



# CUSTOMER SATISFACTION SURVEY AND COST ANALYSIS REPORT 2021

**Business Enterprises of Texas**

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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 37 as part of TWC performance reporting for the BET program for the 2020–2021 biennium. Rider 37 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 three 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 May 11 to June 18 due to the COVID-19 pandemic. This adjustment resulted in 23 of the 46 agencies responding and 723 customer responses. The response is down considerably from last year as expected due to the significant increase in the number of state agency staff working remotely as a result of the pandemic.

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 May 11 through June 18







## Actions Taken as a Result of the 2020 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 2021 Customer Satisfaction Survey Results

Although many of the categories surveyed remained stable—within one to two percentage points from 2020 to 2021—BET survey respondents once again reported that they saw improvement in BET operations in the areas of overall value and product selection. Survey responses showed that there are still areas for improvement, including the expansion of healthy offerings.

Many respondents provided preferences and opinions consistent with those received in past surveys:

- 59.69 percent of respondents once again listed that they would like to see healthy offerings.
- Sandwiches/wraps, salads, chicken, and hamburgers were listed as items respondents would like to see on service menus.
- Customers once again responded that the biggest competitor of the BET facility is the customer non-retail food sources. This is due most often to customers bringing food from home.

As in the 2020 survey, the 2021 survey included several new questions designed to determine the impact that the pandemic had on customer perceptions. This information will assist BET in evaluating necessary modifications for increasing customer comfort levels while using BET facilities in the wake of the pandemic. It will also inform consideration of new food service models.

The following are a few of the primary observations based on survey responses:

- More than 86-percent of all respondents use the services that BET managers offer in the workplace.
- The majority of respondents, 60 percent, stated that they spend between \$6 and \$10 daily for lunch.
- Respondents made clear that they prefer shopping at BET food service facilities over vending machines.
- More than 52 percent of respondents indicated that, when they make purchases from vending machines, it is most often peanuts/nuts, followed by trail mix and baked chips.
- More than 12 percent of all respondents would not be comfortable dining in BET food service facility dining areas due to the pandemic, primarily because of the concern about crowds indoors, but they also indicated the measures that would alleviate those concerns.

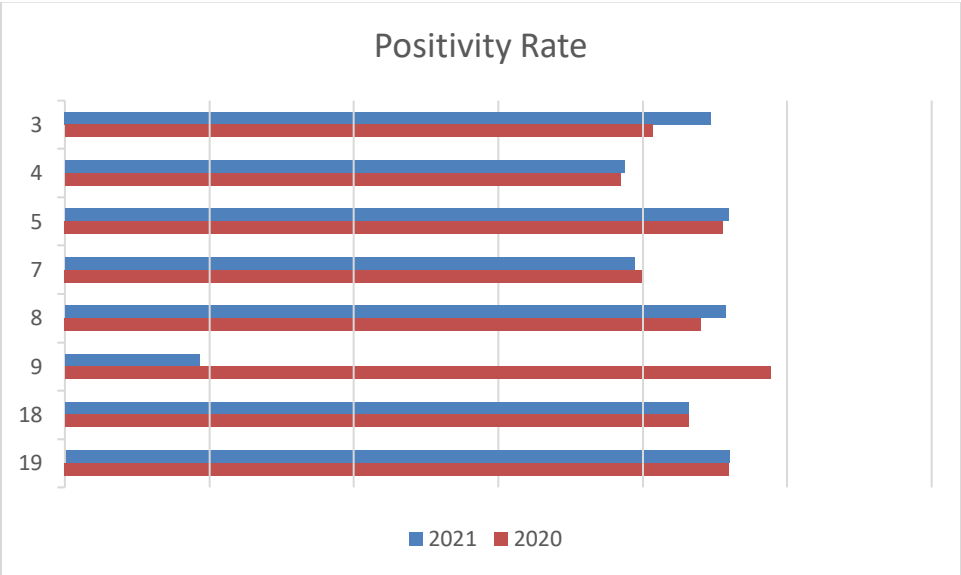
- Respondents noted that they would be more likely to bring cooked food from home or order carryout/takeout in the wake of the pandemic.



## 2021 Customer Satisfaction Survey Results

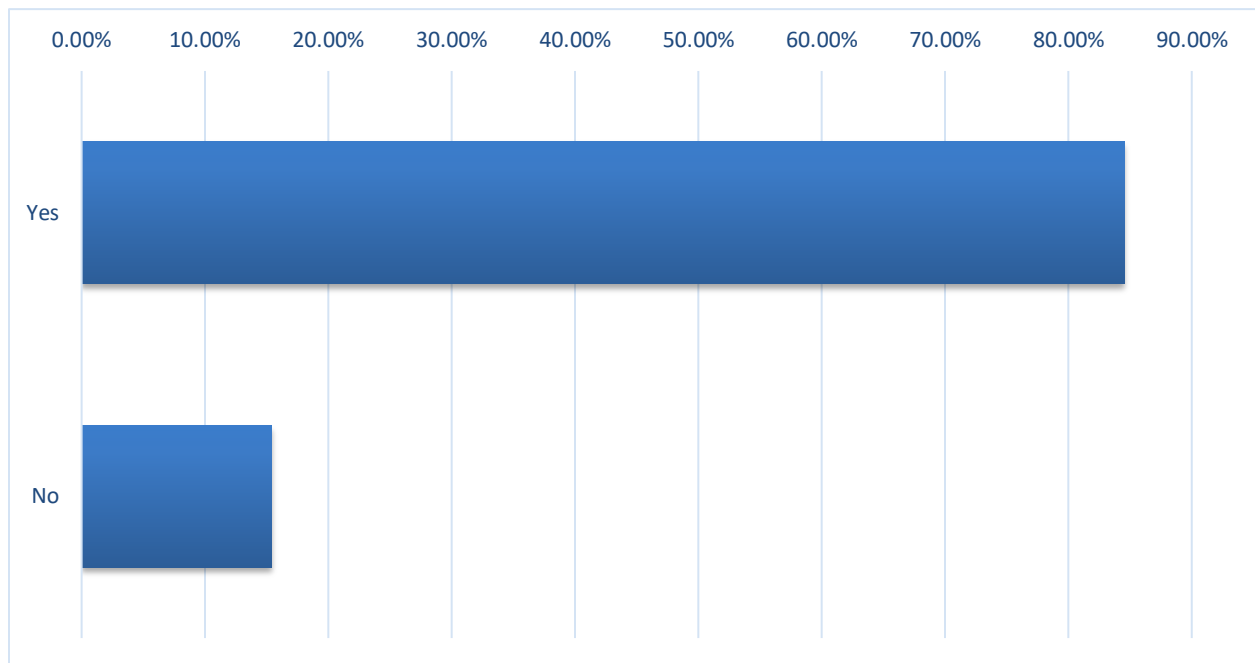
The following tables and graphs reflect the 723 responses to the topics addressed in the survey. For questions remaining consistent from 2020 to 2021, the graphs also reflect 2020 survey results. The graph and the table on the next page demonstrate the rate of positive comments compared to the previous year for questions consistent from 2020 to 2021.

Positivity Rate 2021 Compared to 2020			
Q#	2021	2020	+/-
3	<b>89.46%</b>	81.32%	8.14%
4	<b>77.47%</b>	76.91%	0.56%
5	<b>91.84%</b>	91.15%	0.69%
7	<b>78.79%</b>	80.08%	-1.29%
8	<b>91.45%</b>	88.03%	3.42%
9	<b>18.69%</b>	97.63%	-78.94%
18	<b>86.30%</b>	86.29%	0.01%
19	<b>92.01%</b>	91.92%	0.09%
<b>Average</b>	<b>78.25%</b>	<b>86.67%</b>	<b>-8.42%</b>



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

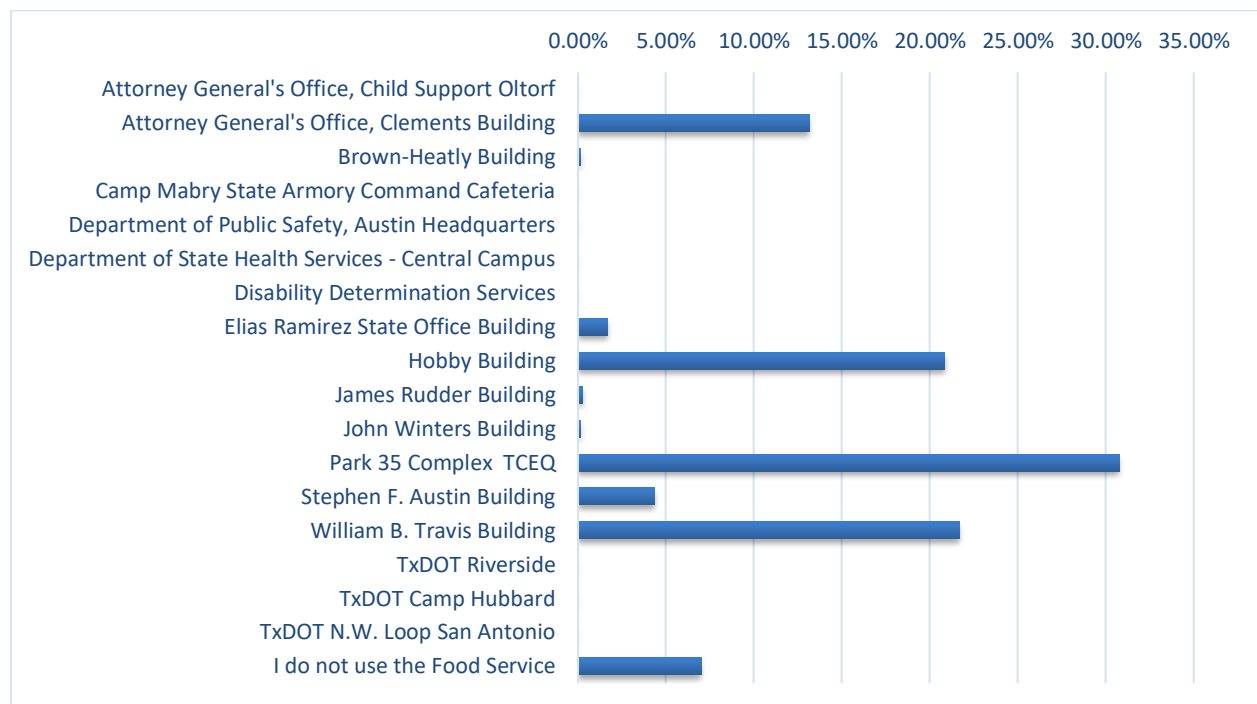
Answer Choices	Response Percent	Response Count
Yes	86.97%	621
No	13.03%	93
	<b>Answered</b>	<b>714</b>
	<b>Skipped</b>	<b>9</b>





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

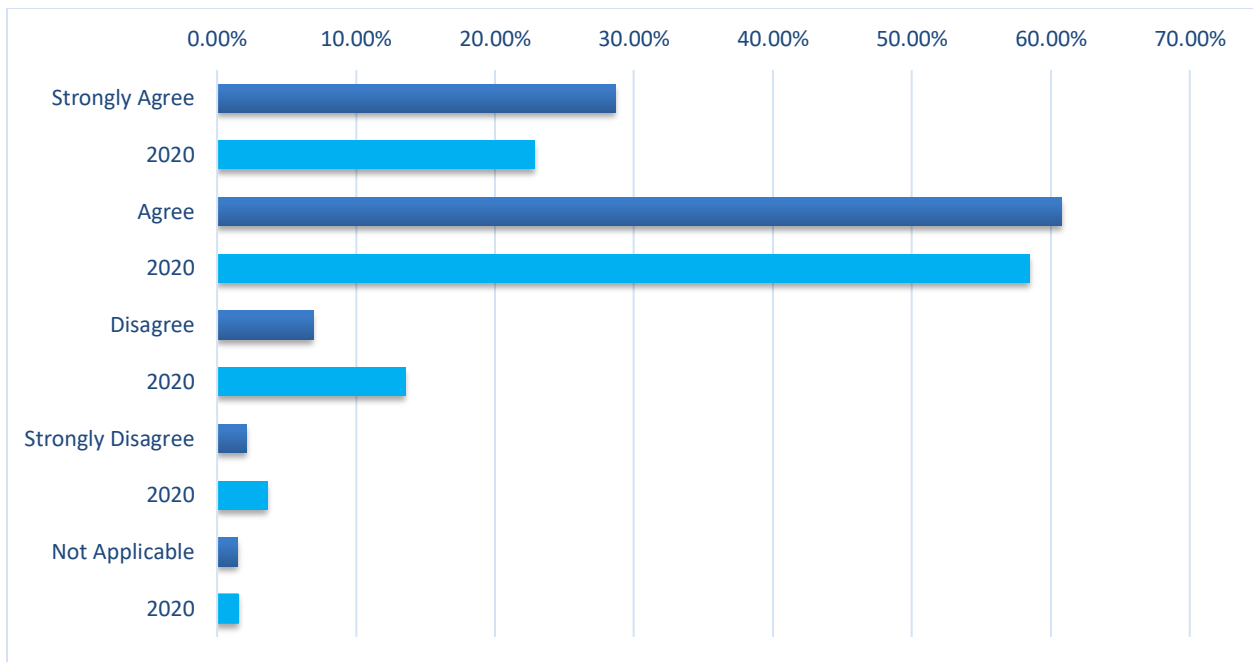
Answer Choices	Response Percent	Response Count
Attorney General's Office, Child Support Oltorf	0.00%	0
Attorney General's Office, Clements Building	13.15%	94
Brown-Heatly Building	0.14%	1
Camp Mabry State Armory Command Cafeteria	0.00%	0
Department of Public Safety, Austin Headquarters	0.00%	0
Department of State Health Services - Central Campus	0.00%	0
Disability Determination Services	0.00%	0
Elias Ramirez State Office Building	1.68%	12
Hobby Building	20.84%	149
James Rudder Building	0.28%	2
John Winters Building	0.14%	1
Park 35 Complex TCEQ	30.77%	220
Stephen F. Austin Building	4.34%	31
William B. Travis Building	21.68%	155
TxDOT Riverside	0.00%	0
TxDOT Camp Hubbard	0.00%	0
TxDOT N.W. Loop San Antonio	0.00%	0
I do not use the Food Service	6.99%	50
	<b>Answered</b>	<b>715</b>
	<b>Skipped</b>	<b>8</b>



