

Report on Customer Service

May 2026



PENSION REVIEW BOARD

Survey Objective & Inventory of External Customers

As part of its strategic planning process, the Texas Pension Review Board (PRB) conducts a biennial survey regarding the agency's services. The most recent survey was conducted in March and April of 2026, hosted on an online service where respondents remained anonymous, and all responses were automatically emailed to PRB staff.

The PRB compiled a list of contacts, including public retirement system trustees and administrators, governmental contacts such as system sponsors, newsletter recipients, online training participants, and other agency stakeholders. Identified contacts receive a variety of services from the PRB, ranging from reports and education to technical assistance.

Information Gathering Methods

The survey covered topics like the agency's services, communications, staff, and facilities. The survey also included a question to gauge Texas Local Firefighters Retirement Act (TLFFRA) system satisfaction specifically. Every question also provided an opportunity for open feedback.

PRB staff posted the survey on the agency's website and LinkedIn on March 23, 2026, and emailed 554 people on March 24, 2026. The PRB also included a link to the survey in the agency's Weekly News Clips newsletter while the survey was open. The agency sent email reminders and posted on LinkedIn on April 6, 2026, and the survey closed on April 17, 2026, providing four full weeks of opportunity for responses.

The PRB received 44 responses, translating to a 7.9 percent response rate. In 2024, the agency's customer service survey received 46 responses providing a 10.22 percent response rate. The lower rate for the current survey is in part due to an increase of more than 20 percent in the number of contacts; the 2024 contact list had only 450 people. Most of the additional contacts were new PRB online course participants.

Staff used the Office of the Governor's (OOG) and Legislative Budget Board's (LBB) list of questions from the strategic plan guidance as well as agency-created questions specific to the PRB's mission. The survey had 15 questions, not including the opportunities for open feedback. Per survey guidance from the OOG and LBB, there were six possible answers: N/A (Not Applicable), Very Satisfied, Satisfied, Neutral, Unsatisfied, and Very Unsatisfied.

To interpret responses, staff assigned each answer a number using a scale beginning with Very Satisfied being assigned a five to Very Unsatisfied assigned a one. N/A answers were counted as no response. After determining the average score for each question, PRB staff grouped the answers into three categories: Satisfied, Not Satisfied, and Neutral. An average of four or above means customers were satisfied, three means neutral, and two or below means unsatisfied.

Key Findings

The following tables show each question and the responses received, along with statistics like average answer and standard deviation. Questions are sorted by topic and not the order in the survey.

Mission & Transparency

The PRB's mission is to provide the state of Texas the necessary information to help ensure Texas public retirement systems are actuarially sound. The combined assets of these systems are in the multi-billions, so education and clear guidance are vital to their financial health and proper governance.

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

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 20 | 18 | 5 | 0 | 1 | 0 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 44 | | 4.27 | 0.85 | 86.36% | |

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

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 23 | 17 | 3 | 0 | 1 | 0 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 44 | | 4.39 | 0.81 | 90.91% | |

One respondent mentioned that agendas and packets for meetings seem to go out only a day or two in advance. This is true for packets, since staff usually releases meeting packets a few days before the meeting to ensure the information is correct and up to date, as late changes to content can happen. For agendas, the PRB posts open meetings much earlier than the statutorily required seven days, usually sending meeting agendas three weeks in advance of a meeting to allow stakeholders to plan any travel arrangements if needed. Staff includes agendas in News Clips and provides both agendas and packets via email, LinkedIn, and the agency's website.

Among the questions with higher numbers of responses, the question about openness and transparency had the highest satisfaction percentage.

Education & Technical Assistance

One of the PRB's key responsibilities is to provide stakeholders — including public retirement systems, their members, taxpayers, and the legislature — with pensions education. The PRB must also help public retirement system trustees and administrators become well-educated on pensions and their duties. This is done primarily through the Minimum Educational Training (MET) program and its online courses, along with presentations staff members make at conferences.

The agency also regularly publishes research papers and other educational material. In the last biennium, the agency published a [study on Funding Soundness Restoration Plans](#) (FSRPs) and an [intensive study on Chapter 810 systems](#). These studies take a close look at the impact of the FSRP requirement and how Chapter 810 retirement systems, which are special district and supplemental systems created under Chapter 810 of the Texas Government Code, differ from other types of systems in the state.

