

Texas Commission on Jail Standards



Customer Service Report

2014

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.

Description of Services Offered by Strategy

TCJS Strategy	Description of Services	External Customer Served
<p style="text-align: center;">A.1.1. INSPECTION AND ENFORCEMENT</p> <p><i>Perform Inspection of Facilities and Enforce Standards</i></p>	<p>Inspection activities consist of fair and impartial monitoring and enforcing compliance of adopted rules and procedures. This objective includes development and implementation of uniform inspection process</p>	<p>Sheriff County Judges County Commissioners Jail Administrators Jailers</p>
<p style="text-align: center;">A.2.1. CONSTRUCTION PLAN REVIEW</p> <p><i>Assist with Facility Need Analysis and Construction Document Review</i></p>	<p>The construction planning staff provides consultation and technical assistance to local governments for jail construction that meets standards.</p>	<p>Sheriffs County Judges County Commissioners</p>
<p style="text-align: center;">A.2.2 Management Consultation</p> <p><i>Assist with Staffing Analysis, Operating Plans, and Program Development</i></p>	<p>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</p>	<p>Sheriffs County Judges County Commissioners Jail Administrators Jailers</p>

	on an on-going basis.	
A.3.1 Auditing Population and Costs	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
<i>Collect and Analyze Data Concerning Inmate Population/Backlogs/Costs</i>		

Information-gathering methods

As in previous years, 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 sent to all 254 county Judges and sheriffs with instructions to either complete the written or electronic format.

In addition, to reach jail administrators, an email was sent to members of the Texas Jail Association. In addition, the survey was advertised on the agency’s Twitter and Facebook accounts.

Survey Methodology

The survey focused on each of the major missions of TCJS including inspections, construction planning, technical assistance, population reporting, and complaints. In addition, statutorily required customer service quality elements of staff, information sharing including the internet site, and service timelines were included. If a respondent’s county jail had been found noncompliant by TCJS in the past two years, they were asked to answer two supplemental questions.

For a majority of the questions, the Texas Commission on Jail Standards utilized a Likert-item survey in which respondents were asked to reply to the statement with their level of agreement with: “Strongly Agree”, “Agree”, “Neutral”, “Disagree”, or “Strongly Disagree” or “Not Applicable”. Questions that were not answered are indicated in the survey results. Survey respondents were also given the opportunity to provide additional ideas to improve the Commission’s customer service in a free-response question.

Responses

By the survey deadline of April 21, 2014, 269 individuals responded to the survey with sheriffs accounting for 23 %, county judges 25%, and jail administrators 43 % of survey respondents. 10 % of the respondents were listed as other. In addition, respondents were asked to indicate the size of the facility by bed capacity they represent. Since survey respondents were not asked to identify themselves, there is a strong likelihood that some facilities are overrepresented while others are not represented at all in the survey. As such, by bed capacity, survey respondents indicated the following facility size: 8% of

facilities with 1001 beds or more; 8% with 501-1000 beds; 53% with 51-500 beds; and 30% with 50 or less beds.

This year's survey questions asked respondents about the number of contacts that they had with TCJS staff in 2013 and the reason for their contacts. 19% of respondents had contact with TCJS staff, by phone or in person, more than 10 times; 21% had contact 5-10 times; the majority at 39% had contact 2-5 times during 2013; and 16% had at least one contact in 2013 with TCJS staff. The reason for most of the contact with TCJS staff was for General Information at 29% and Inspection/Investigation at 25% with Problem Resolution and Technical Assistance at 20 and 19% respectively. 74% of respondents strongly agreed that TCJS staff was courteous and helpful during the contact.

For overall satisfaction, 96 % of survey responders were satisfied with the services they receive from the Commission. Appendix A displays the results for each of the questions and comments from survey respondents.

Analysis

While the majority of survey submissions reflect very favorable results, 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, 10% of the customer base was neutral on the effectiveness of the agency's website.
- ❖ A large percentage of survey respondents were unaware of the agency's newsletter

Agency Response

In response to this assessment, the agency has identified areas of improvement, both in the process of conducting this survey and in areas identified in the survey results.

To ensure that all customers are reached during the survey process, the agency will place a link to the on-line survey in a prominent place on the website. In addition, some of the questions may be reworded to provide more suggestions for improvement.

Customer Service Performance Measures

Number of Customers Surveyed	<p>Surveys were distributed as follows:</p> <ul style="list-style-type: none"> • 508 surveys were mailed to sheriffs and county judges. Instructions allowed for jail administrators to also responded to the survey • The list serve of the Texas Jail Association was utilized to reach county jailers. 												
Confidence Levels	<p>Comparison of confidence levels from the 2012 survey to the present</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr style="background-color: black; color: white;"> <th></th> <th>2012</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Respondents that expressed overall satisfaction with services TCJS offered</td> <td>90.38%</td> <td>96</td> </tr> <tr> <td style="text-align: left;">Respondents that expressed neutral or dissatisfaction with services offered by TCJS</td> <td>9.62%</td> <td>4%</td> </tr> </tbody> </table>		2012	2014	Respondents that expressed overall satisfaction with services TCJS offered	90.38%	96	Respondents that expressed neutral or dissatisfaction with services offered by TCJS	9.62%	4%			
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Outcome Measures	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr style="background-color: black; color: white;"> <th></th> <th>2012</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Percentage of surveyed customer respondents expressing overall satisfaction with services received</td> <td>90.38%</td> <td>95.74</td> </tr> <tr> <td style="text-align: left;">Percentage of surveyed customer respondents identifying ways to improve service delivery</td> <td>17.5%</td> <td>3.48%</td> </tr> </tbody> </table>		2012	2014	Percentage of surveyed customer respondents expressing overall satisfaction with services received	90.38%	95.74	Percentage of surveyed customer respondents identifying ways to improve service delivery	17.5%	3.48%			
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Output Measures	2012		2014	
	Number of Customers Surveyed	508	508	
	Number of Customers identified/served	≈19,000	≈19,000	
Efficiency Measures	2012		2014	
	Cost per customer surveyed	No fiscal impact (existing sources utilized)	No fiscal impact (existing sources utilized)	
Explanatory Measures	2012		2014	
	Total Customers Identified	≈19,000	≈19,000	
	Total Customers Inventoried	1 Priority Group (County Officials, including sheriffs, judges, jail administrators)	1 Priority Group (County Officials, including sheriffs, judges, jail administrators, jailers)	

Agency Response to Critical Comments

Survey Respondents were asked to provide anonymous comments on the Commission's customer service performance or a suggestion for improvement. The following is the agency's response to customer's suggestion for improvement. A complete list of comments is located in Appendix A

Sheriff, less than 50 beds

“Better process on civil transports to mental health facilities for individuals without criminal transports. 2. Faster Process on Blue Warrants”

Agency Response-While the agency does not have direct authority on mental health transports, the agency has a collaborative partnership with the Department of State Health Services (DSHS) and TCOOMMI to expedite inmates/clients in need of immediate mental health care. The partnership meets monthly through a conference call and discusses issues each faces, as well as ways to streamline the process.

As with the mental health transports, the agency does not have authority over the blue warrant process. However, through the auditing of inmate population reporting, the agency monitors the number of blue warrant inmates incarcerated in county jails. In addition, the agency monitors legislation that may impact the blue warrant process.

Sheriff, no Jail

“If you have no jail, you should not have to do monthly reports”

Agency Response-Although counties with no jail may have a small inmate population, it is important for state and county officials to have an accurate count of the total inmate population. These numbers helps planners and policymakers plan for future incarceration needs.

County Judge/Official, 51-500 beds

“I understand surprise visits but report should be scheduled. I would be grateful to have advance meeting time or call to personally meet jail inspector nor next audit visit report even if the report is delivered in a second visit.”

Agency response-The agency's method of conducting inspections unannounced will not change; however, the inspector will notify the county judge's office when the inspector arrives at the jail for the annual inspection. If resources and time will allow, the inspector will make every effort to conduct a sto- by visit, if the official was not able to attend the concluding brief out.

County Judge/Official, 51-500 beds

“No one came to see me and I was unaware of services.”

Agency response- The agency will make every effort to meet with county officials, either during the annual inspection or during stop-by visits, if resources and the calendar will allow. The agency will make greater efforts to advertise its services in a wide variety of formats.

Jail Administrator, less than 50 beds

“I disagree with the test that new hires have to take before getting into school.”

Agency Response-We are assuming the respondent is referring to the basic county correction’s course that is mandated by the Texas Commission on Law Enforcement (TCOLE) for jailer licensing. The Commission is unaware of a pre-test for admission into jailer school; however, the Commission would be happy to address the survey respondent’s concerns if they wish to make themselves known.

Jail Administrator, 501-1000 beds

“Monthly population report could be reduced to limit paper work.”

Agency Response- Monthly population reporting is required by statute. However, the Commission is exploring a web-based reporting method that may ease a county’s workload.