# Pricing and Products

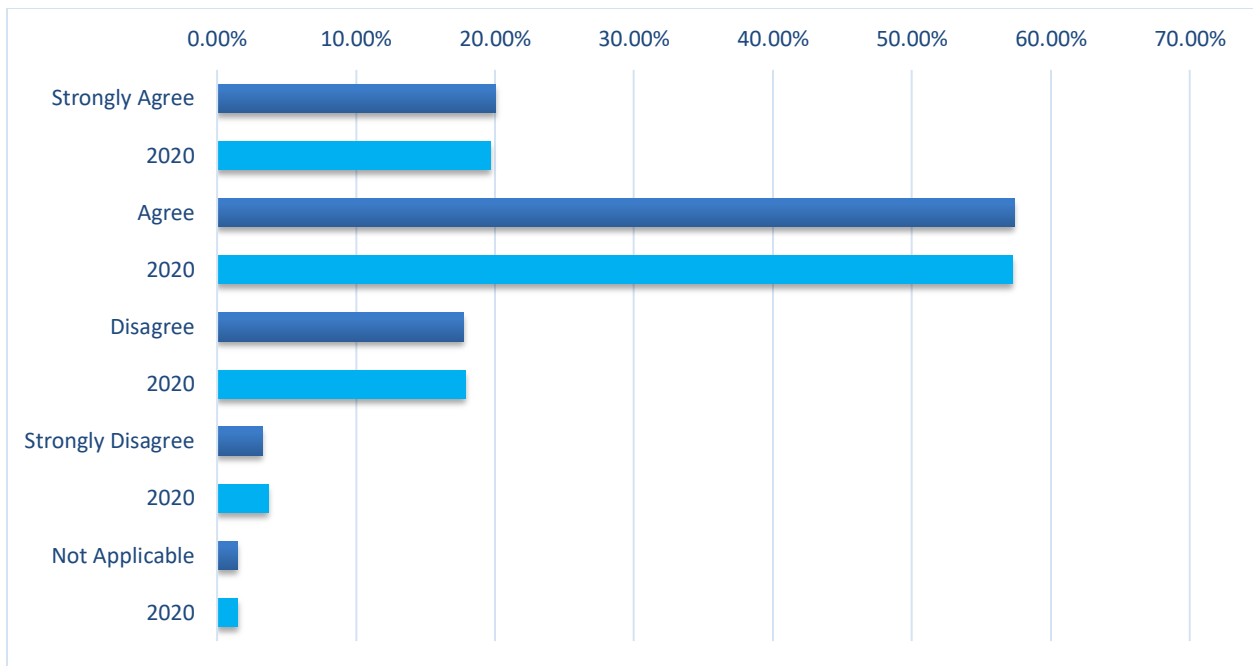
**Question 3: The prices offered in the food service and/or vending facility in this building are reasonable compared to other food service operations in the area.**

Answer Choices	Response Percent	Response Count
Strongly Agree	28.67%	174
2020	22.83%	347
Agree	60.79%	369
2020	58.49%	889
Disagree	6.92%	42
2020	13.55%	206
Strongly Disagree	2.14%	13
2020	3.62%	55
Not Applicable	1.48%	9
2020	1.51%	23
<b>Answered</b>		<b>607</b>
<b>Skipped</b>		<b>116</b>



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

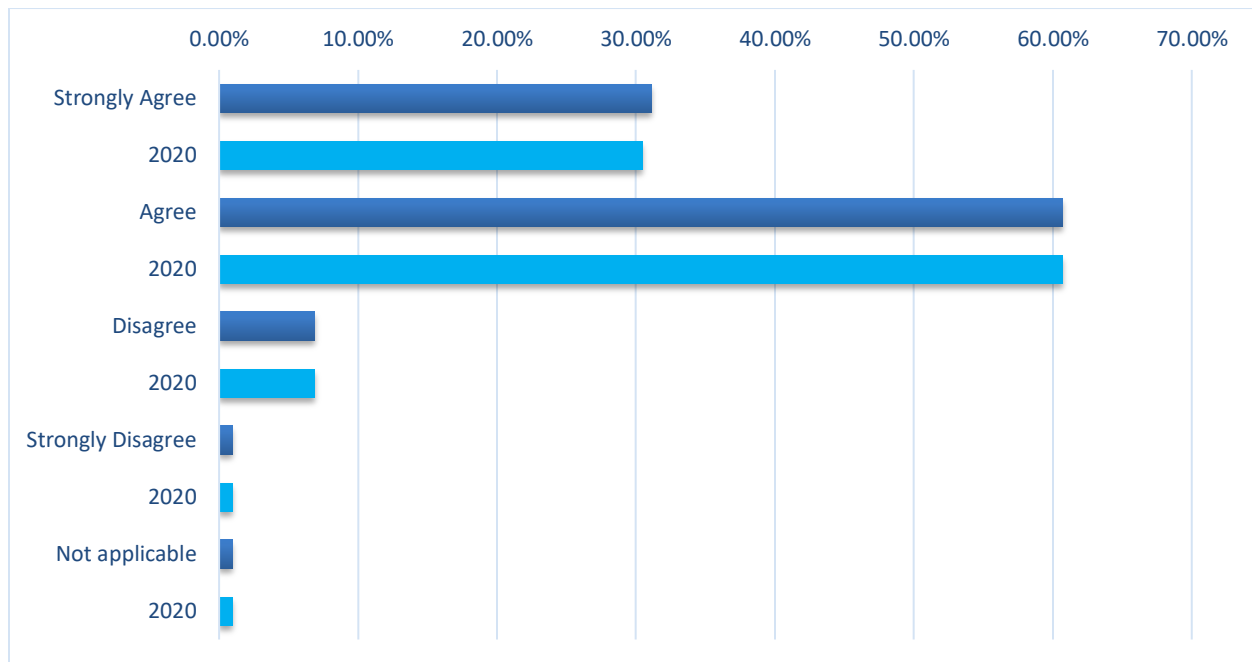
Answer Choices	Response Percent	Response Count
Strongly Agree	20.07%	122
2020	19.67%	299
Agree	57.40%	349
2020	57.24%	870
Disagree	17.76%	108
2020	17.89%	272
Strongly Disagree	3.29%	20
2020	3.68%	219
Not Applicable	1.48%	9
2020	1.51%	23
<b>Answered</b>		<b>608</b>
<b>Skipped</b>		<b>115</b>



# 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	31.14%	189
2020	30.45%	461
Agree	60.70%	348
2020	60.70%	919
Disagree	6.87%	49
2020	6.87%	104
Strongly Disagree	0.99%	8
2020	0.99%	15
Not applicable	0.99%	13
2020	0.99%	15
<b>Answered</b>		<b>607</b>
<b>Skipped</b>		<b>116</b>

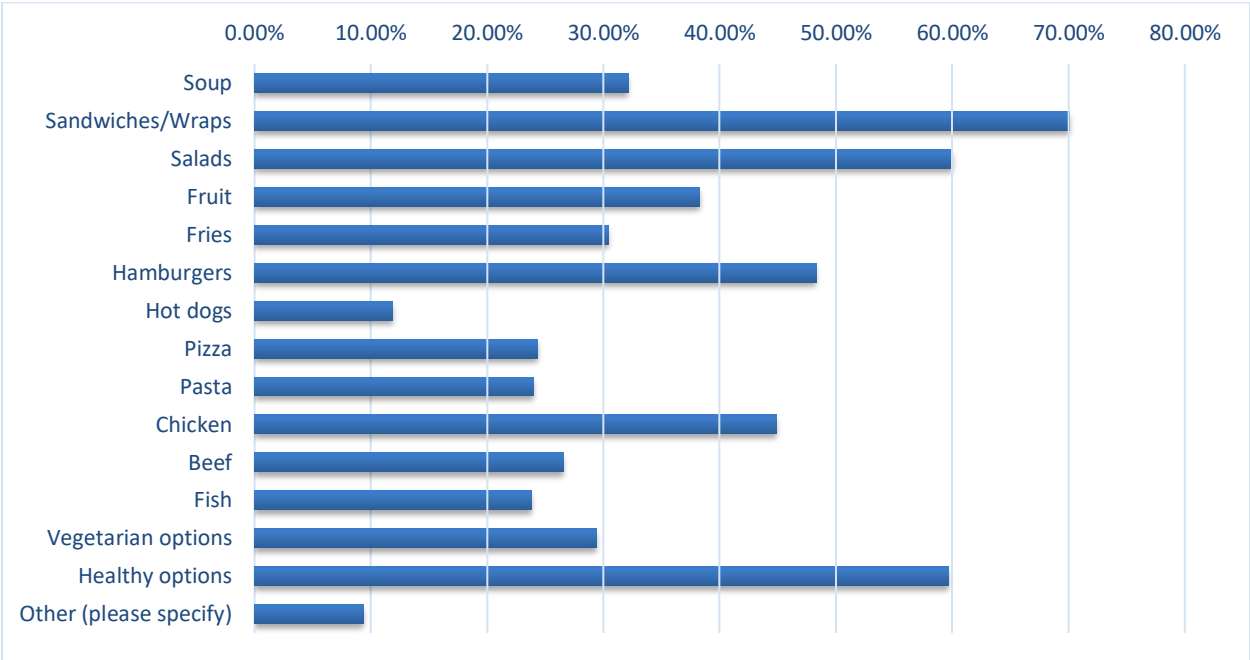




# Menu Items

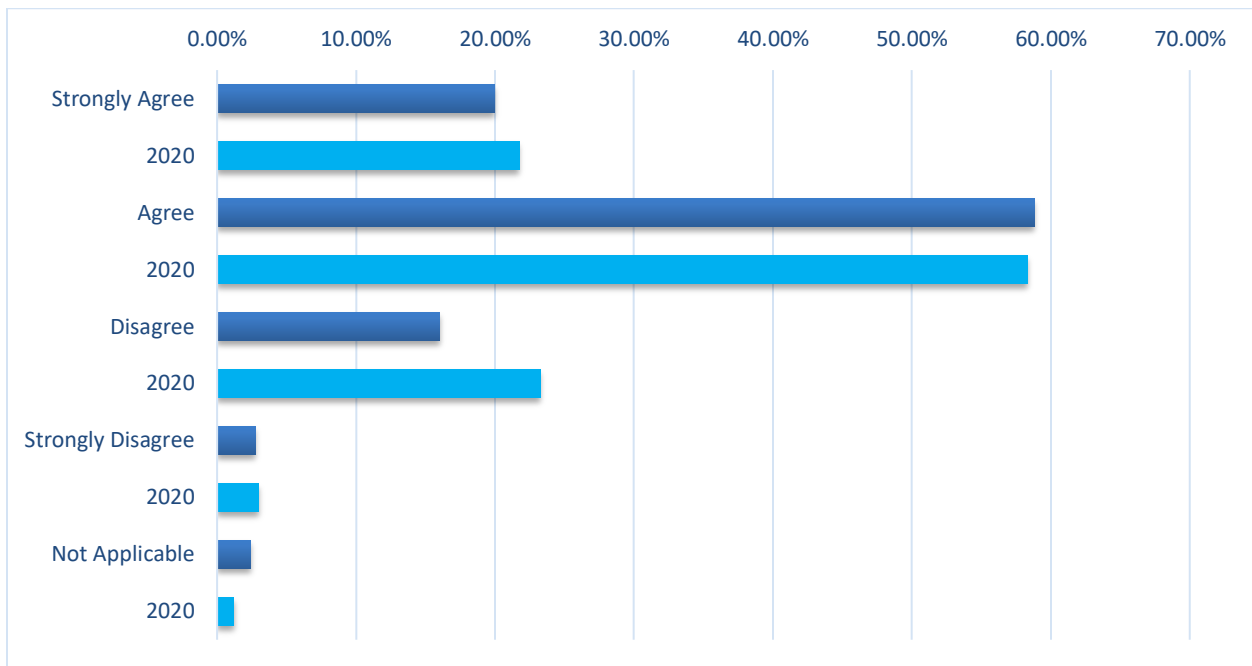
**Question 6: If you are creating your own food service menu, select the items you would include. (Please select your top three items.)**

