

# Texas Commission on Jail Standards



## *Customer Service Report*

**2016**

## ***Introduction***

As mandated by Texas Government Code Chapter 2114, the Texas Commission on Jail Standards (TCJS) submits a Customer Service Survey to the Legislative Budget Board and Governor’s Office of Budget and Planning. With the information gained from the Customer Service Survey, TCJS intends to increase its effectiveness in achieving its mission of ensuring safe, secure, and suitable county jail facilities for correctional personnel, inmates, and the community through proper rules and procedures.

## **Inventory of External Customers**

The chief goal of the Texas Commission on Jail Standards is to assist local governments through effective standards and technical assistance. To that end, local government is the priority population of TCJS, and TCJS chose to focus its customer service survey on this group. This group consists of sheriffs, county judges, and jail administrators in each of the 254 counties and totals approximately 742 individuals. Counties that do not have a jail were included in the survey because they are required to report their inmate population housed elsewhere. Customers served indirectly include the 18,000 licensed jailers, and efforts were made to reach them through their professional association, the Texas Jail Association.

## **Information-gathering methods**

The Texas Commission on Jail Standards employed both a written format and an electronic survey format via a commercial vendor. To ensure that all members of the priority group were reached, a written survey was mailed to all 254 county Judges and sheriffs with instructions to either complete the written or electronic format.

The Commission also sent a request to the Texas Jail Association, the Sheriff’s Association of Texas, and the Texas Association of Counties to send out the survey on their list serves. In addition, the survey was advertised on the agency’s Twitter and Facebook accounts.

## **Description of Services Offered by Strategy**

<b>TCJS Strategy</b>	<b>Description of Services</b>	<b>External Customer Served</b>
<b>A.1.1. INSPECTION AND ENFORCEMENT</b>	Inspection activities consist of fair and impartial monitoring and enforcing compliance of adopted rules and procedures. This	Sheriff County Judges County Commissioners Jail Administrators

<b><i>Perform Inspection of Facilities and Enforce Standards</i></b>	objective includes development and implementation of uniform inspection process	Jailers
<b>A.2.1. CONSTRUCTION PLAN REVIEW</b>  <b><i>Assist with Facility Need Analysis and Construction Document Review</i></b>	The construction planning staff provides consultation and technical assistance to local governments for jail construction that meets standards.	Sheriffs County Judges County Commissioners
<b>A.2.2 Management Consultation</b>  <b><i>Assist with Staffing Analysis, Operating Plans, and Program Development</i></b>	Commission staff provides jail management consultation through staffing analysis, operational plans, and training programs. Technical assistance on matters such as structural issues, life safety, and overall jail operation is provided on an on-going basis.	Sheriffs County Judges County Commissioners Jail Administrators Jailers
<b>A.3.1 Auditing Population and Costs</b>  <b><i>Collect and Analyze Data Concerning Inmate Population/Backlogs/Costs</i></b>	This strategy requires the collecting, analyzing and disseminating of data concerning inmate populations, felony backlog, immigration, licensed jailer turnover, and jail operational costs.	Sheriffs County Judges County Commissioners Jail Administrators Other planning agencies

<b>Customer Service Element</b>	<b>Description of survey questions</b>	<b>Levels of Customer-service quality</b>
<b>Staff</b>	Customers were asked about Commission staff courtesy, knowledge, and helpfulness	95% of survey respondents strongly agreed or agreed that Commission staff was courteous, knowledgeable, and helpful
<b>Communications</b>	Customers were asked if they received communications in a timely manner	96% of survey respondents strongly agreed or agreed that they received communications in a timely manner
<b>Agency Website</b>	Customers were asked if the agency website was easy to navigate	82% of survey respondents strongly agreed or agreed that the website was easy to navigate
<b>Complaint-Handling process</b>	Customers were asked if the Commission investigates	83% of respondents strongly agreed or agreed that the Commission investigates

	complaints in a fair and timely manner	complaints in a fair and timely manner
<b>Facilities</b>	The Commission did not survey customers about facilities as the Commission travels to stakeholders for jail inspections.	N/A

**Analysis**

The vast majority of survey respondents were satisfied with the Commission’s customer service; however, the following represent areas for improvement:

- ❖ At least 10% of our customer base is unaware of some of the services that the Commission provides such as Facility Needs Analysis, Staffing Analysis, and training.
- ❖ In addition, 9% of the customer base was neutral or disagreed on the navigability of the agency’s website. One customer suggested a search tool on the website.
- ❖ Two respondents commented that certain departments were slow to respond to customer questions or return documents.

**Agency Response**

The agency has identified areas of improvement, both in the process of conducting this survey and in areas identified in the survey results.

The process to improve the survey include increasing the response rate by advertising the survey through social media, website, and e-mail blasts through association list serves.

The Commission has identified a customer service representative as part of the agency’s Compact with Texas. The Commission will review its Compact agreement to ensure that stakeholders have timely access to information and services. The Commission is exploring adding two customer service performance measurements as a result of comments received and internal concerns. The two areas are timely response to questions and return of communications. The Commission will continue to analyze customer comments for additional areas of improvements.

## Customer Service Performance Measures

Number of Customers Surveyed	<p>Surveys were distributed as follows:</p> <ul style="list-style-type: none"> <li>• 508 surveys were mailed to sheriffs and county judges. Instructions allowed for jail administrators to also respond to the survey</li> <li>• The list serve of the Texas Jail Association, Sheriff’s Association of Texas, and the Texas Association of Counties were utilized to reach county jailers.</li> </ul>												
Confidence Levels	<p>Comparison of confidence levels from the 2014 survey to the present</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th></th> <th style="text-align: center;">2014</th> <th style="text-align: center;">2016</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>Respondents that expressed overall satisfaction with services TCJS offered</b></td> <td style="text-align: center;">96%</td> <td style="text-align: center;">97</td> </tr> <tr> <td style="text-align: center;"><b>Respondents that expressed neutral or dissatisfaction with services offered by TCJS</b></td> <td style="text-align: center;">4%</td> <td style="text-align: center;">3%</td> </tr> </tbody> </table>		2014	2016	<b>Respondents that expressed overall satisfaction with services TCJS offered</b>	96%	97	<b>Respondents that expressed neutral or dissatisfaction with services offered by TCJS</b>	4%	3%			
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	<b>Percentage of surveyed customer respondents identifying ways to improve service delivery</b>	3.48%	5%
Output Measures		<b>2012</b>	<b>2014</b>
	<b>Number of Customers Surveyed</b>	508	508
	<b>Number of Customers identified/served</b>	≈19,000	≈19,000
Efficiency Measures		<b>2012</b>	<b>2014</b>
	<b>Cost per customer surveyed</b>	No fiscal impact (existing sources utilized)	No fiscal impact (existing sources utilized)
Explanatory Measures		<b>2012</b>	<b>2014</b>
	<b>Total Customers Identified</b>	≈19,000	≈19,000
	<b>Total Customers Inventoried</b>	1 Priority Group (County Officials, including sheriffs, judges, jail administrators)	1 Priority Group (County Officials, including sheriffs, judges, jail administrators, jailers)

<b>Agency Specific Measures</b>	<b>FY 2014 Performance</b>	<b>Projected FY 2016 performance</b>
<b>Average number of days from complaint inquiry to final response</b>	9 days	9 days
<b># of Construction Plan Review documents</b>	24	25
<b># of Staffing Analyses</b>	8	8