Sheriff, 51-500 beds

“It seems like the jail inspection is geared towards failure of the facility being inspected. There always seems to be something that was overlooked the year before that is now suddenly a problem.”

Agency Response- Jail inspections are conducted to ensure compliance with minimum jail standards. There are times when human element comes into play and issues are not observed or detected from a previous inspection. Inspectors have very little latitude when it comes to the following areas: life safety issues, staffing issues, or crowded conditions.

Jail Administrator, 51-500 beds

“I do not like that the inspections are unannounced. While we can anticipate when it will happen sometimes staff cannot take leave or are uncomfortable being off during the anticipated times. It is important that key staff be available to provide documentation that may not be readily

available to all staff (e.g. Maintenance inspection reports, grievance records, jail comm. Reports, disciplinary reports, etc.)”

Agency response- The agency believes that county jails should be inspection-ready 24/7, 365 days a year; the unannounced inspection ensures that level of preparedness. Just as emergencies and critical incidents often don't happen during normal business hours, front-line personnel should be able to respond appropriately when command staff are not on site at the time of the inspection.

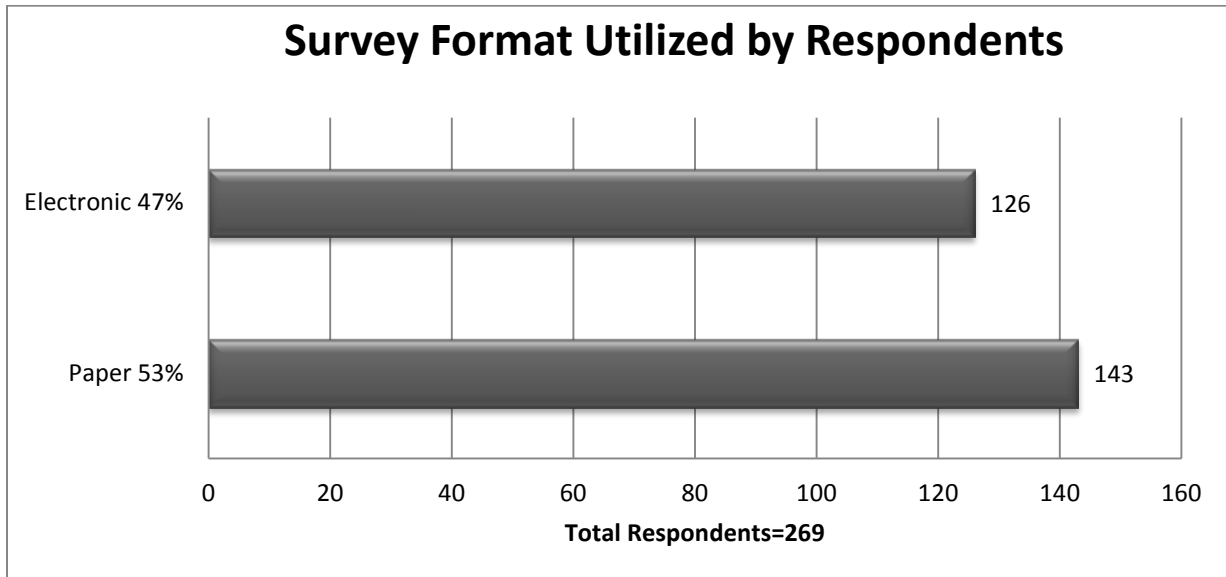
Other, 1000 beds or more

“It would be nice to offer annually, a list of all free services that they can provide.”

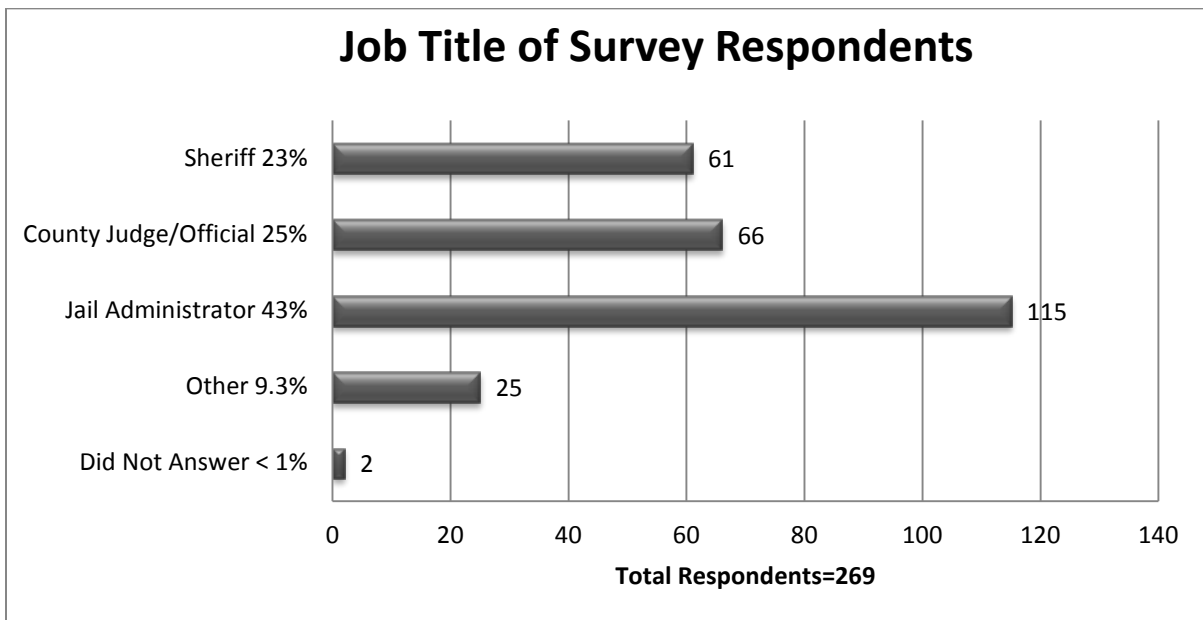
Agency Response-The agency will advertise its services more in as many formats possible on a regular basis.