Answer Choices	Response Percent	Response Count
Soup	32.14%	189
Sandwiches/Wraps	70.07%	412
Salads	60.03%	353
Fruit	38.27%	225
Fries	30.44%	179
Hamburgers	48.30%	284
Hot dogs	11.90%	70
Pizza	24.32%	143
Pasta	23.98%	141
Chicken	44.90%	264
Beef	26.53%	156
Fish	23.81%	140
Vegetarian options	29.42%	173
Healthy options	59.69%	351
Other (please specify)	9.35%	55
<b>Answered</b>		<b>588</b>
<b>Skipped</b>		<b>135</b>



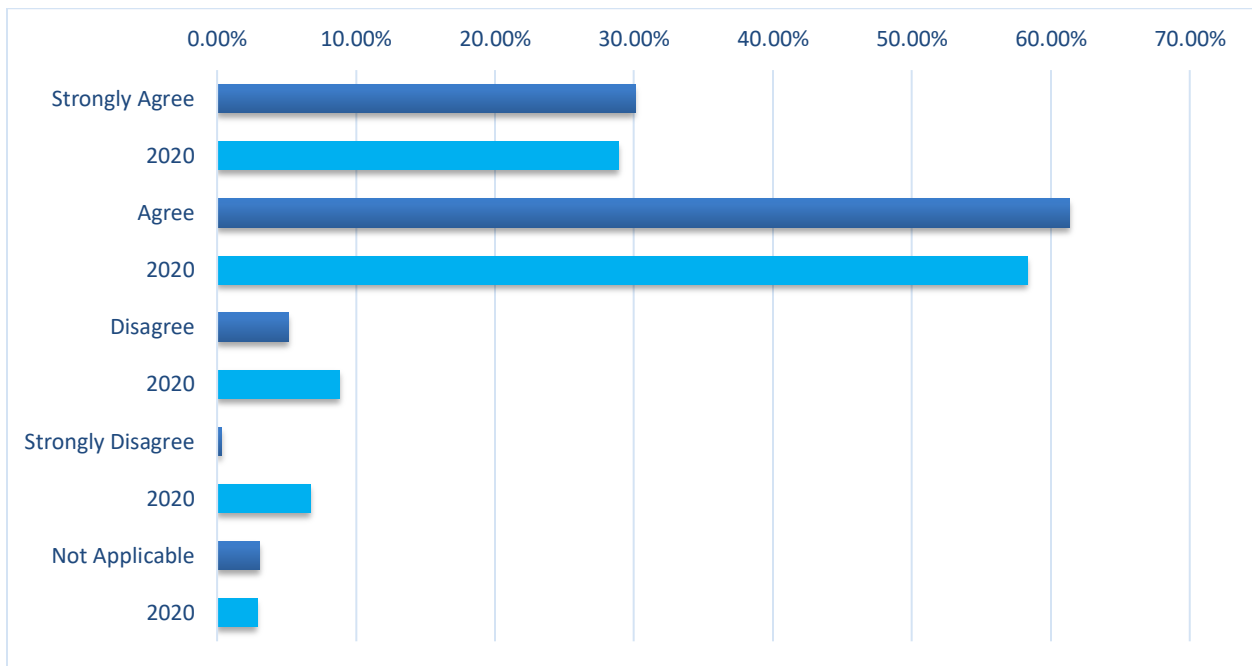
**Question 7: There is a wide variety of hot food offered.**

Answer Choices	Response Percent	Response Count
Strongly Agree	20.00%	116
2020	21.75%	321
Agree	58.79%	341
2020	58.33%	861
Disagree	16.03%	93
2020	23.29%	232
Strongly Disagree	2.76%	16
2020	2.98%	112
Not Applicable	2.41%	14
2020	1.22%	18
<b>Answered</b>		<b>580</b>
<b>Skipped</b>		<b>143</b>



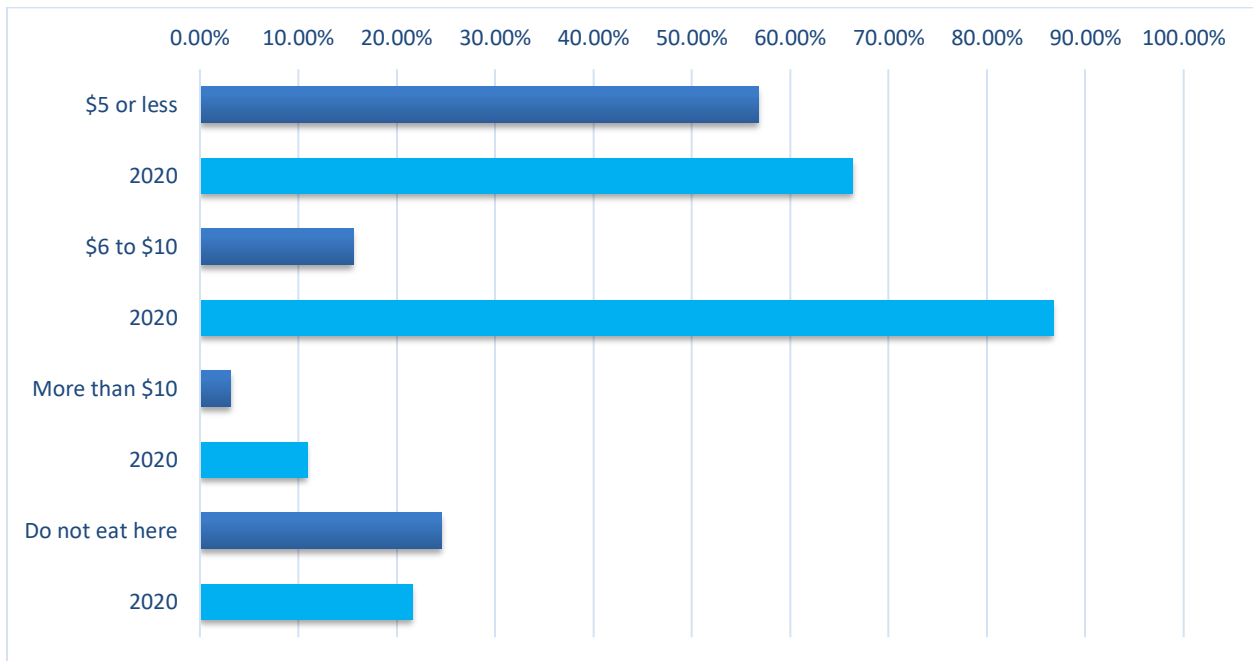
**Question 8: There is a wide variety of bottled beverages offered.**

Answer Choices	Response Percent	Response Count
Strongly Agree	30.09%	176
2020	28.93%	429
Agree	61.37%	359
2020	58.33%	865
Disagree	5.13%	30
2020	8.83%	131
Strongly Disagree	0.34%	2
2020	6.70%	10
Not Applicable	3.08%	18
2020	2.88%	48
<b>Answered</b>		<b>585</b>
<b>Skipped</b>		<b>138</b>



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

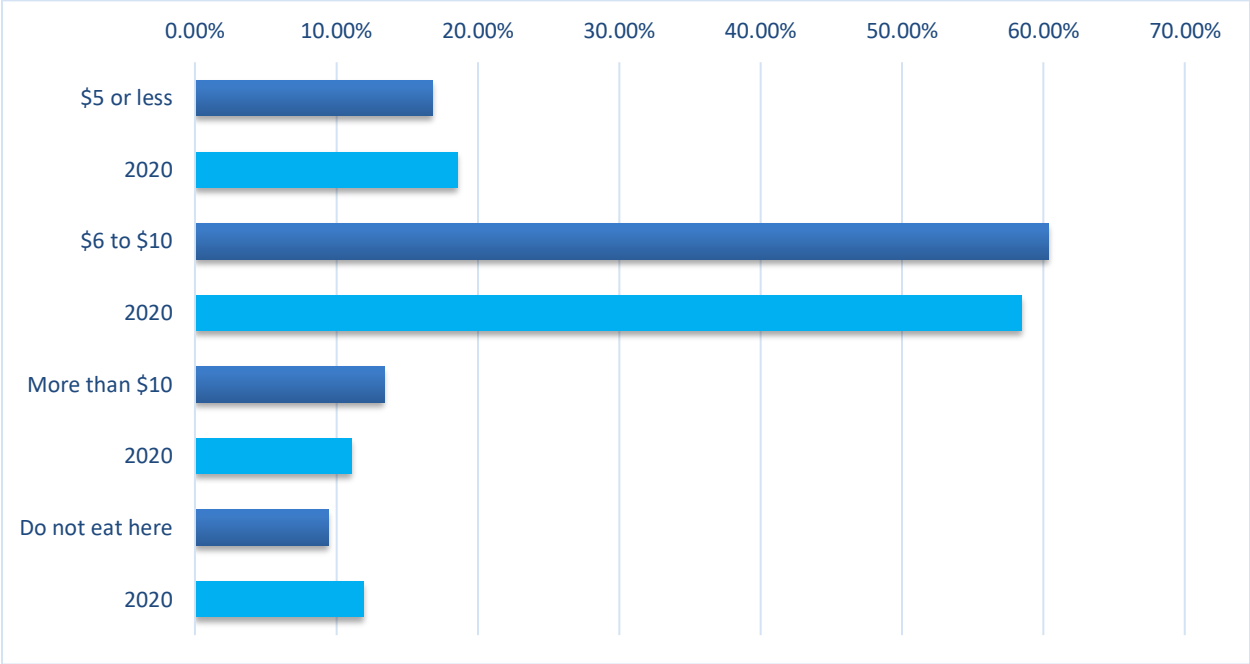
Answer Choices	Response Percent	Response Count
\$5 or less	56.75%	328
2020	66.34%	831
\$6 to \$10	15.57%	90
2020	86.74%	213
More than \$10	3.11%	18
2020	10.89%	46
Do not eat here	24.57%	142
2020	21.63%	371
<b>Answered</b>		<b>578</b>
<b>Skipped</b>		<b>145</b>





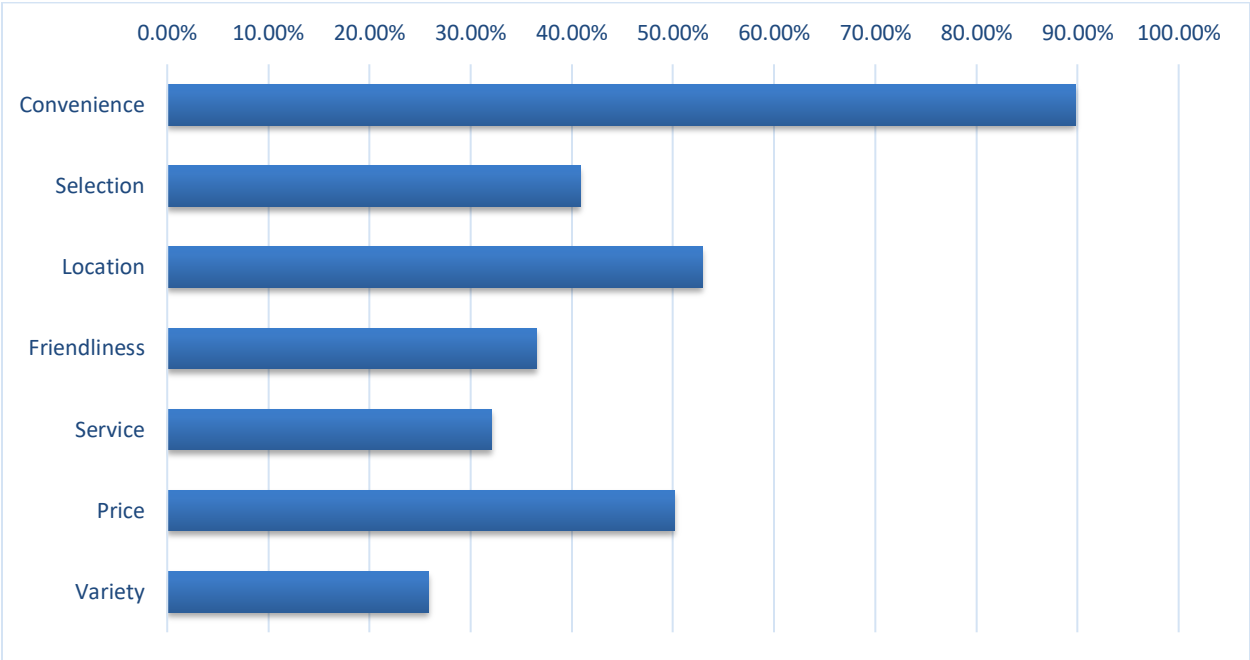
**Question 10: During a regular workweek, what do you normally spend for lunch daily?**

Answer Choices	Response Percent	Response Count
\$5 or less	16.81%	98
2020	18.54%	274
\$6 to \$10	60.38%	352
2020	58.46%	864
More than \$10	13.38%	78
2020	11.10%	164
Do not eat here	9.43%	55
2020	11.91%	176
<b>Answered</b>		<b>583</b>
<b>Skipped</b>		<b>140</b>



