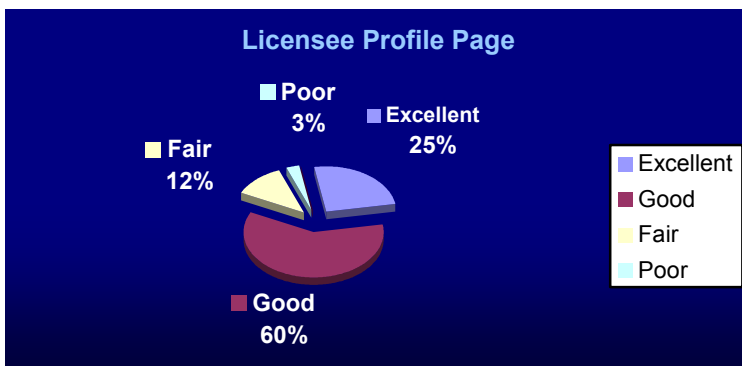
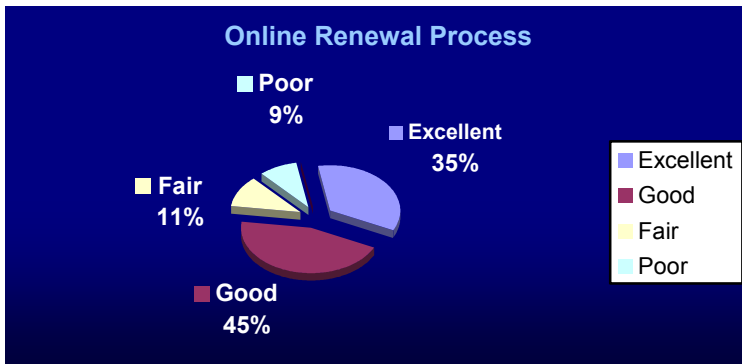
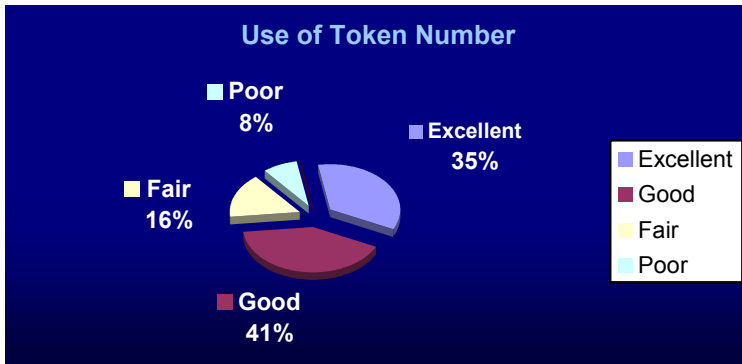


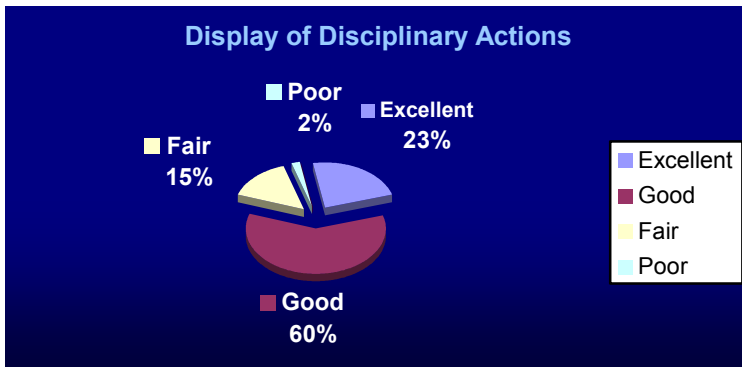
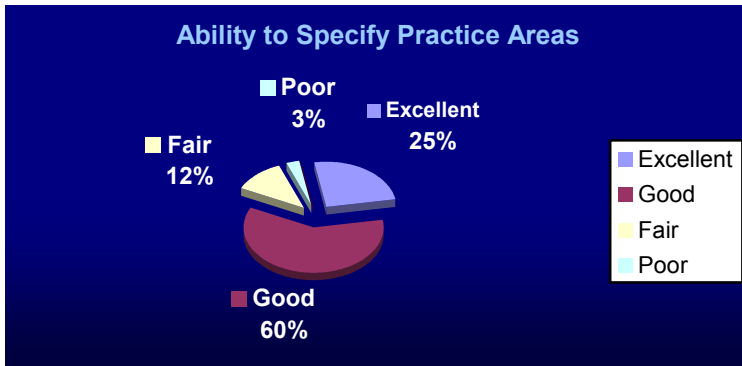
Examination Sites, *continued*