Appendix A

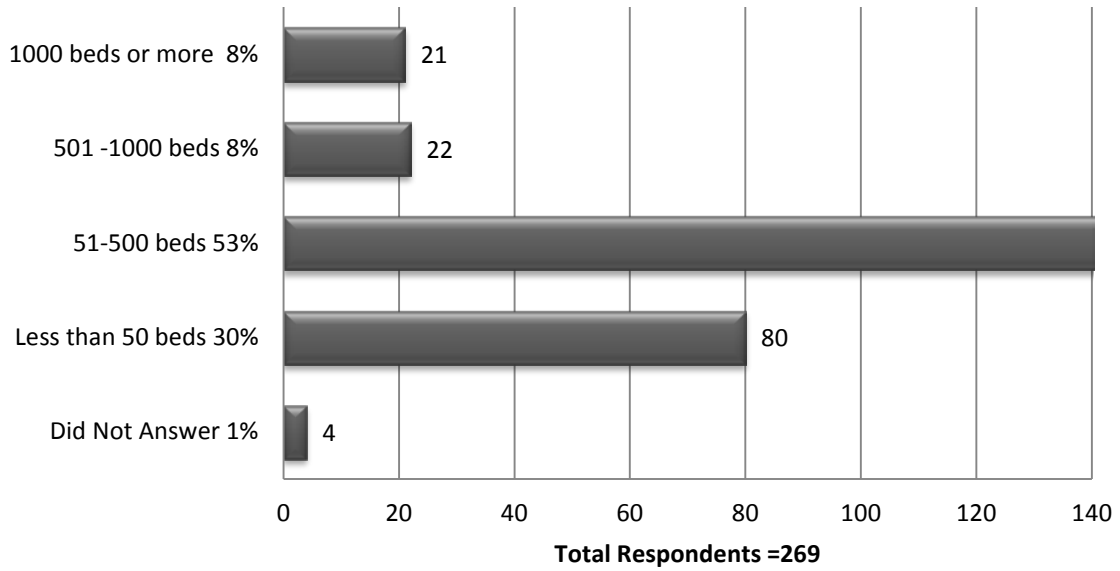
Survey Format



Characteristics of Survey Respondents

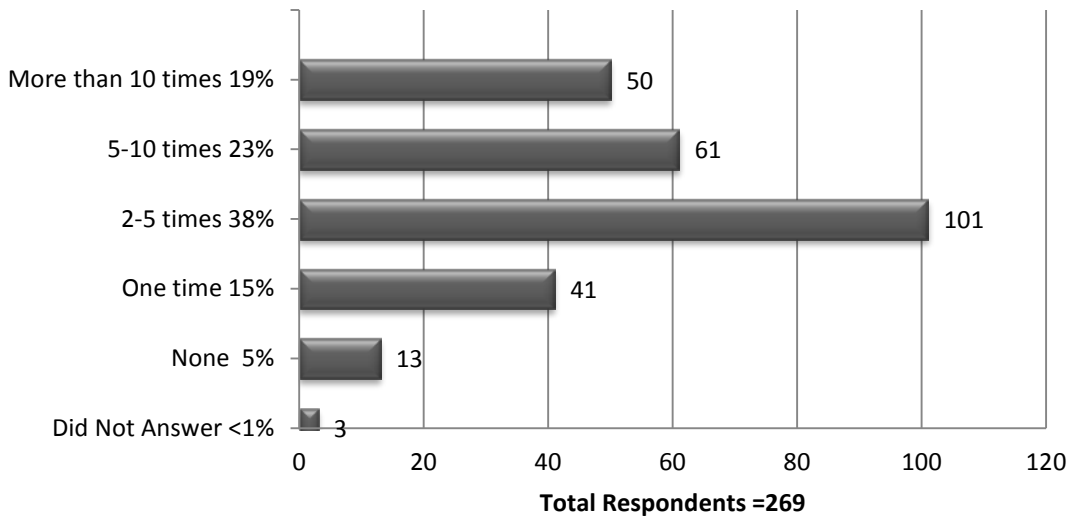


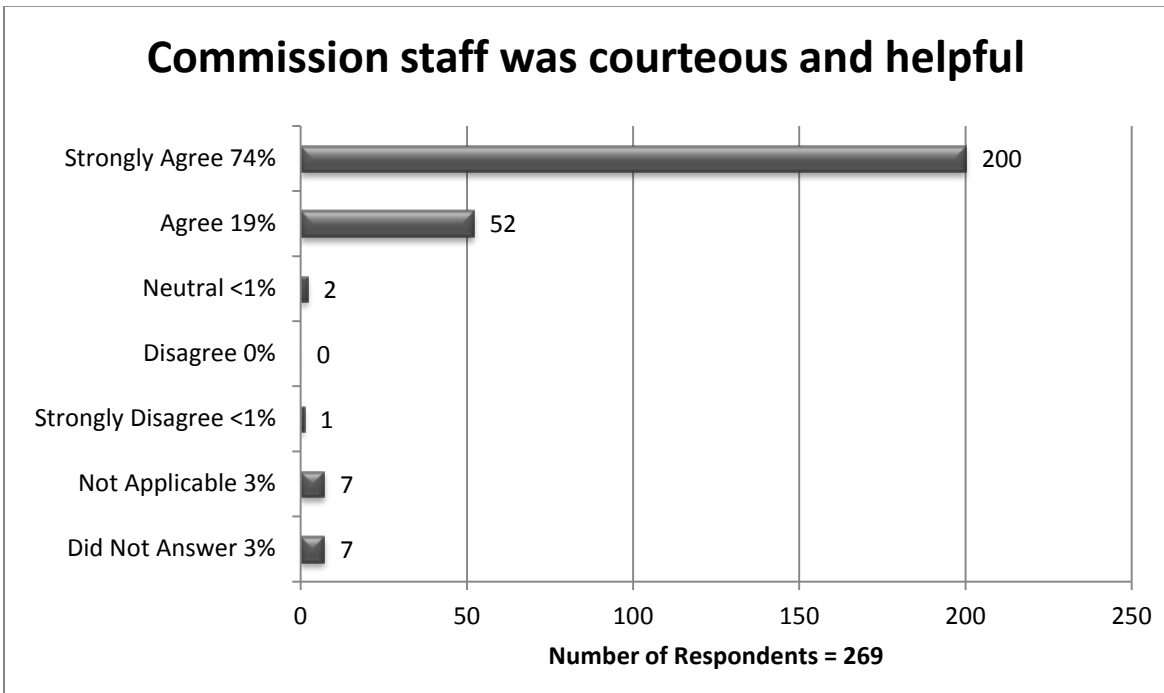
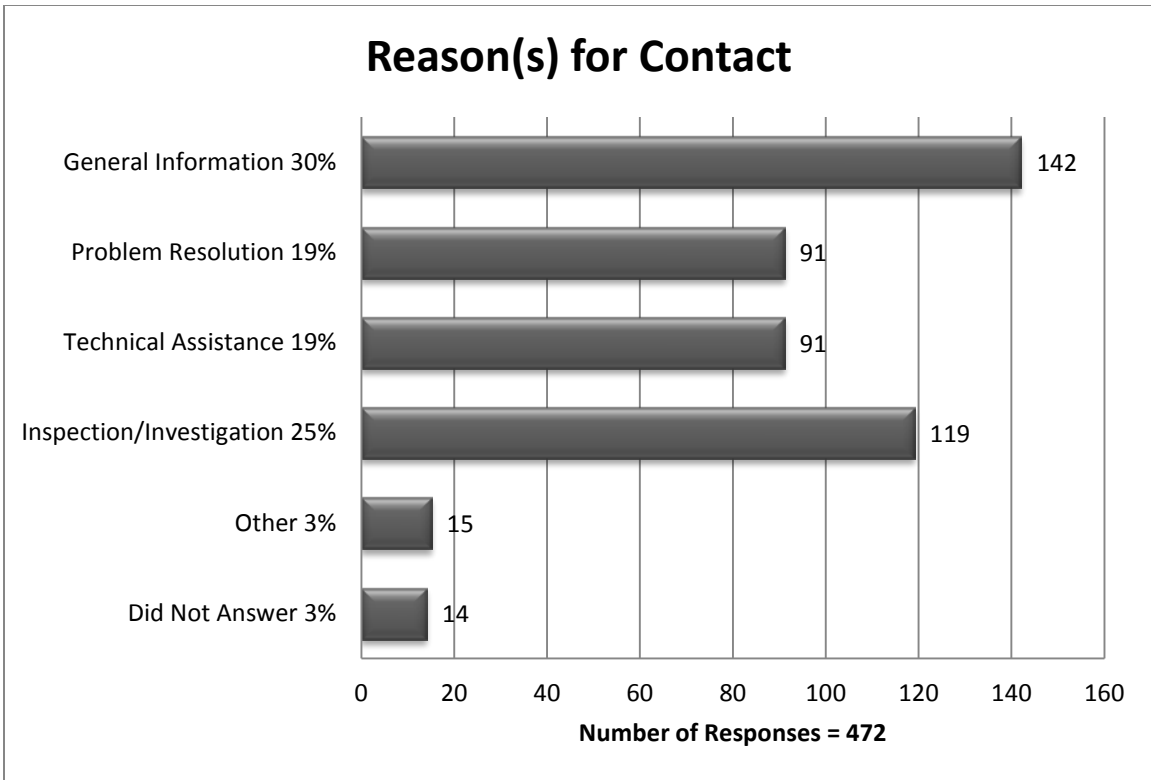
Jail Capacity of Survey Respondents