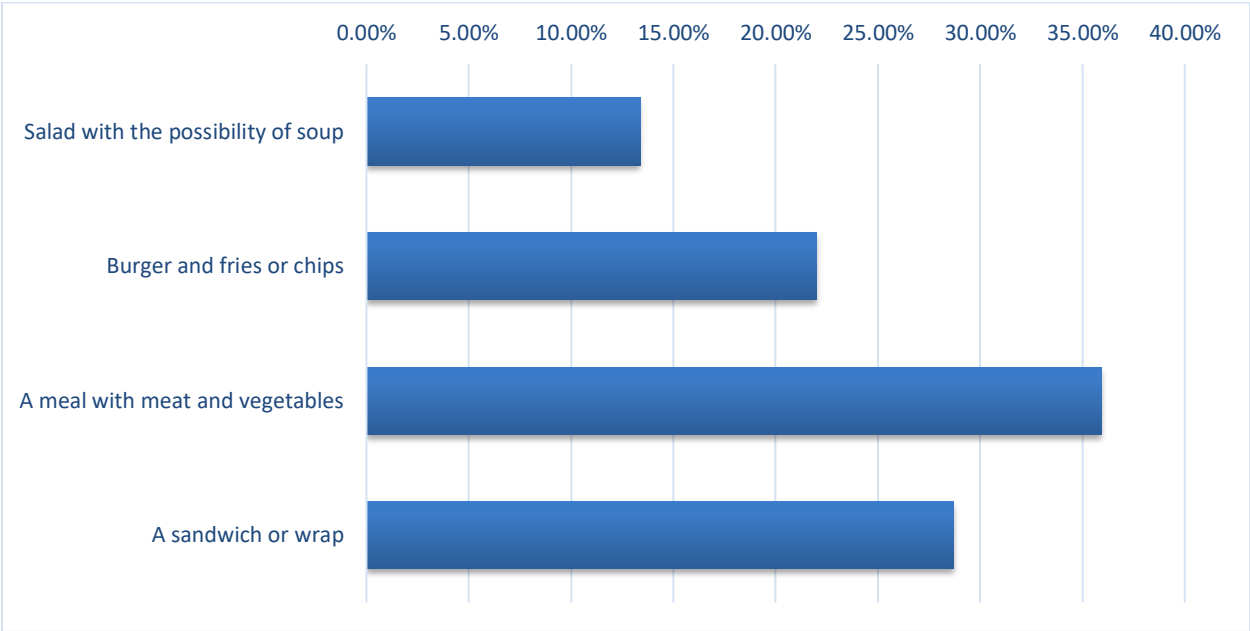
**Question 11: Please check the options below that influence your choice to eat at your food service facility.**

Answer Choices	Response Percent	Response Count
Convenience	89.83%	521
Selection	40.86%	237
Location	52.93%	307
Friendliness	36.55%	212
Service	32.07%	186
Price	50.17%	291
Variety	25.86%	150
<b>Answered</b>		<b>580</b>
<b>Skipped</b>		<b>143</b>



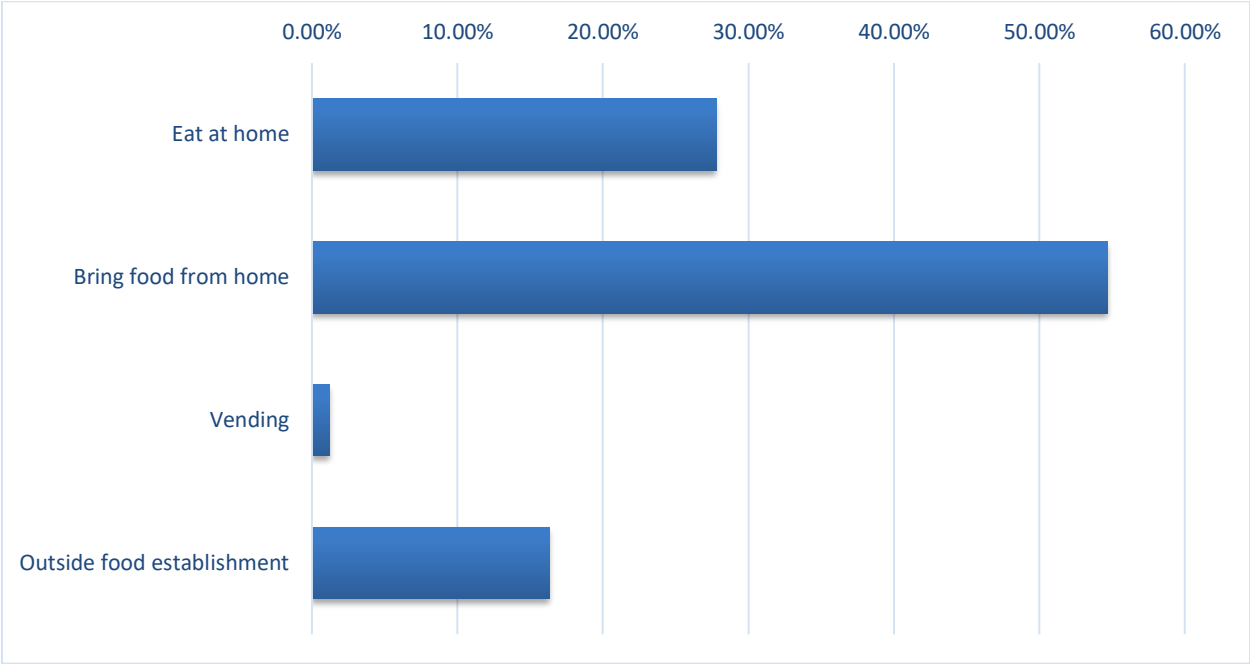
**Question 12: A typical lunch with your colleagues in your food service facility would consist of:**

Answer Choices	Response Percent	Response Count
Salad with the possibility of soup	13.38%	76
Burger and fries or chips	22.01%	125
A meal with meat and vegetables	35.92%	204
A sandwich or wrap	28.70%	163
<b>Answered</b>		<b>568</b>
<b>Skipped</b>		<b>155</b>



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

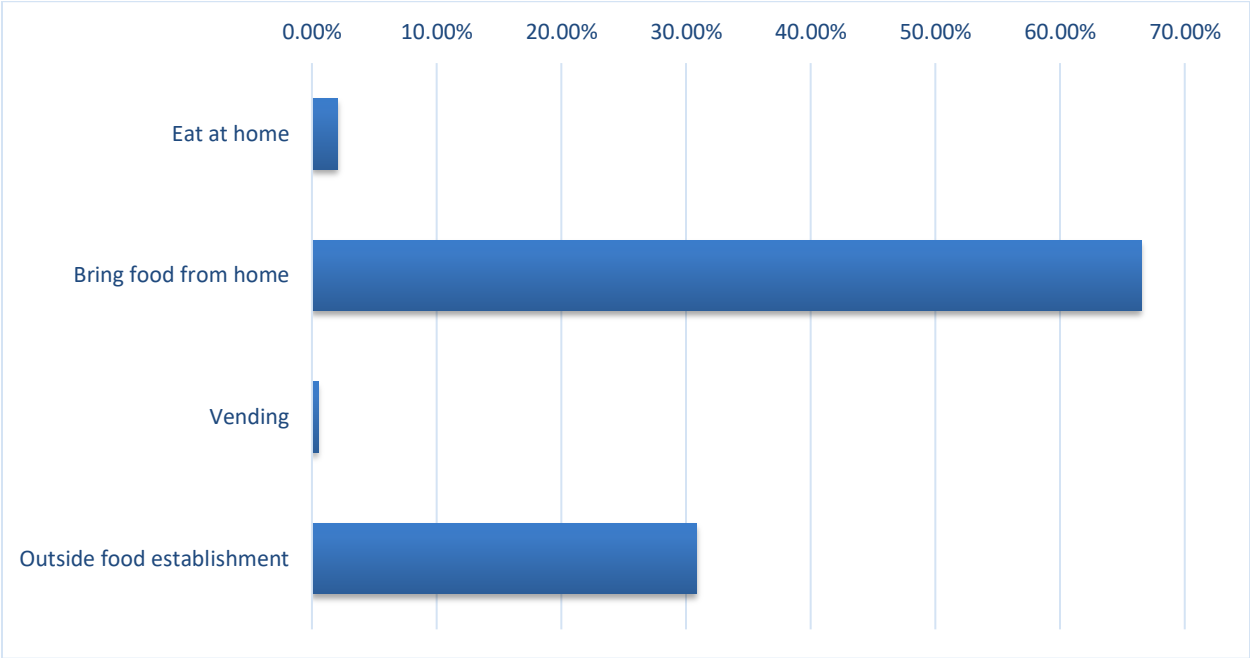
Answer Choices	Response Percent	Response Count
Eat at home	27.79%	162
Bring food from home	54.72%	319
Vending	1.20%	7
Outside food establishment	16.30%	95
<b>Answered</b>		<b>583</b>
<b>Skipped</b>		<b>140</b>





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

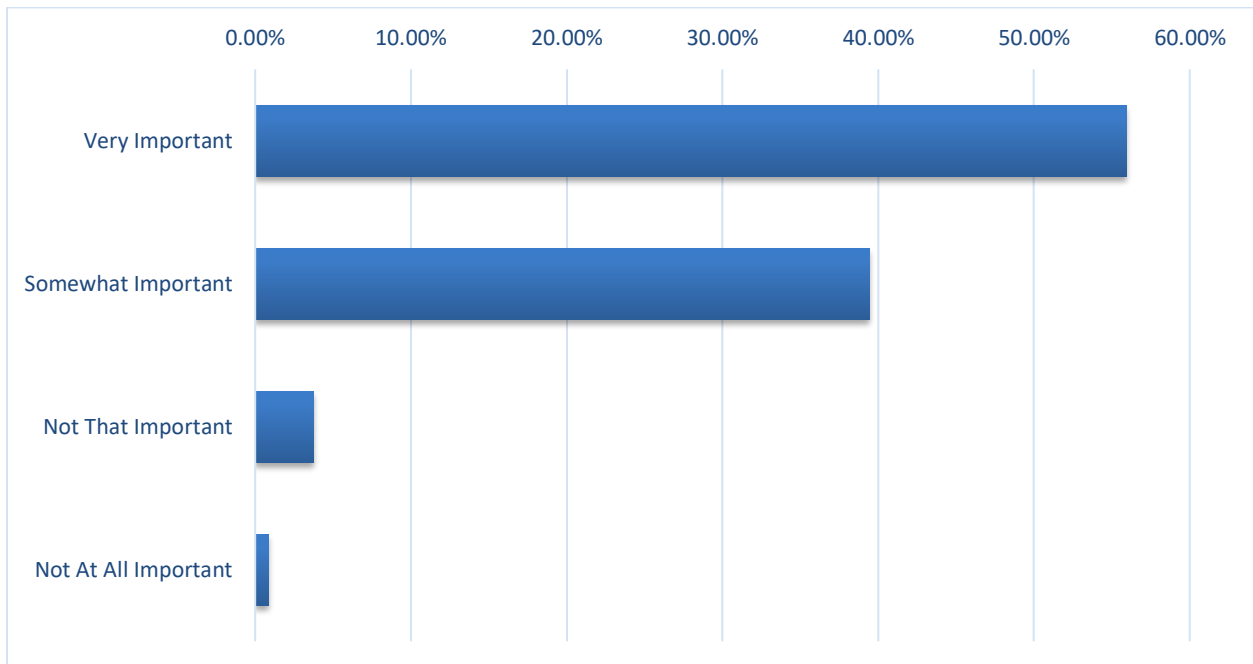
Answer Choices	Response Percent	Response Count
Eat at home	2.06%	12
Bring food from home	66.55%	388
Vending	0.51%	3
Outside food establishment	30.87%	180
<b>Answered</b>		<b>583</b>
<b>Skipped</b>		<b>140</b>



# Healthy Options

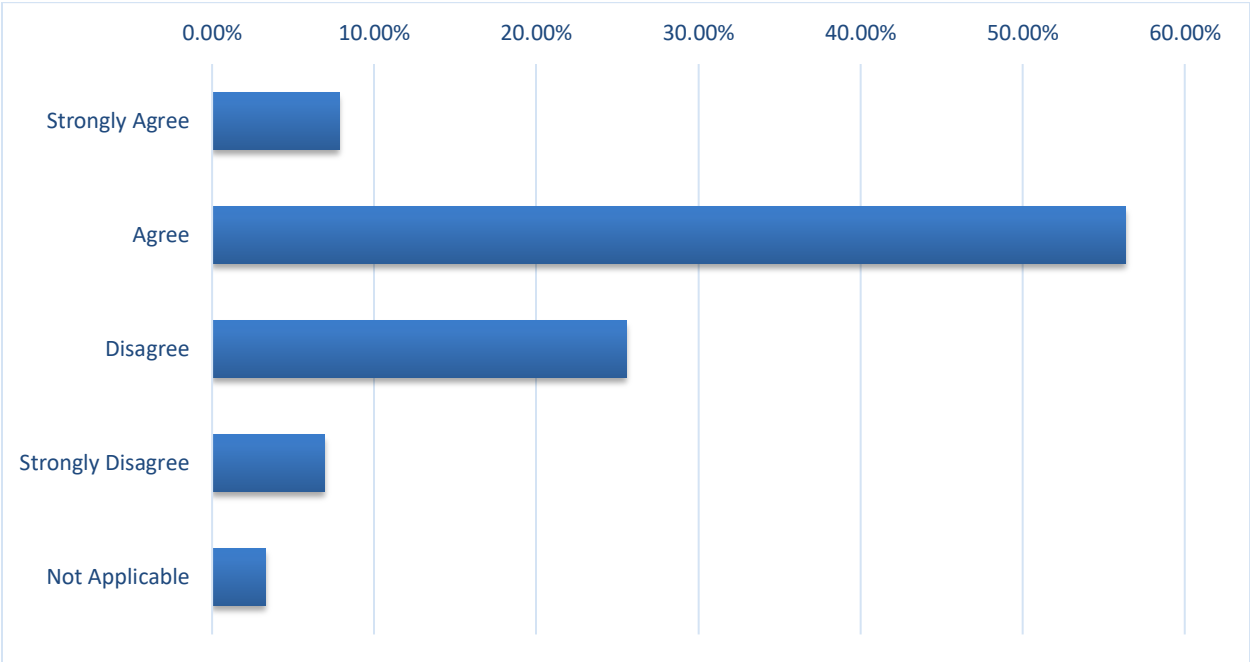
**Question 15: Rate how important it is to you to eat healthy foods on a daily basis.**