Another educational offering is the [Texas Public Pension Data Center](#), which provides individual and aggregate data for the over-100 Texas public retirement systems. The agency's Weekly News Clips, an email newsletter, is sent out to subscribers, hosted on the PRB's website, as well as shared through LinkedIn.

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?

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|----------------|-----------|---------|-------------|------------------|-----|
| 19 | 17 | 5 | 1 | 0 | 2 |

| Total Responses | Average Answer | Standard Deviation | Percentage Satisfied |
|-----------------|----------------|--------------------|----------------------|
| 42 | 4.29 | 0.77 | 85.71% |

This question received seven open feedback responses, which was the most across the survey. Several respondents mentioned they want the PRB to provide more courses. It is important to note that the PRB strives to provide timely educational content, even if it is not provided as a formal course online. For instance, staff often presents in-person at MET-accredited conferences multiple times a year. The agency plans to offer more courses and make all courses more user-friendly in the future but is currently focusing on improvements to the [Pension Online Reporting Tool](#) (the portal) that will improve systems' MET reporting experience.

For example, one respondent in a later comment mentioned difficulty in filling out the PRB-2000 form, which reports training for a system's administrator and trustees. After the updates are complete, system administrators will have the ability to fill out training information directly in the portal. The improved portal will also display trustee compliance status to system administrators so they will no longer have to request a report from agency staff. These updates are in the testing phase and should be live by summer 2026.

One respondent mentioned that they would like a newsletter that outlined ongoing changes or reminded trustees of training. The PRB sends out its Weekly News Clips by email, which sometimes includes agency news, including items such as meeting information, feedback requests, or reminders about conferences or deadlines. Anyone can [subscribe to News Clips](#) through the agency's website. However, the agency continues to look for ways to increase its outreach to stakeholders regarding agency information and improve its existing efforts.

Communications

The PRB actively communicates with its stakeholders in multiple ways, including LinkedIn, email, announcements on the agency website, committee and board meetings, and the weekly newsletter. The agency also presents at conferences, often addressing current activities and projects or upcoming changes. In addition to these efforts, staff is always available by phone or email to help systems if issues arise.

4. 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 |
|----------------|-----------|---------|-------------|------------------|-----|
| 18 | 20 | 5 | 0 | 0 | 1 |

| Total Responses | Average Answer | Standard Deviation | Percentage Satisfied |
|-----------------|----------------|--------------------|----------------------|
| 43 | 4.30 | 0.67 | 88.37% |

8. How satisfied are you with agency communications, including 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 |
|----------------|-----------|---------|-------------|------------------|-----|
| 16 | 13 | 6 | 0 | 0 | 9 |

| Total Responses | Average Answer | Standard Deviation | Percentage Satisfied |
|-----------------|----------------|--------------------|----------------------|
| 35 | 4.29 | 0.75 | 82.86% |

14. 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 |
|----------------|-----------|---------|-------------|------------------|-----|
| 17 | 9 | 2 | 0 | 0 | 16 |

| Total Responses | Average Answer | Standard Deviation | Percentage Satisfied |
|-----------------|----------------|--------------------|----------------------|
| 28 | 4.54 | 0.64 | 92.86% |

This topic area received a couple of comments related to reporting dates, including one respondent who said requirements are unclear. The PRB makes available a [calendar of reporting dates](#) on the agency's website, and the agency encourages systems to reach out for clarification if needed.

The lower number of responses to the question about printed information may be because the agency has become primarily paperless over the last several years.

Website

The PRB maintains four websites: the main agency website, the [MET program website](#), the Data Center, and the portal. The portal is a new addition since the last survey and was built to provide a more secure way of reporting required information to the PRB.

The agency updated the questions for this part of the survey from previous surveys. The 89th Legislature enacted House Bill 5195, which requires state agencies to modernize their websites. As part of this process and to better learn how the agency's main website serves customers, the PRB split the traditionally single question into three separate ones. HB 5195 specifically mentions responsive web design and speed, so those were the topics chosen for the additional questions.

9. How satisfied are you with the ease of use of the agency’s Internet site, including in finding forms, services, information, and contacts?