TBPG Online Account







## Customer Service Survey –Comparison of Results

Survey Results* - Comparison with 2010 Responses	2010	2012	% Change
<b>Staff and Communication</b>			
Telephone assistance (rated as Excellent or Good)	90%	94%	4%
Quality of written materials (rated as Excellent or Good)	88%	91%	3%
Accuracy of written materials (rated as Excellent or Good)	91%	92%	1%
Response time to e-mails (rated as Excellent or Good)	91%	89%	-2%
Response accuracy to e-mails (rated as Excellent or Good)	94%	94%	0%
Waiting time by letter (rated as Excellent or Good)	78%	84%	6%
<b>Complaint Handling Process</b>			
Ease of filing a complaint (rated as Excellent or Good)	66%	94%	28%
Timeliness of response to a complaint (rated as Excellent or Good)	66%	88%	22%
Documentation accuracy (rated as Excellent or Good)	85%	83%	-2%
Knowledge of how to make a complaint regarding services at TBPG	N/A	67%	N/A
Belief that TBPG would address the complaint in a reasonable manner	N/A	85%	N/A
<b>TBPG Website</b>			
User friendly (rated as Excellent or Good)	75%	90%	15%
Information on website (rated as Excellent or Good)	83%	80%	-3%
Responsiveness of contact person (rated as Excellent or Good)	89%	89%	0%
New public license search feature	N/A	91%	N/A
<b>Staff</b>			
TBPG staff are knowledgeable (rated as Excellent or Good)	90%	96%	6%
Staff are accessible (rated as Excellent or Good)	89%	90%	1%
Staff are courteous (rated as Excellent or Good)	95%	97%	2%
Staff are identifiable (rated as Excellent or Good)	96%	96%	0%
Overall customer service	N/A	92%	N/A
<b>Office Facility</b>			
Office facility is accessible (rated as Excellent or Good)	83%	80%	-3%
Office location (rated as Excellent or Good)	71%	80%	9%
Office signs (rated as Excellent or Good)	75%	78%	3%
<b>Examination Sites</b>			
Examination sites are accessible (rated as Excellent or Good)	94%	90%	-4%
Examination location (rated as Excellent or Good)	87%	85%	-2%
Examination frequency (rated as Excellent or Good)	93%	90%	-3%

<b>New TBPG Online Account</b>			
Ease of creating an online account	N/A	74%	N/A
Use of a “token number” instead of SSN	N/A	76%	N/A
Renewal process	N/A	80%	N/A
Licensee profile page	N/A	85%	N/A
Ability to specify practice areas	N/A	85%	N/A
Display of disciplinary actions	N/A	83%	N/A

\*All percentage numbers include responses in the affirmative: Responses of “Excellent” or “Good” were included in the percentages, but not those that were rated “Fair” or “Poor”.

## Customer Service Survey – Assessment

### Analysis of Findings

In evaluating the results of the survey, positive results were noted in several areas of customer service, including:

- 94% rated positively telephone assistance of TBPG staff;
- 94% viewed positively staff's response accuracy to e-mails;
- 96% viewed TBPG staff as knowledgeable;
- 97% viewed TBPG staff as courteous; and
- 96% viewed TBPG staff as identifiable.

The positive results in these areas illustrate the commitment to customer service excellence by the TBPG. The agency, under the direction of its new Executive Director Charles Horton, has gone through a thorough re-organization of the agency and agency functions, with agency processes being standardized and refined. Prior customer service issues were addressed; additional staff were hired and trained. Efforts have been made to provide prompt, effective, and consistent customer service to individuals and entities regulated by TBPG.

Some areas of positive change were noted in the survey responses, including double digit increases in the following categories:

- The ease of filing a complaint with TBPG, a 28% increase;
- Timeliness of response to a complaint, a 22% increase; and
- TBPG website being user-friendly, an increase of 15%.

TBPG has noted the need for improvement in the following areas:

- Sixty-seven percent (67%) of those surveyed indicated that they had knowledge regarding how to make a complaint regarding services at TBPG. This is the first time this category appears in TBPG's Report on Customer Service. TBPG's website historically has included and currently includes a hyperlink to TBPG's online Customer Service Survey at <https://tbpg.state.tx.us/HowAreWeDoing.html>. More recently, a direct e-mail link was provided on the website in order to better facilitate communication of complaints directly to TBPG's Executive Director. Additionally, contact information for all agency staff and Board Members is available on the agency website.
- Seventy-four percent (74%) of respondents indicated the ease of creating a TBPG online account with TBPG's new online renewal system. This is the first time this category appears in TBPG's Report on Customer Service. In May 2011, TBPG completed a project working with Iron Data Systems, Inc. to configure and go live with its new Versa Regulation regulatory database. TBPG went live with the database conversion on May 2, 2011. Because the new database and its associated online renewal system were designed to be a secure and protected portal, the initial process to set up an online account required more security measures than the previous online system. The agency has made some changes to the process based on input from licensees since the new system was initiated. Although 74% is a positive percentage of individuals that viewed favorably the ease of the

initial set-up process, the agency will continue to implement further changes as improvements are identified.