Answer Choices	Response Percent	Response Count
Very Important	55.92%	326
Somewhat Important	39.45%	230
Not That Important	3.77%	22
Not At All Important	0.86%	5
	<b>Answered</b>	<b>583</b>
	<b>Skipped</b>	<b>140</b>



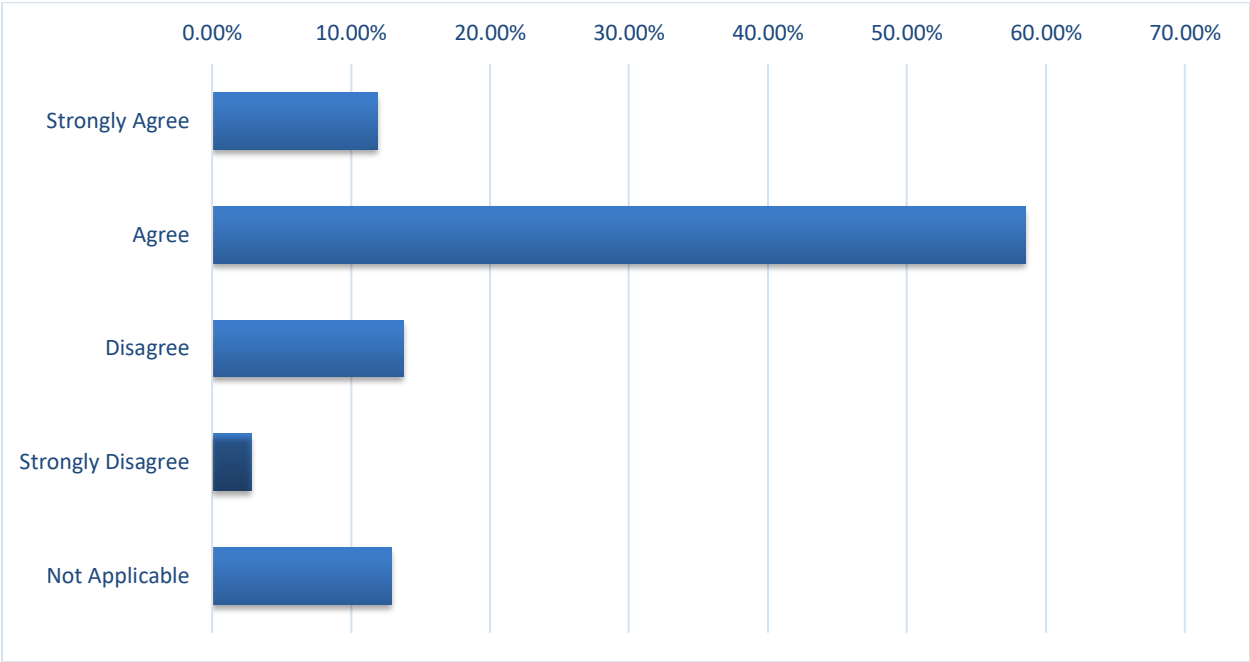
**Question 16: Healthy choices are readily available at your food service facility.**

Answer Choices	Response Percent	Response Count
Strongly Agree	7.83%	45
Agree	56.35%	324
Disagree	25.57%	147
Strongly Disagree	6.96%	40
Not Applicable	3.30%	19
<b>Answered</b>		<b>575</b>
<b>Skipped</b>		<b>148</b>



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

Answer Choices	Response Percent	Response Count
Strongly Agree	11.89%	68
Agree	58.57%	335
Disagree	13.81%	79
Strongly Disagree	2.80%	16
Not Applicable	12.94%	74
<b>Answered</b>		<b>572</b>
<b>Skipped</b>		<b>151</b>

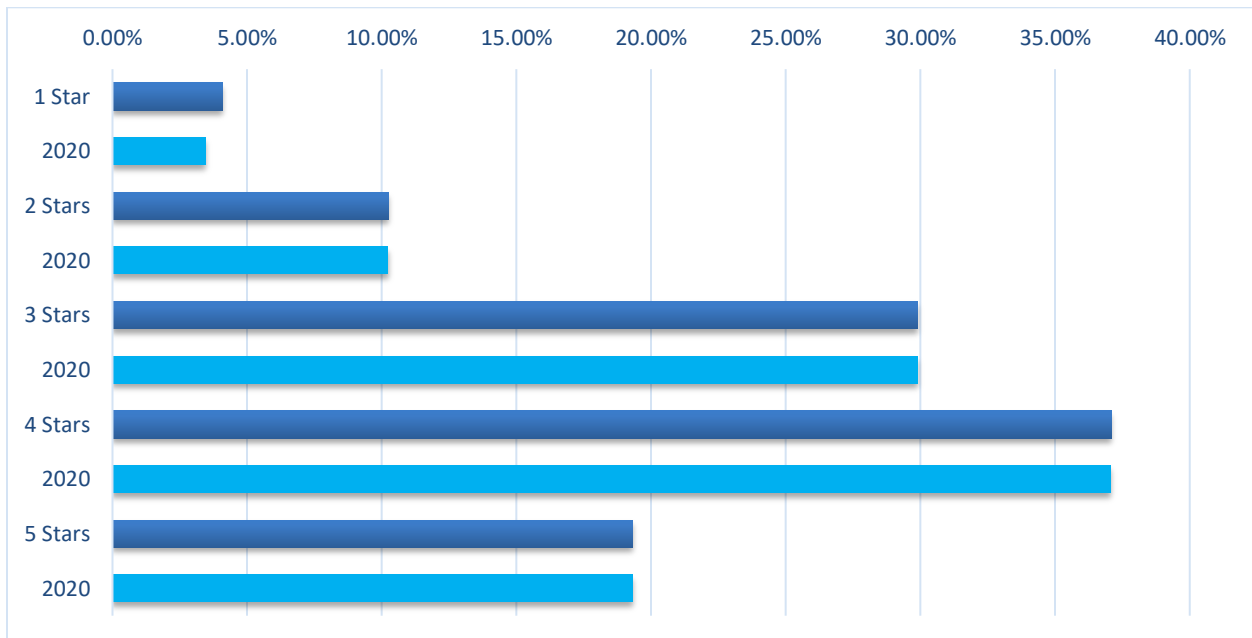




# Overall Satisfaction

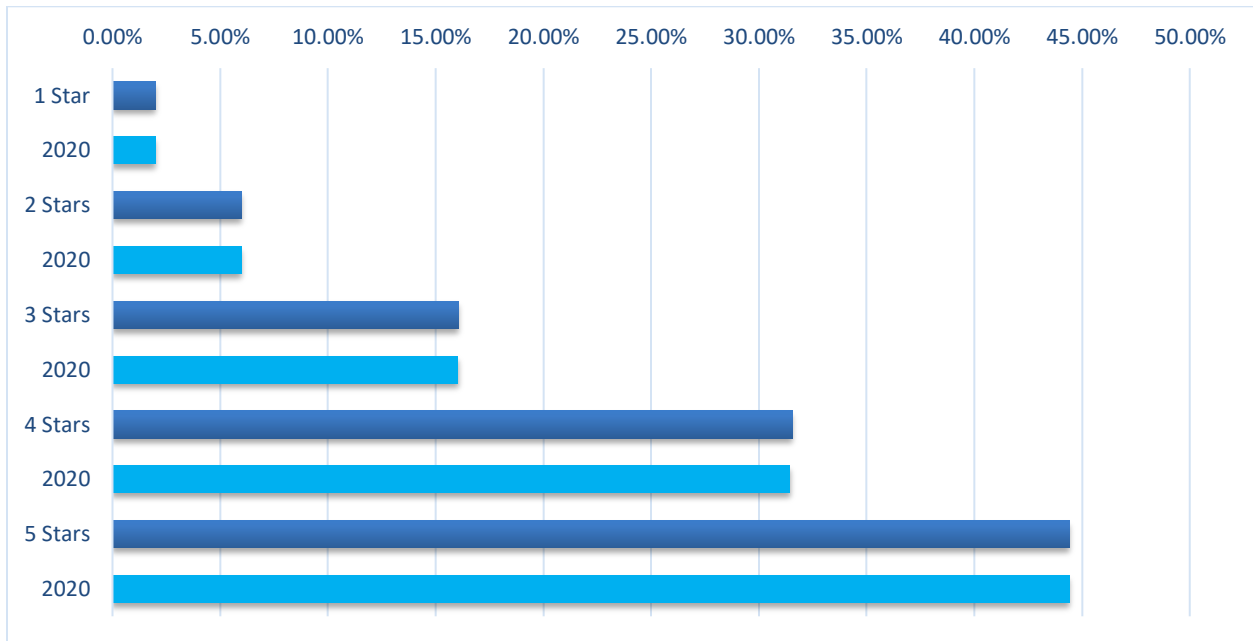
Question 18: Please rate the quality of food offered at your food service facility. (1 Star is lowest, and 5 Stars is highest.)

Answer Choices	Response Percent	Response Count
1 Star	4.08%	23
2020	3.46%	50
2 Stars	10.24%	51
2020	10.24%	148
3 Stars	29.90%	190
2020	29.90%	432
4 Stars	37.09%	206
2020	37.08%	536
5 Stars	19.31%	94
2020	19.31%	279
<b>Weighted Average</b>		<b>3.53</b>
<b>2020</b>		<b>3.59</b>
<b>Answered</b>		<b>564</b>
<b>Skipped</b>		<b>159</b>



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

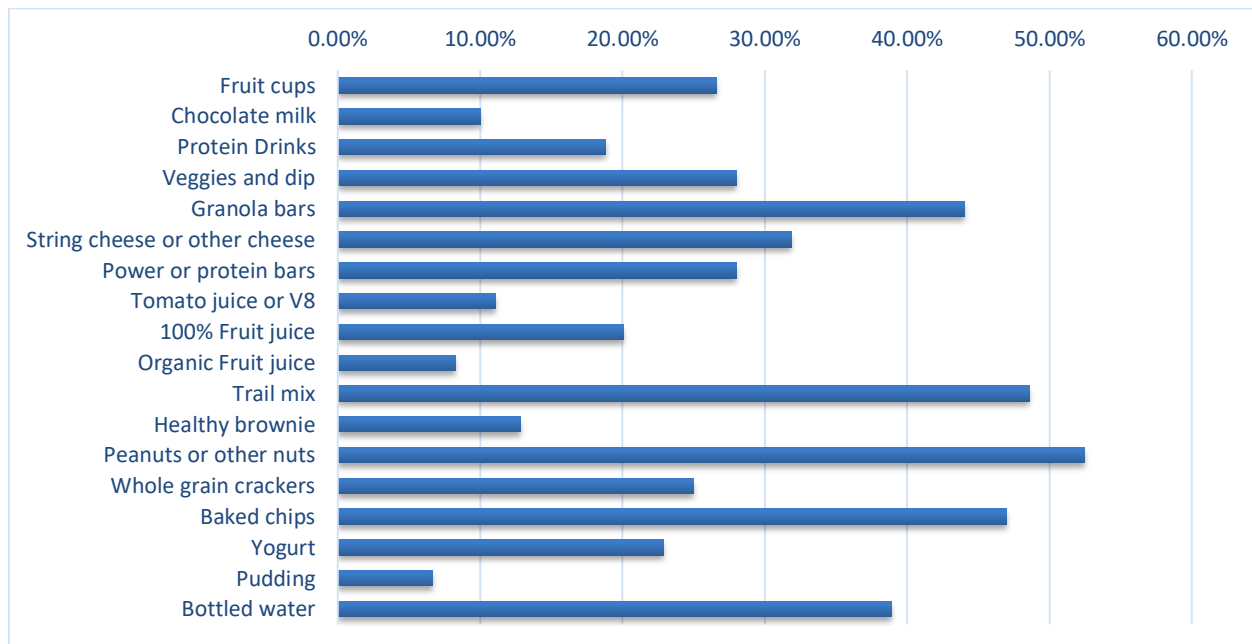
Answer Choices	Response Percent	Response Count
1 Star	2.00%	18
2020	2.00%	29
2 Stars	5.99%	27
2020	5.99%	87
3 Stars	16.05%	112
2020	16.05%	233
4 Stars	31.54%	183
2020	31.45%	458
5 Stars	44.42%	221
2020	44.42%	645
	<b>Weighted Average</b>	<b>4.00</b>
	<b>2020</b>	<b>4.10</b>
	<b>Answered</b>	<b>561</b>
	<b>Skipped</b>	<b>162</b>