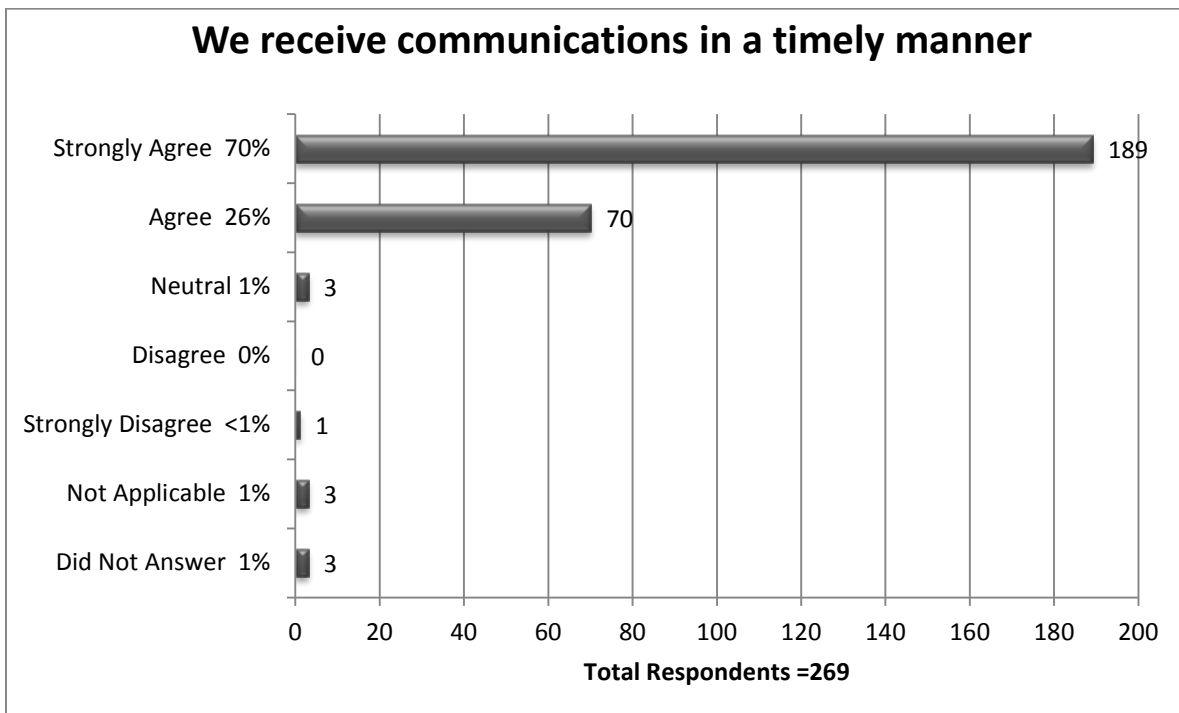
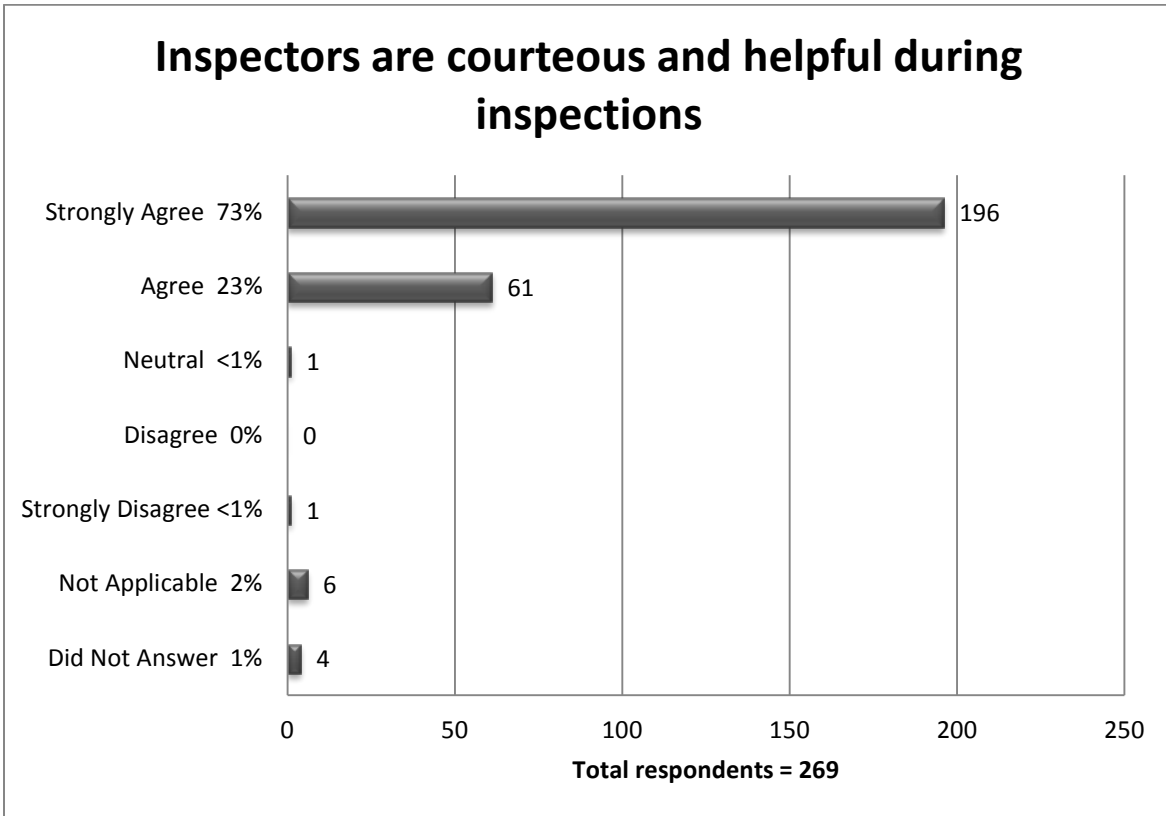
Contact With TCJS Staff

Number of Contacts with TCJS staff in 2013

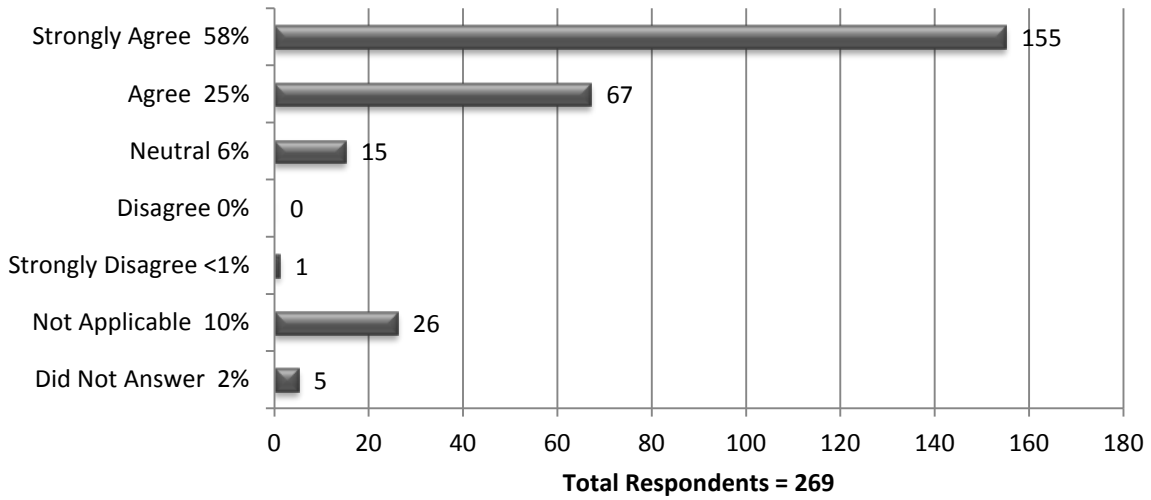




Jail Inspection/Investigations

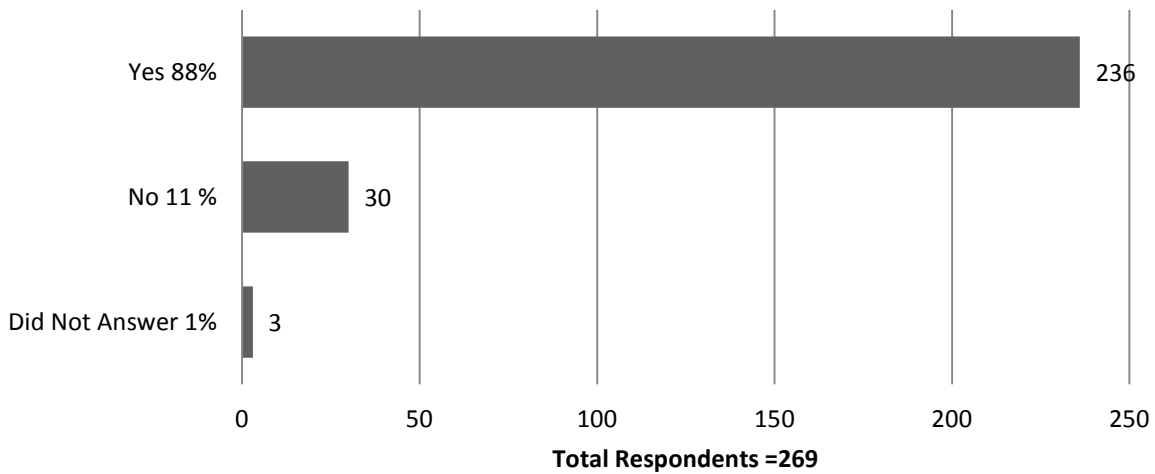


The Commission on Jail Standards investigates inmate complaints in a fair and timely manner