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 17 | 18 | 4 | 0 | 0 | 5 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 39 | | 4.33 | 0.66 | 89.74% | |

10. How satisfied are you with the speed of the agency’s Internet site?

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 21 | 13 | 5 | 0 | 0 | 5 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 39 | | 4.41 | 0.72 | 87.18% | |

11. If you use the agency’s Internet site on a phone or tablet, how satisfied are you with its usability?

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 9 | 5 | 1 | 0 | 0 | 29 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 15 | | 4.53 | 0.64 | 93.33% | |

Combined Website Responses

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 47 | 36 | 10 | 0 | 0 | 39 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 93 | | 4.40 | 0.68 | 89.25% | |

The combined responses and the broader satisfaction question scored higher in this survey than the previous one. Both of the new questions also scored higher than the previous survey's website question.

In addition to HB 5195, as a governmental entity, the PRB's websites must comply with the Department of Justice's (DOJ) regulations for Title II of the Americans with Disabilities Act. The DOJ published final rules in April 2024 requiring state and local governments to align their websites and mobile apps with the standards set by the Web Content Accessibility Guidelines, 2.1 AA. The original compliance deadline was April 24, 2026, but in April 2026, the DOJ published an Interim Final Rule moving the deadline to April 26, 2027.

PRB staff completed a comprehensive review of its websites earlier this year to identify areas for improvement in accessibility, responsiveness, and user experience. Subsequent updates began in early April, so the agency received many of these responses before substantial changes were made. The fact

that the main agency website still had a high satisfaction rate before these improvements is encouraging. The additional questions will help staff prioritize future work, as they provide user feedback that there are no significant issues in speed or responsive design.

The PRB will continue to improve its websites to fulfill its obligation to its stakeholders and the requirements set forth by HB 5195 and the federal government. A significant portion of this work is related to accessibility. This includes providing accessible documents, using proper color contrast, and writing descriptive link and alt text. Websites are also tested both manually and automatically for accessibility issues.

Texas Local Fire Fighters Retirement Act (TLFFRA)

State law requires the PRB to have one member of staff serve as the main point of contact for providing technical assistance and information to systems established under the TLFFRA statute. The agency also assists with referrals to the State Office of Administrative Hearings (SOAH) for members who appeal their board decisions.

In March 2026, the agency released its biennial [TLFFRA Pension Report](#), which compares actuarial, benefits, and financial data across TLFFRA systems. Staff also frequently attends TLFFRA's education conference and annual conference, often providing educational presentations.

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?

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A | | |
|-----------------|-----------|----------------|-------------|--------------------|-----|----------------------|--|
| 8 | 6 | 2 | 1 | 0 | 27 | | |
| Total Responses | | Average Answer | | Standard Deviation | | Percentage Satisfied | |
| 17 | | 4.24 | | 0.90 | | 82.35% | |

Compared to the 2024 Customer Service Survey, there are two more Very Satisfied responses and no Very Unsatisfied responses — in the last survey there was one Very Unsatisfied response. With one fewer response and the increase in Very Satisfied responses, the average answer increased from 4.06 to 4.30 since the 2024 survey. The agency received no open feedback responses for this question.

Facilities

The PRB works in the William P. Clements building in Downtown Austin, and the address is listed on the agency's website and publications. In-person visits are rare because most questions can be handled over the phone or by email; however, the agency has begun hosting more board and committee meetings in the same building as its office.

6. 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 |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 6 | 6 | 4 | 0 | 1 | 27 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 17 | | 3.94 | 1.09 | 70.59% | |

This question tied for the second-fewest responses, which was expected because of the low number of visitors to the PRB's office. One of the Neutral responses was given by someone who also commented that they have never been to the office, but it is unclear if they have visited the building for a committee or board meeting.

The agency prefers to use hearing rooms in the Capitol for its meetings, but they are not always available. When they are not, the PRB typically uses SOAH hearing rooms. One person said viewing the meetings is difficult due to the layout of the room and the cameras.

This feedback came up in previous surveys and in response the agency moved the location of its microphone and tests audio with staff before every meeting. However, the PRB recognizes that improvements can still be made. The agency plans to research and invest in enhanced audio and video equipment.

Staff & Timeliness

While the PRB is a small agency authorized to have 13 full-time positions, every staff member works to ensure they respond to questions or issues in a helpful and timely fashion.

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?