# Vending

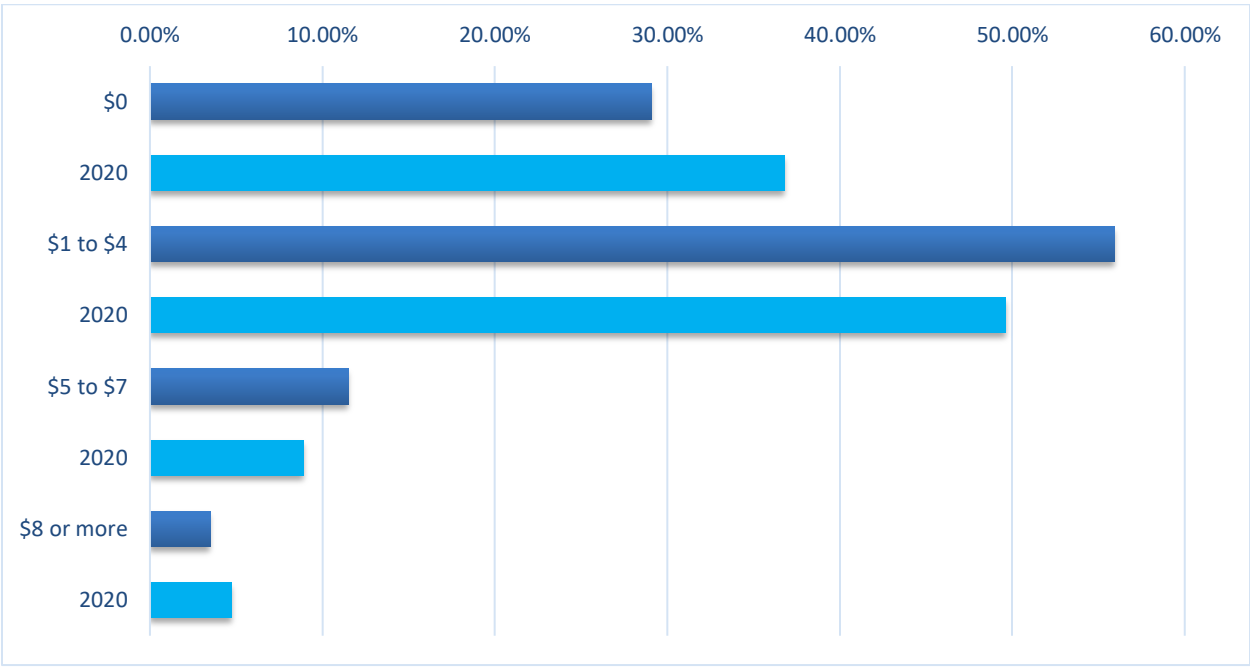
**Question 20: Please tell us which five products listed below you would be most likely to purchase:**

Answer Choices	Response Percent	Response Count
Fruit cups	26.58%	151
Chocolate milk	10.04%	57
Protein Drinks	18.84%	107
Veggies and dip	27.99%	159
Granola bars	44.01%	250
String cheese or other cheese	31.87%	181
Power or protein bars	27.99%	159
Tomato juice or V8	11.09%	63
100% Fruit juice	20.07%	114
Organic Fruit juice	8.27%	47
Trail mix	48.59%	276
Healthy brownie	12.85%	73
Peanuts or other nuts	52.46%	298
Whole grain crackers	25.00%	142
Baked chips	47.01%	267
Yogurt	22.89%	130
Pudding	6.69%	38
Bottled water	38.91%	221
	<b>Answered</b>	<b>568</b>
	<b>Skipped</b>	<b>155</b>



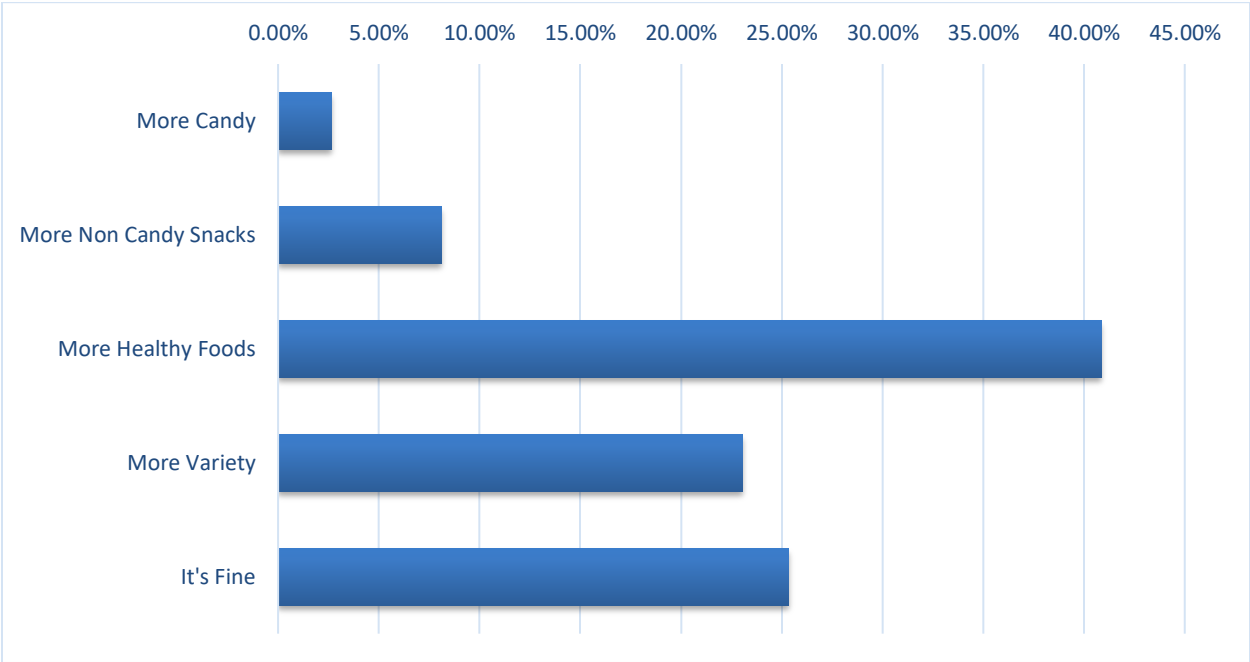
**Question 21: The amount of purchases I make during a workweek from vending machines in my building usually totals:**

Answer Choices	Response Percent	Response Count
\$0	29.09%	167
2020	36.79%	546
\$1 to \$4	55.92%	321
2020	49.60%	1153
\$5 to \$7	11.50%	66
2020	8.89%	132
\$8 or more	3.48%	20
2020	4.72%	70
<b>Answered</b>		<b>574</b>
<b>Skipped</b>		<b>149</b>



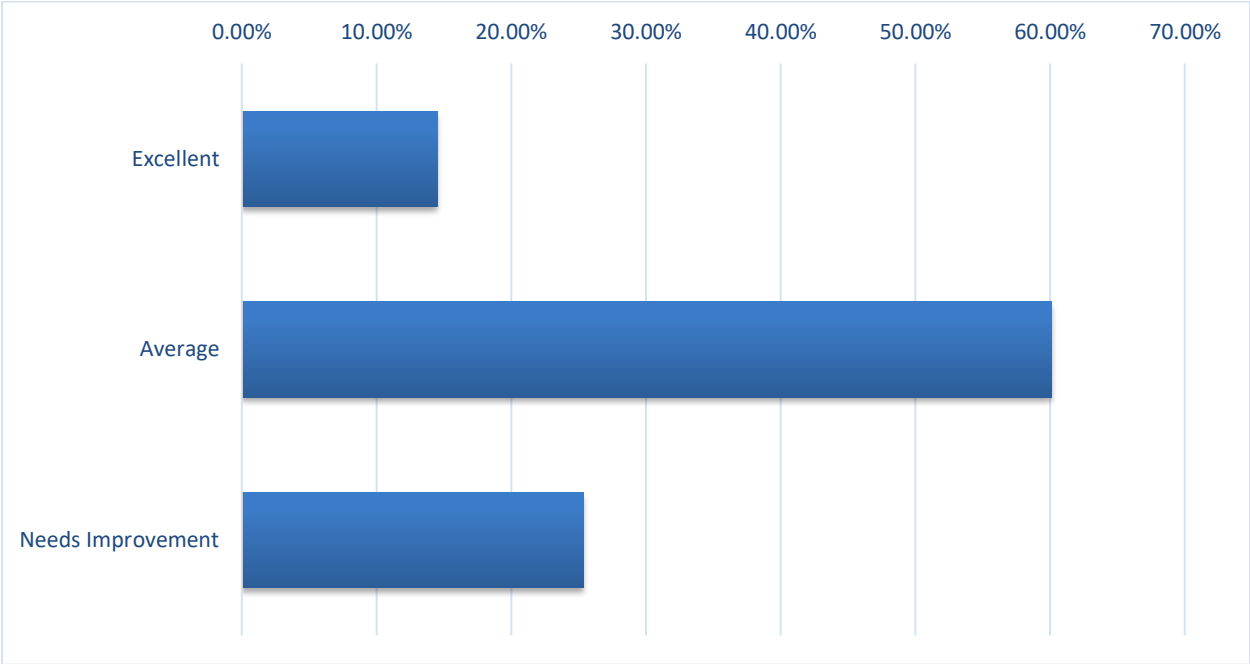
**Question 22: I would like the following to be available in vending machines.**

Answer Choices	Response Percent	Response Count
More Candy	2.64%	15
More Non-Candy Snacks	8.10%	46
More Healthy Foods	40.85%	232
More Variety	23.06%	131
It's Fine	25.35%	144
	<b>Answered</b>	<b>568</b>
	<b>Skipped</b>	<b>155</b>



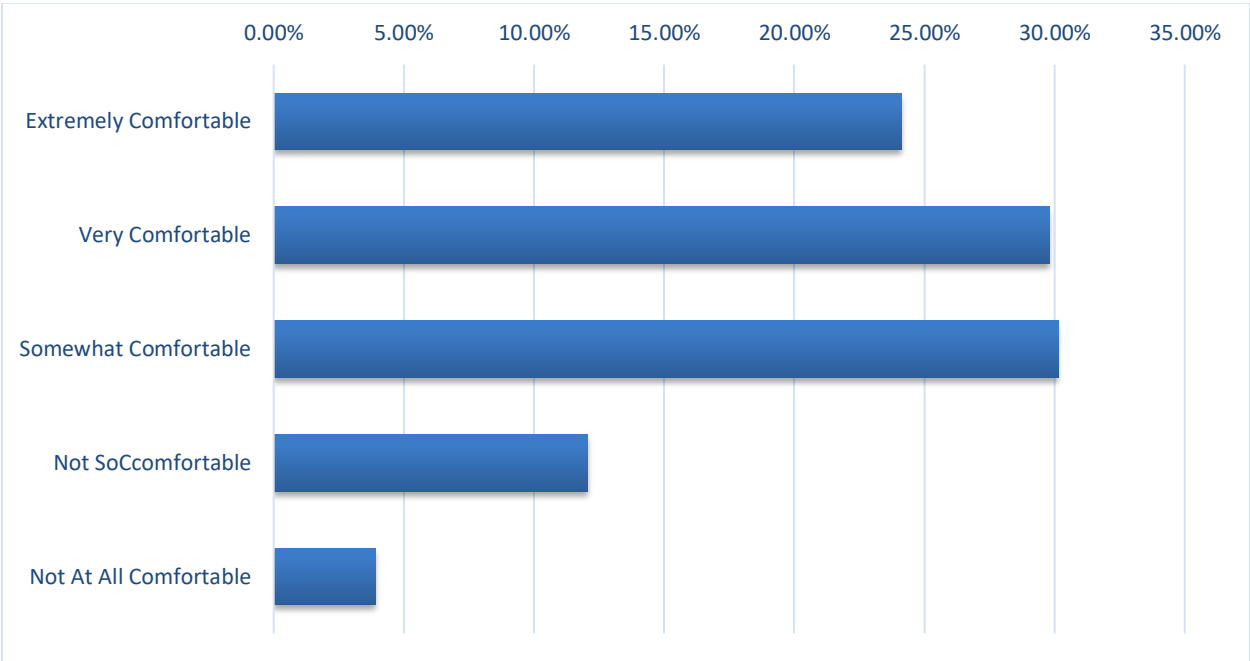
**Question 23: Vending machines are consistently stocked with a full selection of product:**

Answer Choices	Response Percent	Response Count
Excellent	14.49%	81
Average	60.11%	336
Needs Improvement	25.40%	142
<b>Answered</b>		<b>559</b>
<b>Skipped</b>		<b>164</b>