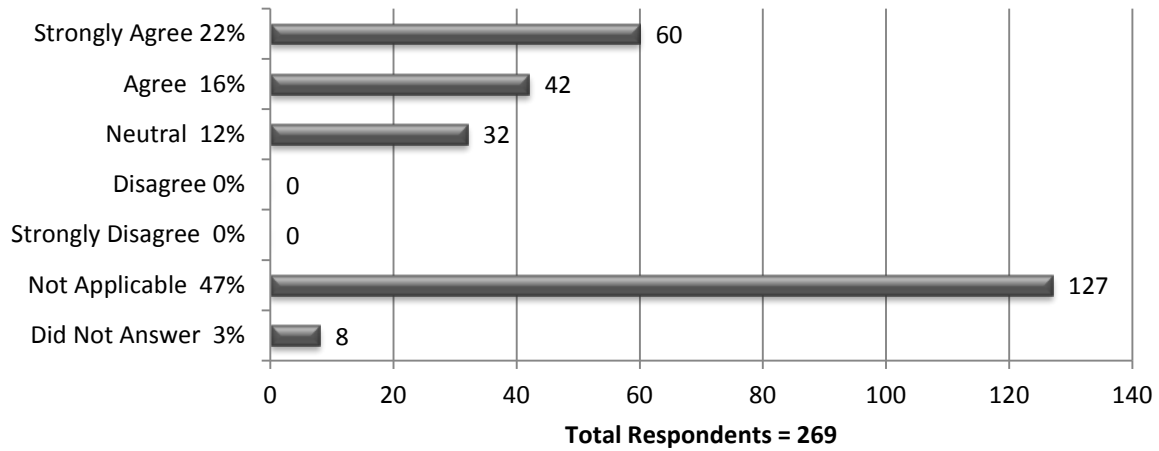


Commission Services

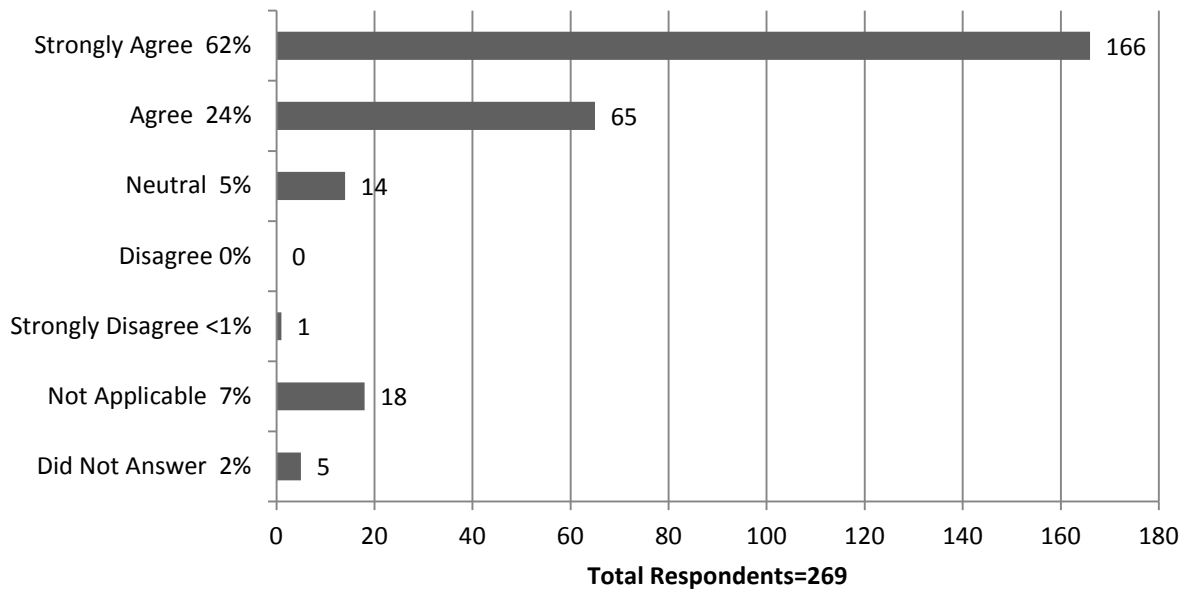
I am aware that the Commission offers Facility Needs Analysis services at no cost to counties.



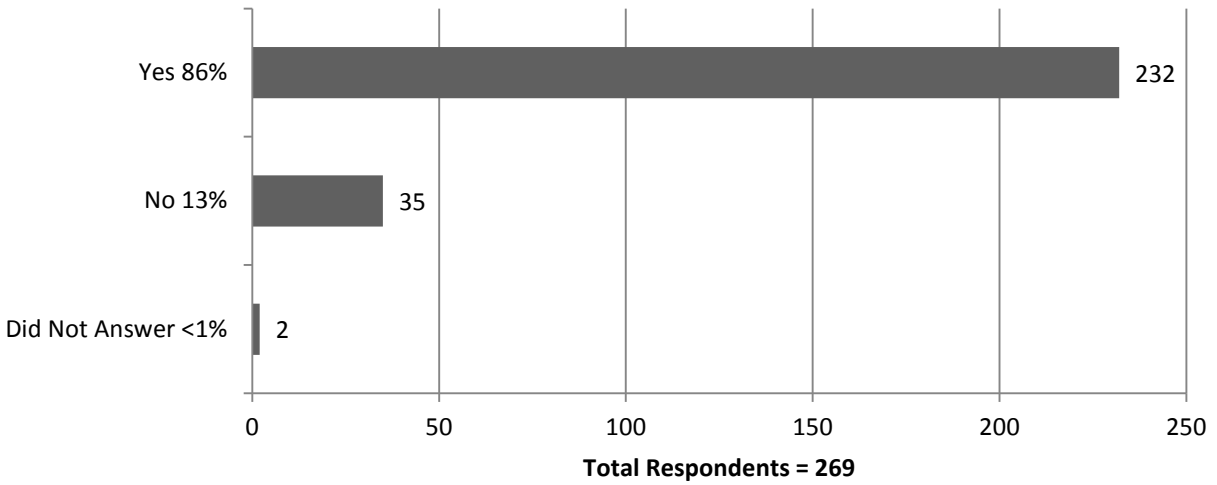
**The Commission on Jail Standards' Facility Needs Analysis
has helped us with our construction plans**



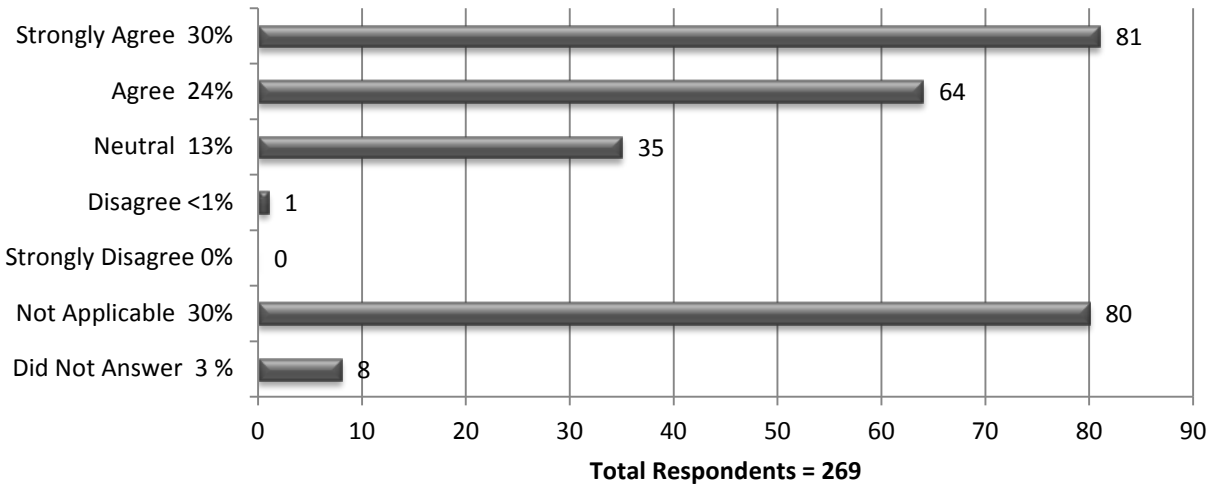
**The Commission on Jail Standards staff is courteous and
helpful to us in solving jail management problems**



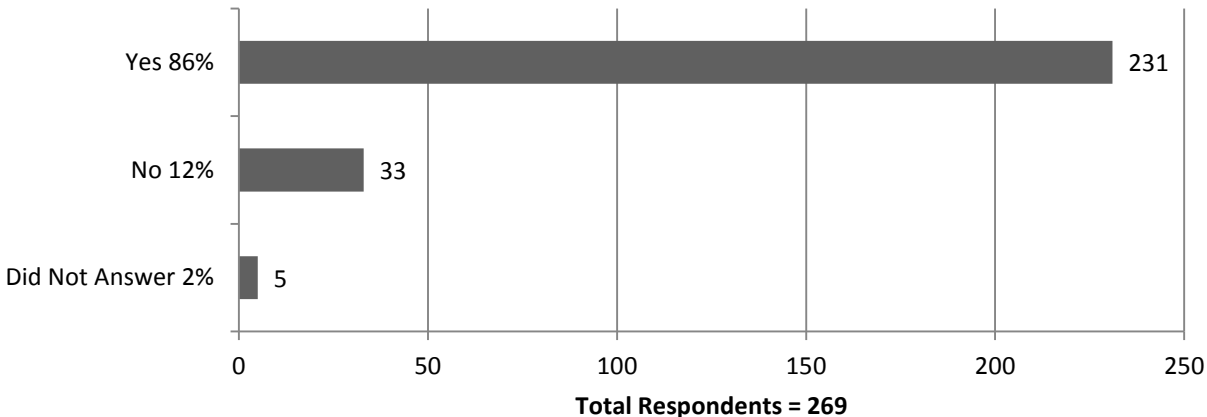
I am aware that the Commission offers Staffing Analysis services at no cost to counties