- Seventy-six percent (76%) of respondents rated favorably the use of a “token number” during the initial online account setup process instead of using a social security number, which had previously been required. This item is related to the configuration and conversion to TBPG’s new regulatory database and online renewal system. The “token number” system generates a random number to be associated with each license. That number is then utilized in the online process to link a new online account with a current license in TBPG’s database. While 76% is a favorable percentage of responses, the agency will continue to make improvements in this area.



## Appendix A

### Customer Service Survey - Survey Questions

The Texas Board of Professional Geoscientists (TBPG) strives to provide excellent customer service. We are interested in your opinions about how we are doing.

**I. I am currently licensed under:**

- Geology
- Geophysics
- Soil Science
- Firm
- Geoscientist-in-Training
- I am not licensed

**II. Staff and Communication**

Please rate each aspect of our service using the following scale. A not applicable ("N/A") response indicates that you have no experience with that particular aspect of our service. Please check the box that corresponds with your answer.

**Communication, Timeliness, and Printed Materials**

	Excellent	Good	Fair	Poor	N/A
Telephone assistance (e.g., time on hold, accuracy of response)					
Quality of written materials					
Accuracy of written materials					
Response time to electronic mail					
Response accuracy to electronic mail					
Waiting time by letter					

**Complaint Handling Process**

	Excellent	Good	Fair	Poor	N/A
Ease of filing complaint					
Timeliness of response to complaint					
Documentation Accuracy					
I know how to make a complaint regarding services at TBPG					
I believe TBPG would address the complaint in a reasonable manner					

**TBPG Website**

	Excellent	Good	Fair	Poor	N/A
User friendly					
Information on web site					
Responsiveness of contact person(s)					
New public license search feature					

**Staff**

	Excellent	Good	Fair	Poor	N/A
Knowledgeable					
Accessibility					
Courteous					
Identifiable (e.g. name tags, name plates, identify themselves on the phone)					

Overall customer service

<b>Office Facility</b>	Excellent	Good	Fair	Poor	N/A
Accessibility					
Location					
Signs					

<b>Examination Sites</b>	Excellent	Good	Fair	Poor	N/A
Accessibility					
Location					
Frequency					

### **III. New TBPG Online Account**

Beginning May 2011, TBPG instituted a new TBPG online system in conjunction with the implementation of a new regulatory database. With the implementation of this new system, all license holders are now able to set up a new TBPG online account and link it to their license, registration, or certification. Please rate the following features of the new online system using the following scale. A not applicable (“N/A”) response indicates that you have no experience with that particular aspect of the online system. Please check the box that corresponds with your answer.

<b>TBPG Online Account</b>	Excellent	Good	Fair	Poor	N/A
Ease of creating an online account					
Use of a “token number” instead of a social security number					
Renewal process					
Licensee profile page					
Ability to specify practice area(s)					
Display of disciplinary actions					

**IV. Please comment on any other issues that would help us serve you better. Include an e-mail address if you would like to be contacted.**

## Appendix B

Out of 208 respondents, 41 of them, or 20%, identified ways to improve service delivery. All comments received from the survey are included below:

- The recent attempt to regulate that which was identified in the Preamble as not to be regulated by the board has left our Board with a seriously bad image. The Board should limit its interest to that for which the statute was intended. I am concerned that the TBPG will be eliminated by the legislature.
- Could not get the token system to work at all for renewal. Disturbed by activities of last year related to (recently withdrawn) AO6
- Last renewal notification by mail was late but fortunately your e-mail notification that there may be a problem in mailed renewal notices was timely and I was able to renew on-line.
- On emailed quarterly "Newsletter," IT WOULD BE MOST HELPFUL if a link was included to any items in the Texas State Government registry where notices appear. Makes it easier to find it.
- Your email updates are a good idea although I think they could be improved for the readers. Nearly every highlight refers to the Texas register without specifically saying what the text is talking about. Would it be possible to copy the full text or offer a link to the publication cited?
- I did not receive timely notification to renew. In the past, I received a post card. I would like to receive a post card, an e-mail message, or both. What does TBPG plan to do to make sure no one is temporarily "expired" in the future?
- Increase reciprocity to other states.
- Licenses are too expensive. They are not good value for money.
- Overall, I have had excellent experiences with the TBPG website as well as with TBPG personnel on phone calls and e-mails. Thank you,
- Licensing by Texas or other states provides no value to our profession whatsoever. It is merely a new tax on the industry to support additional state bureaucracy.
- I have not needed to use the services offered by TBPG, but I know they are there and have no problem about using them. I have no complaints and feel that the website is user-friendly.
- I appreciated receiving the Board Meeting Summary email.