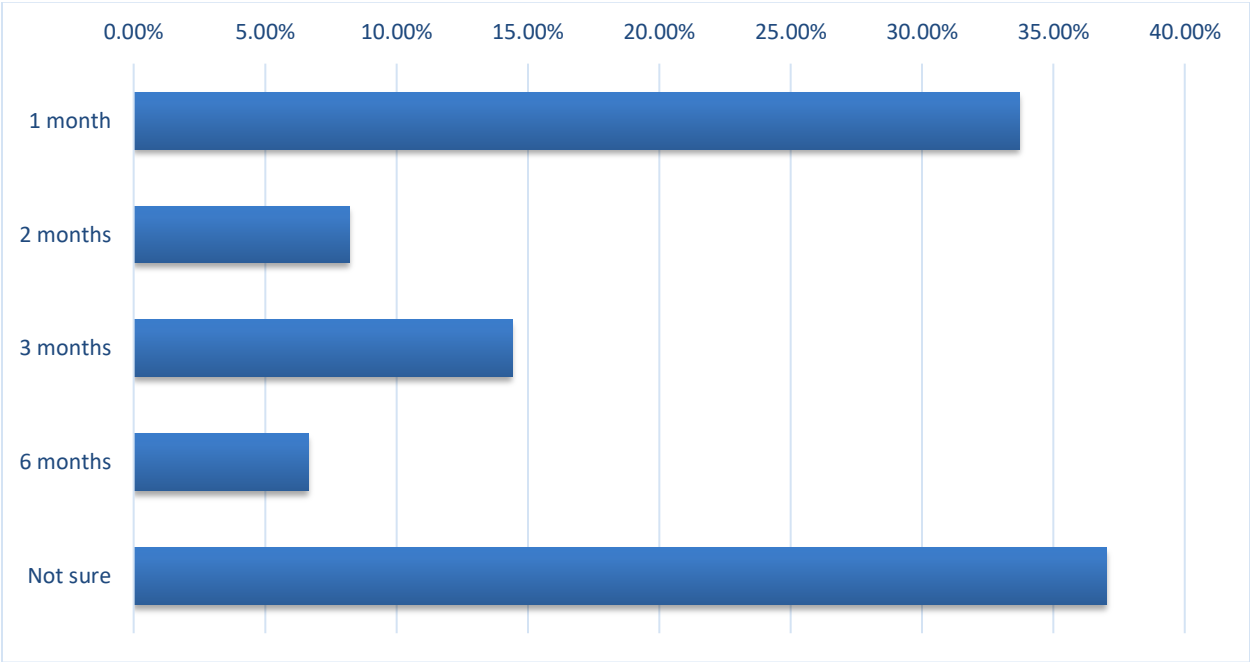
**Question 24: Considering the coronavirus outbreak do you feel comfortable dining in your building café for breakfast or lunch when your building reopens?**

Answer Choices	Response Percent	Response Count
Extremely Comfortable	24.11%	136
Very Comfortable	29.79%	168
Somewhat Comfortable	30.14%	170
Not So Comfortable	12.06%	68
Not At All Comfortable	3.90%	22
	<b>Answered</b>	<b>564</b>
	<b>Skipped</b>	<b>159</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?**

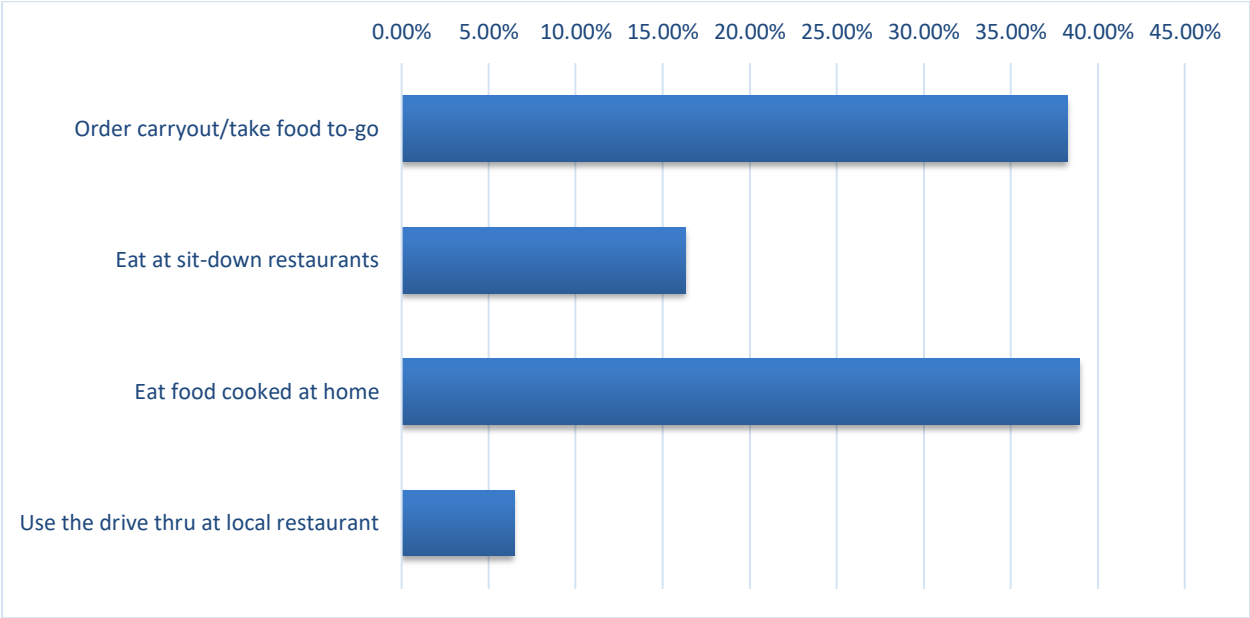
Answer Choices	Response Percent	Response Count
1 month	33.70%	152
2 months	8.20%	37
3 months	14.41%	65
6 months	6.65%	30
Not sure	37.03%	167
<b>Answered</b>		<b>451</b>
<b>Skipped</b>		<b>272</b>





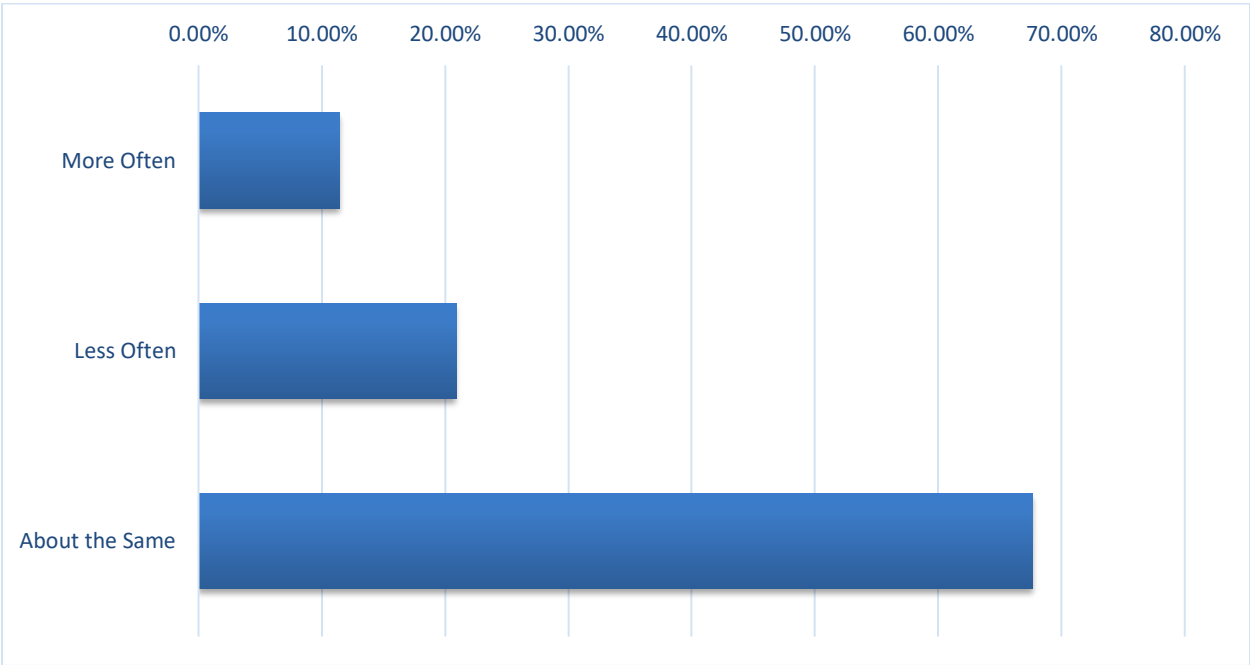
**Question 26: When considering your mealtime options in the wake of the coronavirus outbreak are you more likely to:**

Answer Choices	Response Percent	Response Count
Order carryout/take food to-go	38.24%	213
Eat at sit-down restaurants	16.34%	91
Eat food cooked at home	38.96%	217
Use the drive thru at local restaurant	6.46%	36
	<b>Answered</b>	<b>557</b>
	<b>Skipped</b>	<b>166</b>



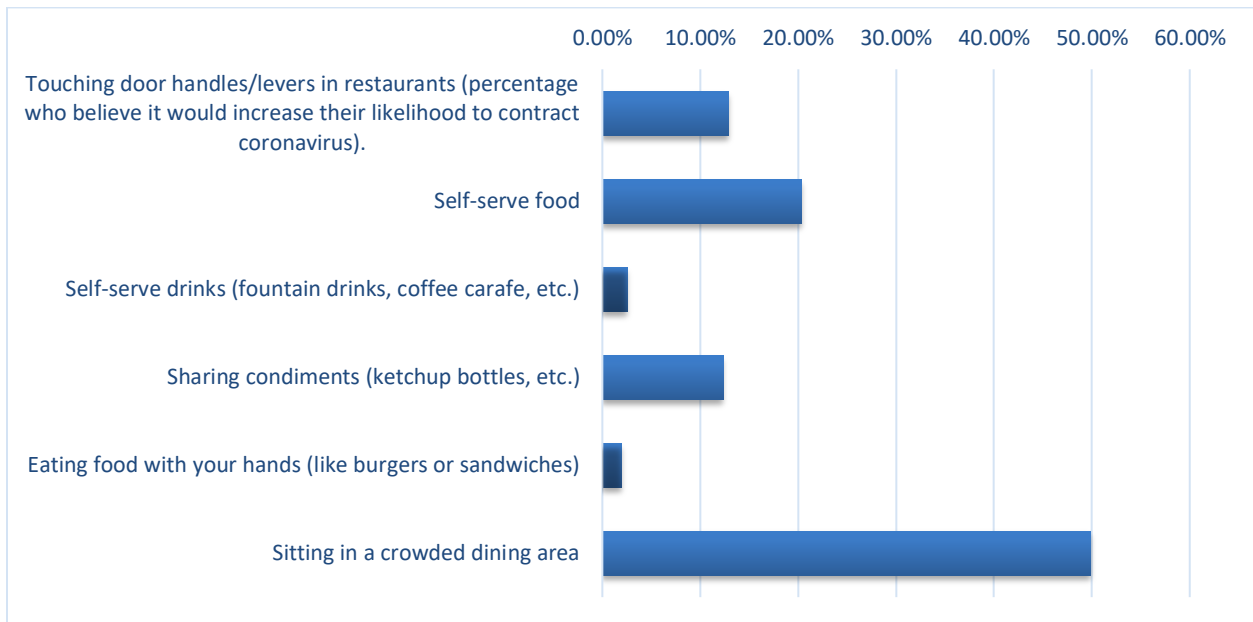
**Question 27: In the wake of the coronavirus outbreak, are you more likely to order food from the building café:**

Answer Choices	Response Percent	Response Count
More Often	11.43%	64
Less Often	20.89%	117
About the Same	67.68%	379
<b>Answered</b>		<b>560</b>
<b>Skipped</b>		<b>163</b>



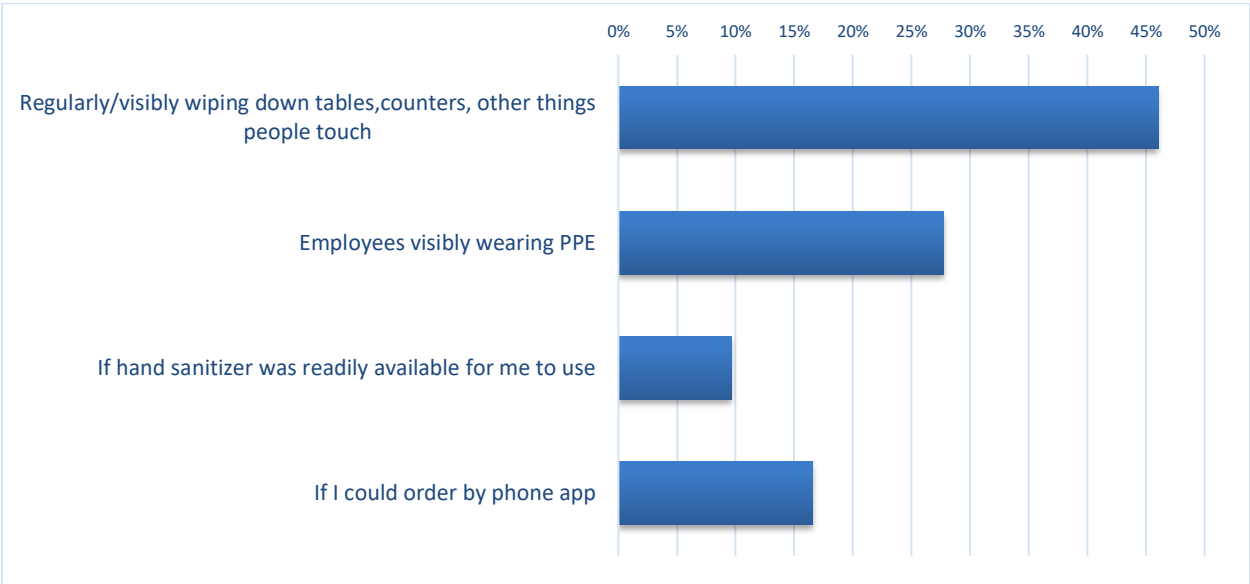
**Question 28: What makes you most uncomfortable about returning to the food service facility in your building in the wake of the coronavirus outbreak?**