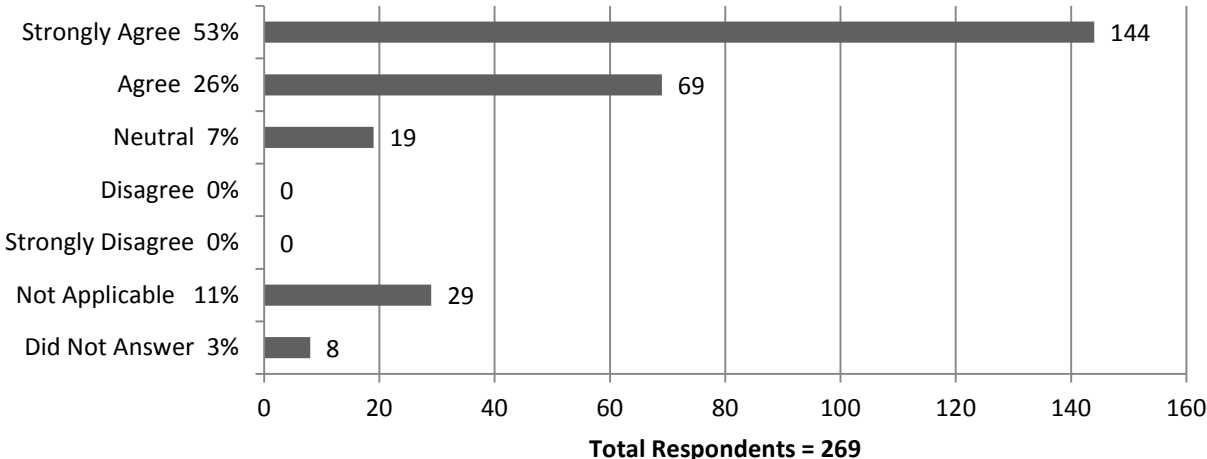
The Commission on Jail Standards Staffing Analysis has helped us to make better decisions regarding the staffing of our jail



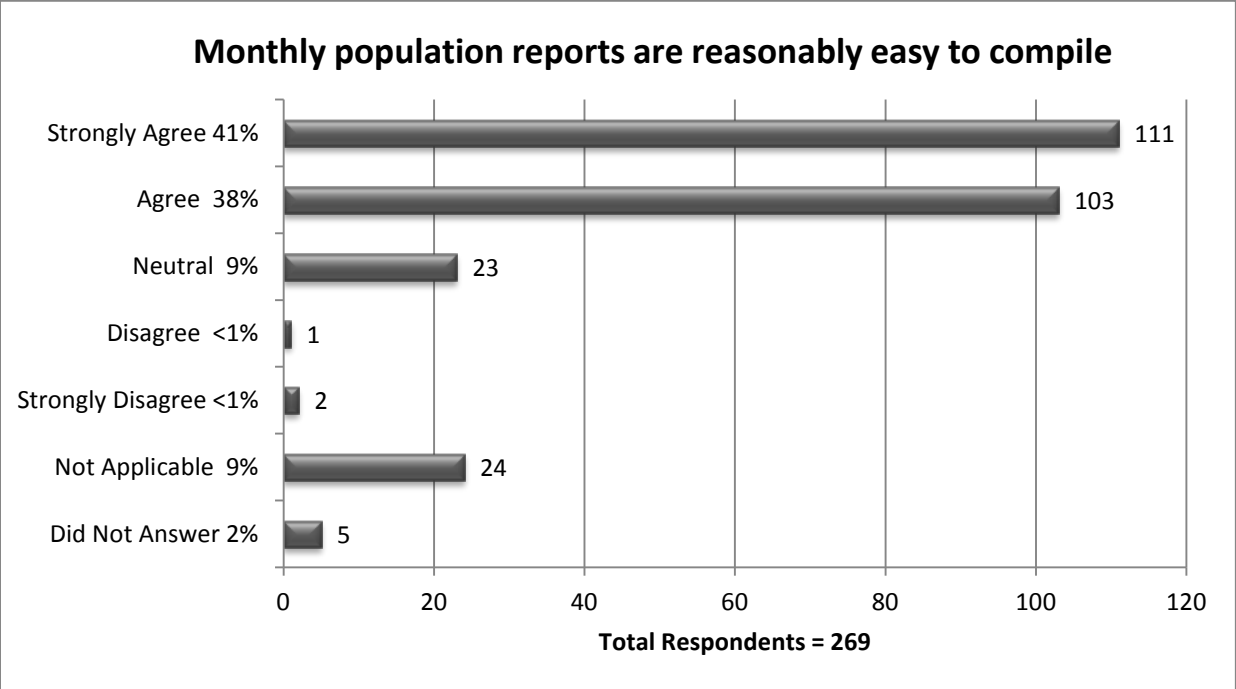
I am aware that the Commission offers free training to counties



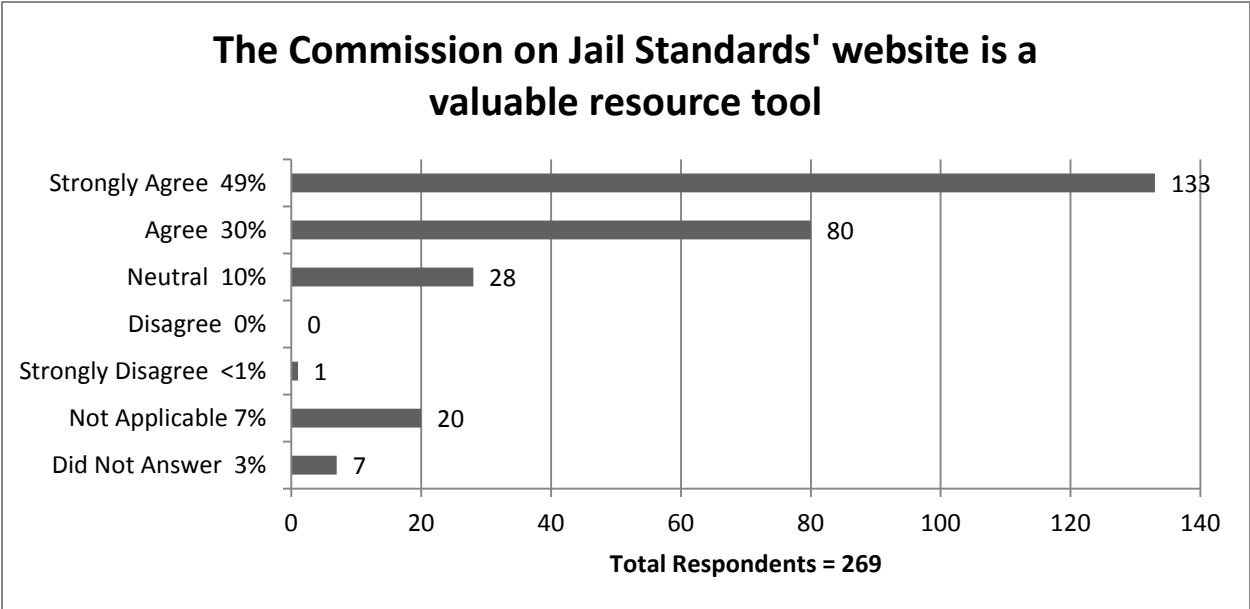
Training offered by the Commission on Jail Standards is helpful and informative