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 20 | 7 | 5 | 0 | 0 | 12 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 32 | | 4.47 | 0.76 | 84.38% | |

13. 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 |
|-----------------|-----------|----------------|--------------------|----------------------|-----|
| 17 | 6 | 4 | 0 | 0 | 17 |
| Total Responses | | Average Answer | Standard Deviation | Percentage Satisfied | |
| 27 | | 4.48 | 0.75 | 85.19% | |

Question 7 has consistently been among the highest scoring in previous surveys and is once again for this survey. All four open responses spoke highly of staff, and several respondents took the opportunity to further praise agency staff in the open comment section for the final question in the survey.

One respondent noted that they are with a system that recently submitted its first reports and complimented staff on their effectiveness and timeliness. The agency certainly aims to make the registration process as smooth as possible for new systems.

The overall satisfaction with staff's promptness in responding is further reflected in the high average answer for the timeliness question.

Complaints

Sometimes the PRB receives complaints from members of the public. In the last biennium, the PRB received two complaints from members and beneficiaries regarding public retirement systems. While these are not complaints against the agency, the PRB aims to assist complainants resolve these matters. Staff does not forward complaints but does provide a copy to the relevant system and refers complainants to other appropriate entities when necessary to ensure proper resolution to the extent possible.

12. 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 | 4 | 4 | 0 | 1 | 29 |
| Total Responses | Average Answer | Standard Deviation | Percentage Satisfied | | |
| 15 | 3.93 | 1.16 | 66.67% | | |

Because this question was tied for the lowest number of actual responses and had one Very Unsatisfied response, the percentage satisfied and average answer are lower in comparison to other questions. This has also been the case for previous surveys. The respondent with the Very Unsatisfied response did not give any details of their situation, so the PRB is not able to provide direct assistance to that respondent.

Overall

15. Please rate your overall satisfaction with the agency.

| Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|-----------------|----------------|--------------------|----------------------|------------------|-----|
| 24 | 14 | 4 | 1 | 0 | 1 |
| Total Responses | Average Answer | Standard Deviation | Percentage Satisfied | | |
| 43 | 4.42 | 0.76 | 88.37% | | |

The overall satisfaction question has a high average answer and percentage of respondents satisfied, which is in line with a majority of questions in this survey. Both the average answer and percentage of

respondents satisfied are higher than the previous survey. As mentioned earlier, several respondents took the opportunity in the open feedback to further express their appreciation for staff.

Analysis & Conclusion

Every question in the survey received mostly satisfied responses, and all but two questions had an average answer above four. Very few questions had any Unsatisfied or Very Unsatisfied responses — there were only seven such responses across all questions. This indicates that stakeholders are generally satisfied with the PRB, and even the questions with negative responses still had a majority of respondents satisfied.

The highest scoring question was regarding printed information, though it had several N/A replies; the highest scoring question with all respondents answering was about openness and transparency. The lowest scoring questions were the ones concerning complaints and facilities. Both received less than half the number of possible responses, however, meaning that the Very Unsatisfied responses had a greater impact on the averages than they would have had otherwise.

In the upcoming biennium, based upon this feedback and the PRB's ideas for how to best carry out its mission, the agency hopes to:

- Improve live stream audio quality for meetings held outside the Capitol
- Increase messaging about training opportunities
- Add more online courses and/or update existing ones
- Continue to improve accessibility on agency websites

The PRB thanks everyone who took the time to share their thoughts with the agency.

Customer Service Survey – Additional Feedback

(Some responses have been updated for non-substantive copyedits.)

- 1. How satisfied are you with the agency's promotion of sound pension practices?**
 - a. David Fee has been particularly helpful in encouraging some TLFRA funds to make changes to restore an adequate contribution arrangement.
 - b. We need assurance that pension plans are sound.
 - c. Please help legislators understand not to do "one size fits all" reforms, to understand that most funding issues involve historic undercontribution by employers, and to be realistic about resetting amortization periods.
- 2. How satisfied are you with the overall openness and transparency of the PRB's operations?**
 - a. It seems that we receive PRB meeting agendas and packets only a day or two before the meeting.
- 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?**