- I had a lot of difficulty renewing using the new process online this year. I entered all of my information only to have the website basically crash twice on me before accepting it on the third try. Very frustrating.
- There is no indication or link when I am logged in to renew my license in advance.
- I am a former resident of Texas, but I work for Shell Oil and am currently posted to The Netherlands. I want to maintain my TBPG licensing, but find the personal details section of your website to be almost unusable for a non-US address. This is not uncommon, but it is very difficult to specify things like non-US telephone numbers, postal addresses, etc. I realize I may be an exception, and there are few licensees living outside the US, but would it be possible to make it a bit more user friendly for non-US based people? Happy to discuss, email me at: *(e-mail address redacted)*
- The TBPG has always provided me with excellent service and a courteous response. J, Scott Poynor TxPG #041
- Considering the excessive fee of \$200 to \$250, I expected much more than the usual renewal procedures from you. How about additional reciprocities, informational data, and access to group professional services (insurance, data linking, etc.) or a reduction in fees?
- Would be nice to have online recordation of PDHs, including tally for rollover when excess PDHs have been taken.
- There was some issue with adding multiple entries into the online PD/CE log; however, the telephone customer service quickly resolved.
- I had a difficult time renewing online last year. I have not made an effort to renew for this year. I have very little experience with the TBPG just because I have no issue with any licensee nor have I experienced any issue. James C. Jones #2263
- I would like to see an annual or biannual assessment of the license fees collected versus operating costs for the TBPG. I am licensed in several states, and the fees I pay to maintain my license in Texas are extreme compared with other states.
- Could the TBPG please provide a more durable wallet license card? The paper version provided with each renewal gets pretty ragged after a couple of months in my wallet. Maybe something a little more substantial like the plastic card that SPE provides members each year? Probably a crazy idea, but thanks for listening.
- Your survey should state that the anti-spam code is case sensitive before hitting Send Now rather than waiting until afterwards and having to redo the whole survey. What a waste of time! Most codes are not case sensitive.
- Email reminder to renew license would be great.
- I have been licensed under this board since its inception and while I believed this

process was established for good and noble purposes, it has degenerated into a pure money grabbing tax on working geoscientists with no benefit for the money spent. While my employers have in the past been willing to cover this expense, I cannot in good conscience continue to ask them to do so when it is just a waste of money. In the past I have been an expert witness on cases ranging from State to Federal to International Courts and have generally been asked if I was licensed by opposing counsel but that has been the limit of its usefulness. I find it in no way establishes, proves or validates my technical competence or ethics. In general I find that based on the large number of geoscientist I know, their technical competence and standard of ethics bears no relationship to their license status. *(e-mail address redacted)*

- Nothing at this time
- This form just completely erased all of my entries because I entered the wrong case in the security image code. 1. There is no note that it is case sensitive 2. It could have told me it was case sensitive and prompted for a new code instead of erasing everything
- Please reduce license renewal fees by minimizing computers and internet access upgrades. The best customer service still remains face-to-face and voice-to-voice contacts with paper files for backup. You may call me for details. David M. Boylan, P.G. *(telephone number redacted)*
- You guys are doing an excellent job. Ms. Roman, has always been there whenever one needs urgent services.
- Web site is very user unfriendly for me--I finally had to renew by phone( that person was very helpful and courteous).
- I was flummoxed to learn that your staff could not reset a password for this site like any other system I have ever encountered. I had to spend an inordinate amount of time straightening out access issues. I am concerned that this is going to be an ongoing problem.
- Please continue to increase the availability of educational documents and programs for the layman and the professional.
- When I tried to pay my fee for renewal (giving credit car # etc.), it was very unclear if it had worked or not. I was hoping to receive something telling me one way or the other. A few days later, I got my notice in the mail, saying my account has expired for more than 30 days, etc. etc. Clearly, something is not working properly. Sincerely, Allen Bertagne # 3149
- Thanks for help and consideration.
- I have no issues with TBPG interaction. Thank you.

- I have never been able to renew on the new system, had to do it in person. the staff were great in helping me do this. *(e-mail address redacted)*
- Question III of this survey shows up on top of the footer of the web page, making it very difficult to read.
- Two tries and I still cannot get past the Security Image Code
- The Texas Board staff does a good job in sharing information and providing assistance.
- Sorry I do not use this site very much. I tend to go there when I renew my dues. John
- The only complaint I have is not receiving notices to renew the firm and my license. When I get them, it is after the fact. An email notice is preferred over a mail out.



---

*For more information, please contact:*

Molly Roman  
Texas Board of Professional Geoscientists  
512/936-4405 Office  
512/936-4409 Fax  
[mroman@tbpg.state.tx.us](mailto:mroman@tbpg.state.tx.us)