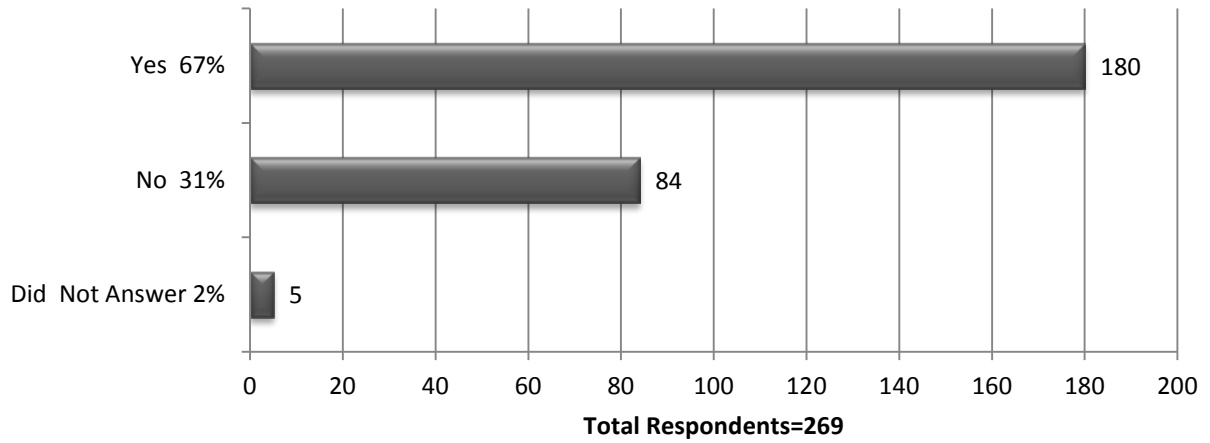
Population Reporting



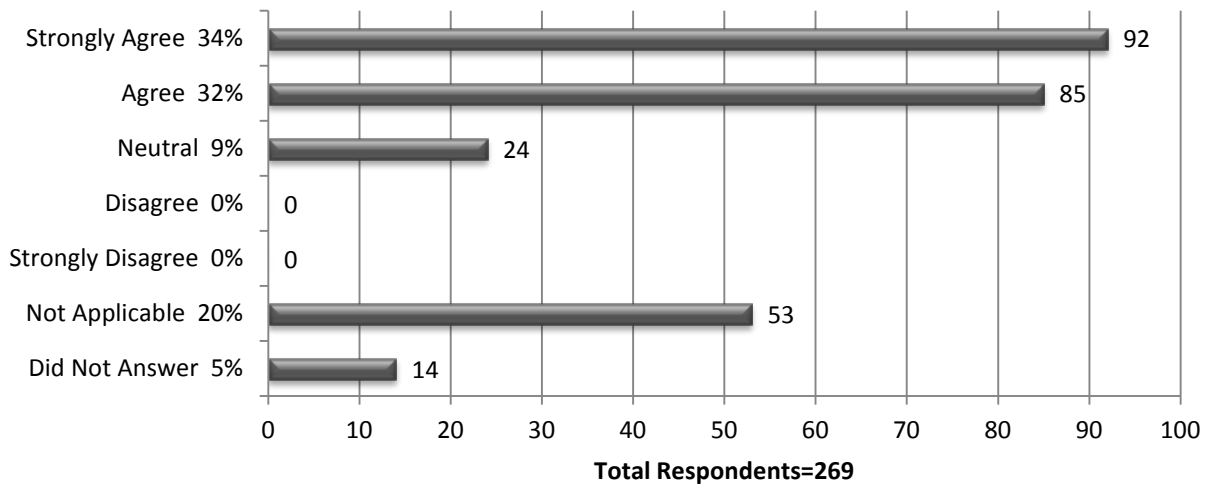
Information Sharing



I have read the Texas Commission on Jail Standards' newsletter, *The Brief Out*

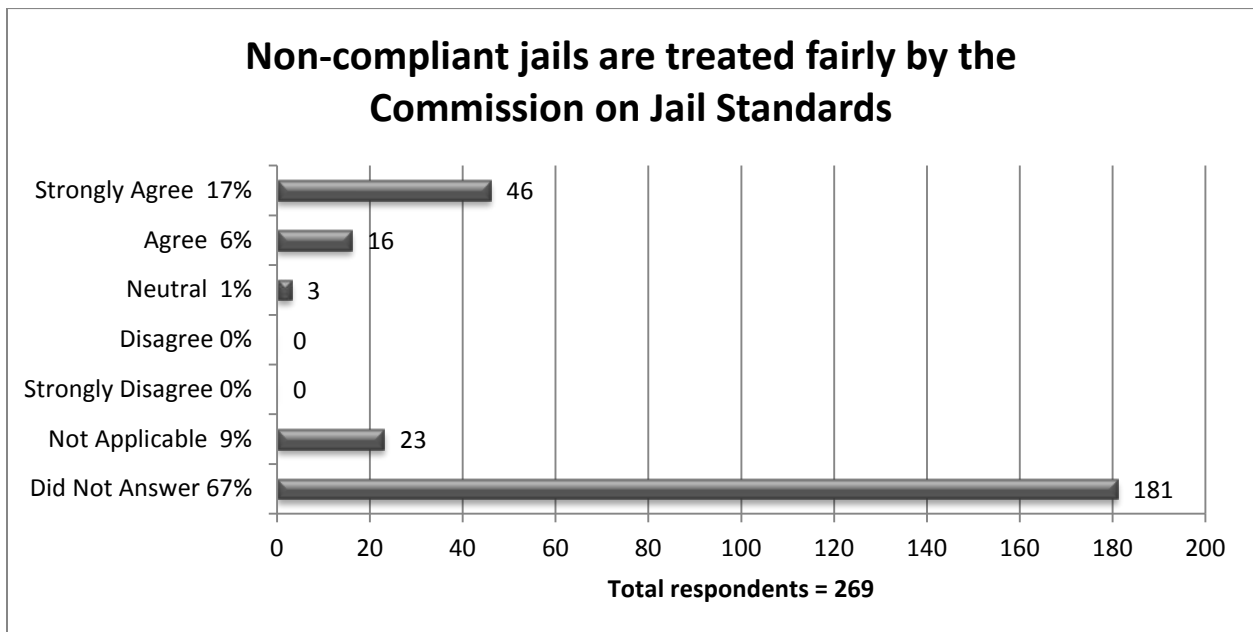
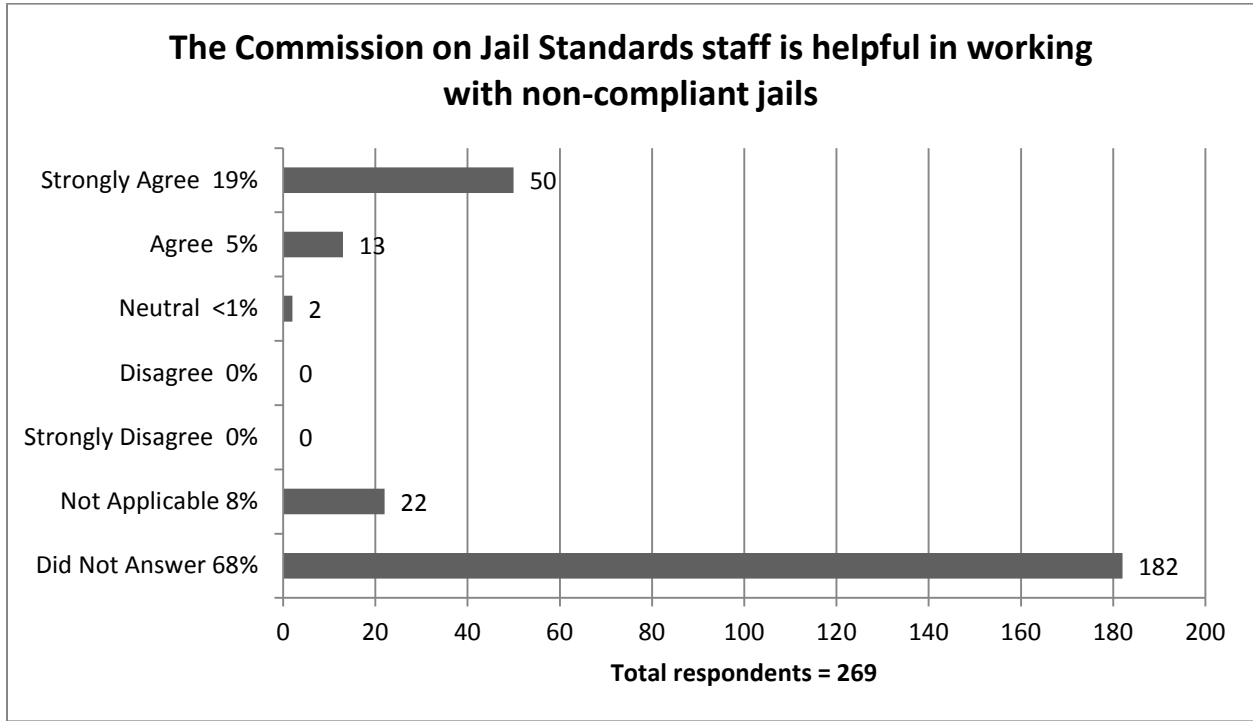