- a. It would be great if the additional 4 hours training would be available online or recommend a vendor.
 - b. Data center is good. Technical pension knowledge is lacking.
 - c. More courses, easier access for trustees
 - d. The Online Portal does not reset to allow for you to continue to take courses. You have to contact PRB to have someone reset it.
 - e. Love the MET online courses! The Texas Public Pension Data Center format does not take into account the differences among plans, and therefore is not always correct.
 - f. I have not had much success getting resources for in person training and additional CE training from PRB staff.
 - g. I wish there was a quarterly newsletter that outlined changes happening or reminded us of some of our training.
- 4. How satisfied are you that the PRB effectively communicates PRB policies, activities, reporting requirements, and information relating to legislative changes?**
- a. Reporting requirement dates are still unclear.
 - b. Reporting requirements have a very "what is the focus/crisis now" feel. If the PRB has an April 1 reporting deadline, it should not be communicating funds as noncompliant if the funds are waiting until the April 1 deadline.
 - c. We should have a legislative updates module when there are changes.
 - d. I do appreciate being notified of items due.
- 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?**
- a. (no comments received)
- 6. How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?**
- a. Viewing the Board meetings is difficult due to the layout of the meeting room and cameras.
 - b. I have never been to the agency's office location
 - c. I've only ever visited online.
- 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?**
- a. The retirement system that I'm with just submitted required reports for the first time. The various PRB staff that I contacted for guidance were very helpful, effective, and knowledgeable. All my questions and requests were resolved in a timely fashion.
 - b. All of my interactions with agency staff have been very friendly, extremely efficient and helpful!
 - c. David Fee is a wealth of knowledge and he has been available to help many times with complex issues.
 - d. Staff has been great. Always helpful and ready to lend a hand where they can. Amy has done extremely well in leading the office.

- 8. How satisfied are you with agency communications, including 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?**
 - a. I hardly had any wait time
- 9. How satisfied are you with the ease of use of the agency's Internet site, including in finding forms, services, information, and contacts?**
- 10. How satisfied are you with the speed of the agency's Internet site?**
- 11. If you use the agency's Internet site on a phone or tablet, how satisfied are you with its usability?**
 - a. The website is getting better and better with all the upgrades. Ashley has done a wonderful job.
 - b. I do not use the website.
- 12. 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?**
 - a. (no comments received)
- 13. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?**
 - a. I do not visit the office.
- 14. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?**
 - a. Don't use these either
- 15. Please rate your overall satisfaction with the agency.**
 - a. The PRB 2000 forms are hard to fill out. It would be better if we could cut & paste and tabs worked appropriately.
 - b. The executive staff acts like typical government employees. Rule followers, not problem solvers or creative thinkers.
 - c. David Fee was very helpful during the 2025 session giving the staff of the Senate Finance Committee ideas for restoring an adequate contribution arrangement for the TESRS.
 - d. Thank you for the opportunity to provide feedback
 - e. You are doing great work and Texas pensions are in a better position because of your work.
 - f. The PRB has a very professional staff, but the agency has had to take on significant additional responsibilities, some of which are driven by isolated situations and not helpful to the overall pension community.
 - g. None.

Approach to Customer Service

The PRB will act in accordance with the highest standards of ethics, accountability, efficiency, and transparency. We are proud to be of service to the state in helping ensure that promised pension benefits are provided to the public retirement systems' members and beneficiaries and in seeing that tax dollars are spent most efficiently. To accomplish these objectives, the PRB will:

- Support and promote sound pension practices;
- Provide timely and meaningful information on laws, rules, and activities overseen by the agency;
- Return phone calls promptly, 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 technical assistance requests that do not relate to the PRB to the appropriate agency within one working day; and
- Provide an internet site (<https://www.prb.texas.gov>) that contains information on the agency; 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

| Measure | Estimated Fiscal Year 2026 |
|--|----------------------------|
| Percentage of legislative and public retirement system requests for technical assistance answered | 100% |
| Percentage of surveyed customer respondents expressing overall satisfaction with services received | 85% |

Output Measures

| Measure | Estimated Fiscal Year 2026 |
|--|----------------------------|
| Number of technical assistance reports produced | 300 |
| Number of persons participating in training sessions | 700 |
| Total customers surveyed | 554 |
| Response rate | 7.9% |
| Total customers served | 800 |

Efficiency Measures

| Measure | Estimated Fiscal Year 2026 |
|----------------------------|----------------------------|
| Cost per customer surveyed | \$0 |

Explanatory Measures

| Measure | Estimated Fiscal Year 2026 |
|--|----------------------------|
| Number of retirement systems registered with the PRB | 354 |
| Total customers identified | 550 |
| Total customer groups inventoried | 5 |