Answer Choices	Response Percent	Response Count
Touching door handles/levers in restaurants (percentage who believe it would increase their likelihood to contract coronavirus).	12.92%	66
Self-serve food	20.35%	104
Self-serve drinks (fountain drinks, coffee carafe, etc.)	2.54%	13
Sharing condiments (ketchup bottles, etc.)	12.33%	63
Eating food with your hands (like burgers or sandwiches)	1.96%	10
Sitting in a crowded dining area	49.90%	255
	<b>Answered</b>	<b>511</b>
	<b>Skipped</b>	<b>212</b>



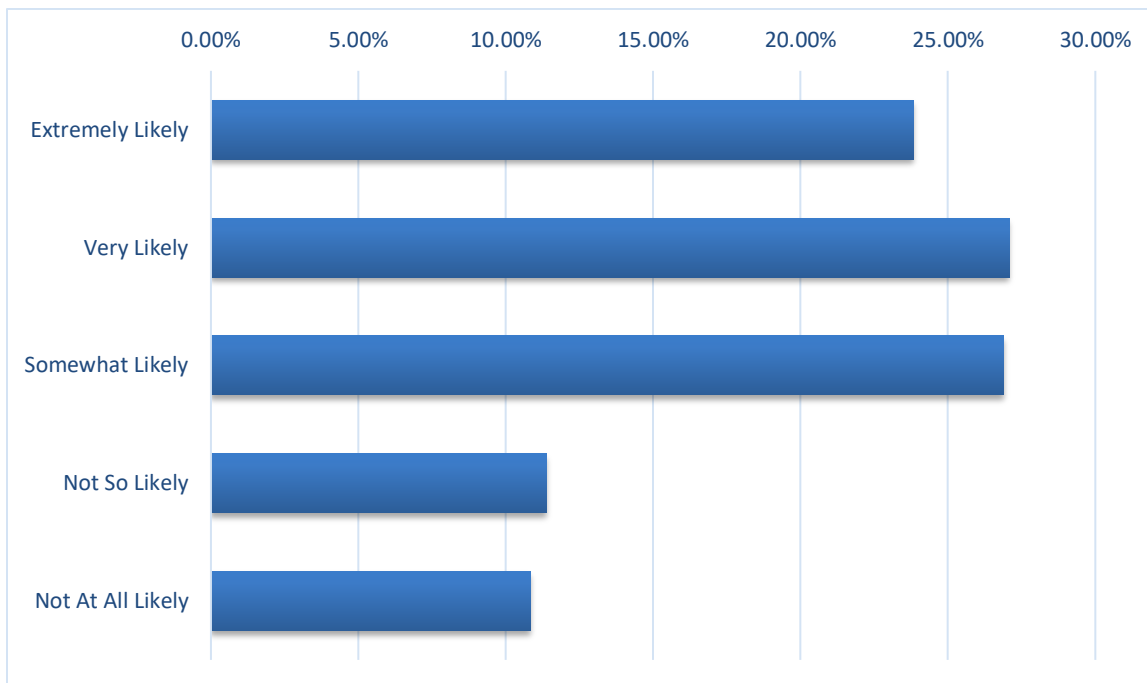
**Question 29: What would make you more comfortable about dining in your building café in the wake of the coronavirus outbreak?**

Answer Choices	Response Percent	Response Count
Regularly/visibly wiping down tables, counters, other things people touch	46.04%	244
Employees visibly wearing PPE	27.74%	147
If hand sanitizer was readily available for me to use	9.62%	51
If I could order by phone app	16.60%	88
<b>Answered</b>		<b>530</b>
<b>Skipped</b>		<b>193</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	23.83%	132
Very Likely	27.08%	150
Somewhat Likely	26.90%	149
Not So Likely	11.37%	63
Not At All Likely	10.83%	60
<b>Answered</b>		<b>554</b>
<b>Skipped</b>		<b>169</b>



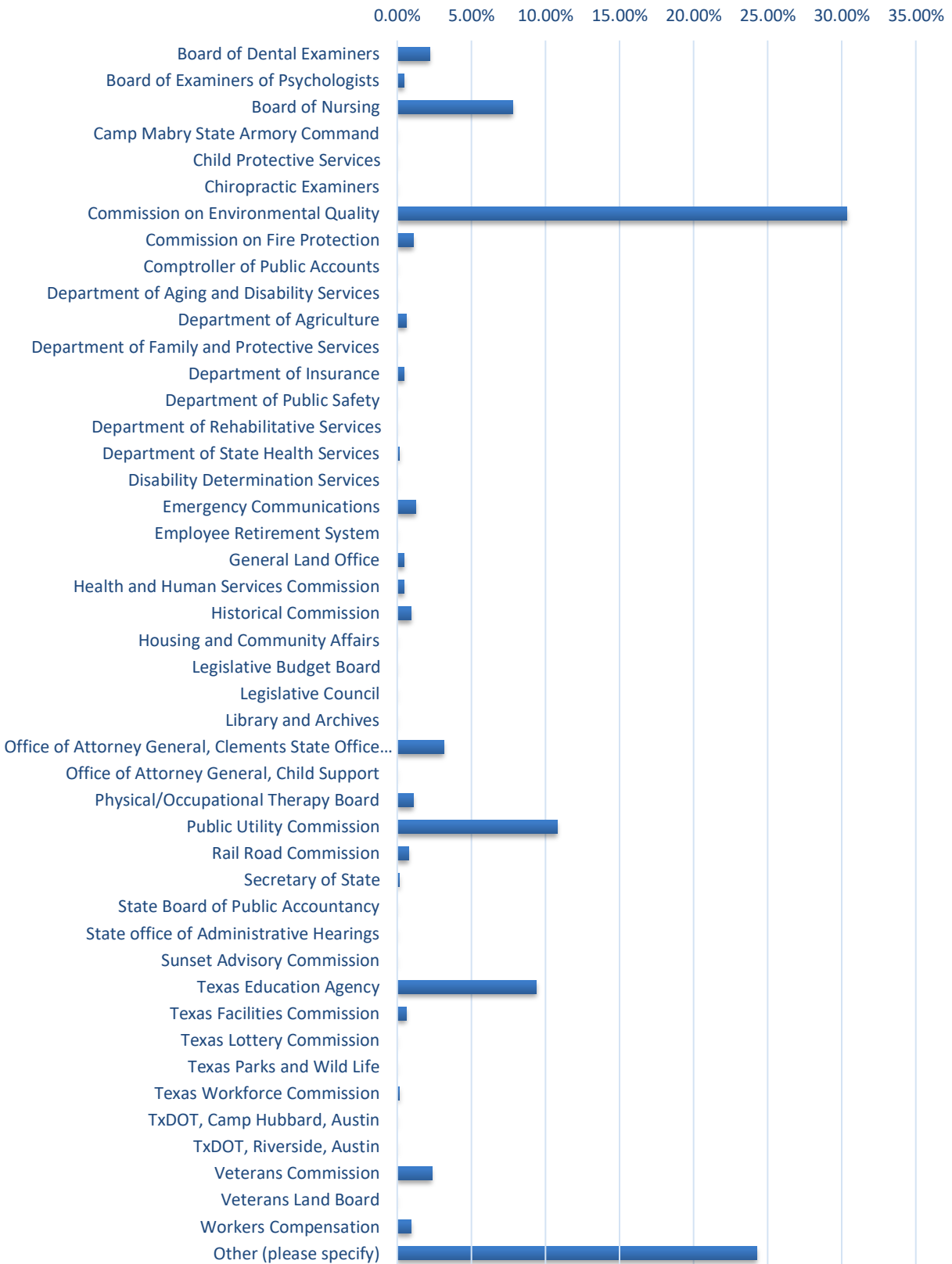
# Agency and Facility Location

Please tell us which agency you work for:

Answer Choices	Response Percent	Response Count
Board of Dental Examiners	2.19%	14
Board of Examiners of Psychologists	0.47%	3
Board of Nursing	7.82%	50
Camp Mabry State Armory Command	0.00%	0
Child Protective Services	0.00%	0
Chiropractic Examiners	0.00%	0
Commission on Environmental Quality	30.36%	194
Commission on Fire Protection	1.10%	7
Comptroller of Public Accounts	0.00%	0
Department of Aging and Disability Services	0.00%	0
Department of Agriculture	0.63%	4
Department of Family and Protective Services	0.00%	0
Department of Insurance	0.47%	3
Department of Public Safety	0.00%	0
Department of Rehabilitative Services	0.00%	0
Department of State Health Services	0.16%	1
Disability Determination Services	0.00%	0
Emergency Communications	1.25%	8
Employee Retirement System	0.00%	0
General Land Office	0.47%	3
Health and Human Services Commission	0.47%	3

Answer Choices	Response Percent	Response Count
Historical Commission	0.94%	6
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, Clements State Office Building	3.13%	20
Office of Attorney General, Child Support	0.00%	0
Physical/Occupational Therapy Board	1.10%	7
Public Utility Commission	10.80%	69
Rail Road Commission	0.78%	5
Secretary of State	0.16%	1
State Board of Public Accountancy	0.00%	0
State office of Administrative Hearings	0.00%	0
Sunset Advisory Commission	0.00%	0
Texas Education Agency	9.39%	60
Texas Facilities Commission	0.63%	4
Texas Lottery Commission	0.00%	0
Texas Parks and Wild Life	0.00%	0
Texas Workforce Commission	0.16%	1
TxDOT, Camp Hubbard, Austin	0.00%	0
TxDOT, Riverside, Austin	0.00%	0
Veterans Commission	2.35%	15
Veterans Land Board	0.00%	0
Workers Compensation	0.94%	6
Other (please specify)	24.26%	155
	<b>Answered</b>	<b>639</b>
	<b>Skipped</b>	<b>84</b>

## Agency Response Percentages





# Cost Analysis Report—2021

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

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. \$72,976.17	\$9,868.23	\$7,228.58	\$3,492.46	State General Revenue and Federal Funding
Attorney General Child Support Division Deli	5500 E. Oltorf St. Austin, TX	3,850 sq. ft. \$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. \$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. \$48,357.27	\$1,587.69	\$10,441.08	\$296.01	State General Revenue and Federal Funding
Department of Transportation, Riverside Café	200 Riverside Dr., Austin, TX	5,500 sq. ft. \$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. \$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. \$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. \$69,184.50	included in lease	\$6,265.70	\$4,197.65	SSA, 100% Federal Funds

FY 21 TWC Food Service Location and Type	Address	Sq. Ft./Average Annual Value of Space Used 2019*	Estimated Maintenance Costs	Estimated Utility Costs	Estimated Janitorial Costs	Method of Finance
Elias Ramirez State Office Bldg. Café	5425 Polk St., Houston, TX	3,992 sq. ft. \$71,736.24	\$10,139.69	\$3,632.72	\$2,195.60	State General Revenue
James E. Rudder Bldg. Snack Bar	1019 Brazos St., Austin, TX	1,092 sq. ft. \$19,623.24	\$1,496.04	\$1,244.88	\$971.88	State General Revenue and Federal Funding
John H. Winters Bldg. Café and Convenience Store	701 W. 51st St. Austin, TX	6,645 sq. ft. \$119,410.65	\$15,815.10	\$18,074.40	\$6,977.25	State General Revenue and Federal Funding
Stephen F. Austin Bldg. Café	1700 N. Congress Ave., Austin, TX	3,893 sq. ft. \$69,687.66	\$4,165.51	\$7,357.77	\$4,243.37	State General Revenue and Federal Funding
Texas Commission of Environmental Quality Café	12100 N. IH 35, Austin, TX	3,522 sq. ft. \$63,290.34	\$11,270.40	\$4,684.26	\$2,852.82	State General Revenue and Federal Funding
Wm. B. Travis Bldg. Café	1701 N. Congress Ave., Austin, TX	3,934 sq. ft. \$70,693.98	\$4,838.82	\$3,540.60	\$983.50	State General Revenue and Federal Funding
Wm. P. Clements Bldg. Café	300 W. 15th St., Austin, TX	3,239 sq. ft. \$58,204.83	\$2,947.49	\$5,506.30	\$1,749.06	State General Revenue and Federal Funding
Wm. P. Hobby Bldg. Café	333 Guadalupe St., Austin, TX	2,266 sq. ft. \$40,720.02	\$2,356.64	\$4,849.24	\$1,563.54	State General Revenue and Federal Funding
Totals		\$1,090,527.42	\$99,49.61	\$100,449.13	\$62,952.94	

\* 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.

[Master Facilities Plan Report 10 2020 FINAL.pdf \(state.tx.us\)](#)

# Cost Analysis Survey Responding Agencies

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



## TEXAS WORKFORCE COMMISSION

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