The newsletter is informative and helpful

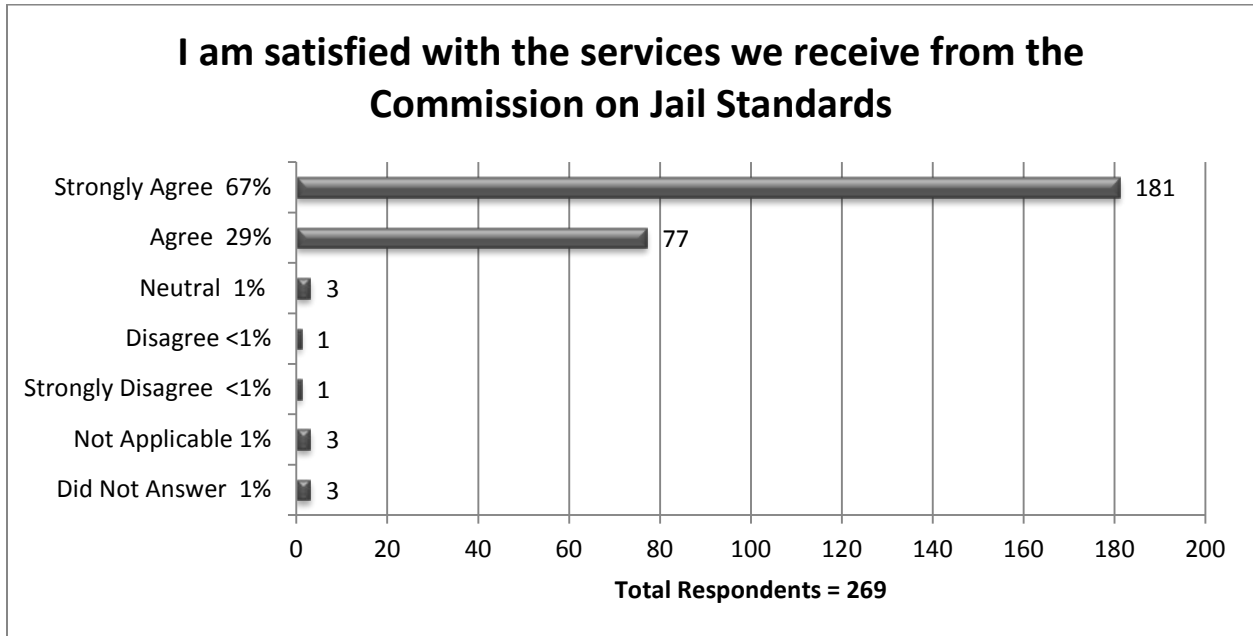


Non-Compliant Jails

Respondents with jails in non-compliance within the past two years



Summary



Survey Comments

Survey respondents were asked to provide commentary or suggestions to improve customer service. The responses received are below.

Sheriff

51-500 beds

I am very satisfied with all my interaction with the Texas Commission on Jail Standards. Following their advice and staying in compliance has helped us greatly reduce our liability

Sheriff

Less than 50 beds

The commission is very helpful and courteous

Sheriff

501-1000 beds

Brandon Wood is a fair and helpful ED and I am glad to see him in that position.

Sheriff

Less than 50 beds

1. Better Process on Civil Transports to Mental Health Facilities for individuals without criminal transports. 2. Faster process on Blue Warrants.

Sheriff

No Jail

If you have no jail, you should not have to do monthly reports

Sheriff

501-1000 beds

TCJS is a valuable tool for sheriffs that helps reduce liability and the safe guarding in inmates and staff

County Judge/Official

51-500 beds

I understand surprise visits but report should be scheduled. I would be grateful to have advance meeting time or call to personally meet jail inspector for next audit visit report even if the report is delivered in a second visit.

County Judge/ Official

51-500 beds

No one came to see me and I was unaware of services

County Judge/Official
501-1000 beds
Very Professional Organization!

County Judge/Official
Less than 50 beds
The Jail Commission has been the most helpful in keeping us with the law. Hopefully with their help we will soon be looking at building a new jail.

County Judge/Official
501-1000 beds
The Commission has been incredibly responsive when I have asked for assistance. I am so impressed with the level of professionalism and courtesy.

County Judge/Official
51-500 beds
Always very helpful!!

County Judge/Official
51-500 beds
My only interaction has been a post-inspection visit.

County Judge/Official
Less than 50 beds
Excellent!

County Judge/Official
501-1000 beds
I truly appreciate all of the assistance we have received! The process has been fair and the Commission has worked well with us as we work to resolve our issues.

County Judge/Official
51-500 beds
My experience with the Jail Standards Commission has been positive.

Jail Administrator
51-500 beds
Every time I've needed help from Commission staff, I have received it. I appreciate what you do. Thanks.

Jail Administrator
Less than 50 beds
Satisfied with service

Jail Administrator
Less than 50 beds
I disagree with the test that new hires have to take before getting into school.

Jail Administrator
51-500 beds
I thank you all, especially Jackie and Bubba, for all their help. And a special thank you to Luz.
Thank you.

Jail Administrator
51-500 beds
The staff is always professional and available any time I have had to call. I have never had an issue go unresolved.

Jail Administrator
Less than 50 beds
Every time this department has called on the commission for assistance they have been very helpful

Jail Administrator
Less than 50 beds
New to position-been employed 2 1/2 years and higher 2 people quit/retires. I got left with the position so I am learning everything.

Jail Administrator
Less than 50 beds
Great system, No changes needed

Jail Administrator
51-500 beds
TCJS staff has always returned calls timely and are readily available to answer all questions.
They do a superior job assisting us.

Jail Administrator
51-500 beds

Every time our inspector comes into our office, they are very respectful, helpful, and courteous. All I can say is keep up the great work and thanks for always being available when we have any questions and especially responding to our questions in a prompt manner.

Jail Administrator

Less than 50 beds

Jail Commission has been helpful to our facility.

Jail Administrator

51-500 beds

Inspectors respond in a timely manner to our needs and questions.

Jail Administrator

51-500 beds

TCJS does an outstanding job. Keep up the good work.

Jail Administrator

501-1000 beds

Monthly population report could be reduced to limit paper work.

Asst. Jail Administrator

51-500 beds

Strong resource and staff is always very courteous and always willing to assist

Other

1000 beds or more

Jail Commission has always been very helpful when we have called for assistance. They are always helpful with any training that we have needed.

County Judge/Official

Less than 50 beds

Good Job

Jail Administrator

Less than 50 beds

Very Satisfied

Jail Administrator

51-500 beds

Very Helpful

Other

Less than 50 beds

Everything has been handled promptly and in a professional manner

Jail Administrator

51-500 beds

Our inspector is always easy to contact, always helpful and informative. We appreciate his constructive criticism and knowledge that always improves the operation of our jail. Go Fred!

Jail Administrator

Less than 50 beds

Customer service is always prompt & courteous

Jail Administrator

Less than 50 beds

Very Satisfied

Other

51-500 beds

The commission is always there to help us with any question we have.

Jail Administrator

51-500 beds

This is the only State Agency who responds in a timely, professional, courteous manner when you have a question, complaint or suggestion. These are true professionals who take pride in every aspect of their jobs!

Sheriff

Less than 50 beds

I am pleased with the performance and can't think of anything that could be done differently.

Jail Administrator

51-500 beds

Everyone is always very informative as well as following up with documentation to back their information

Jail Administrator

501-1000 beds

It is my feeling that the commission offers a vital information and technical services to our facility. The commission provides well needed assistance.

Jail Administrator

Less than 50 beds

I think they are doing a fine job and always looking to in prove so that we can in prove.

Jail Administrator

51-500 beds

Any time I have contact the Commission Staff, they have been informative and very helpful

Jail Administrator

51-500 beds

Very Helpful resource. More Jails need to utilize them more than they do. Always have relied upon TCJS for the past 20 years or so.

Jail Administrator

51-500 beds

do a real good job

Jail Administrator

51-500 beds

My inspector is available any time we need him.

Sheriff

51-500 beds

It seems like the jail inspection is geared towards failure of the facility being inspected. There always seems to be something that was overlooked the year before that is now suddenly a problem.

Sheriff

Less than 50 beds

Our relationship with the TCJS has been excellent, and our rep, Fred St. Amant, is very helpful and professional.

Jail Administrator

51-500 beds

Everyone I have had contact with have (Bubba, Shannon) always been very prompt in their responses and left me with the answers I needed.

Jail Administrator

1000 beds or more

Every time I have contact with the Jail Commission staff, they are professional and very helpful.

Jail Administrator

501-1000 beds

Each time we call with a question it is answered, and explained to us why. Very Helpful

Sheriff

51-500 beds

They have been most helpful when called upon

Jail Administrator

1000 beds or more

Any interaction with Jail Commission staff has always been professional and courteous.

Jail Administrator

51-500 beds

I do not like that the inspections are unannounced. While we can anticipate when it will happen sometimes staff cannot take leave or are uncomfortable being off during the anticipated time. It is important that key staff be available to provide documentation that may not be readily available to all staff e.g. maintenance inspection reports, grievance records, jail comm. reports, disciplinary reports, etc..

Other

1000 beds or more

TCJS has always been helpful and there for us when we have needed them. Their inspectors have always been fair and helpful during jail inspections and whenever called upon.

Other

51-500 beds

It would be nice to be offered annually, a list of all free services that they can provide.

Jail Administrator

51-500 beds

Commission Staff have been extremely helpful during 2013. This was my first year as JA and I had many questions and at times needed general guidance.

Jail Administrator
51-500 beds

Any questions or information I have requested from the Jail Commission staff have always been provided and it is always been available promptly by phone or e-mail. They have been a tremendous help to me.

Jail Administrator
51-500 beds

Being a new Jail Administrator they have assisted me and answered the questions I had and provided guidance for me in my new position.

Jail Administrator
51-500 beds

TCJS offers an assortment of valuable services that are important to the operation of a jail facility. I have had the opportunity to work with the Commission on several occasions and have found them to be informative and helpful on every occasion. The TCJS serves a vital role in jail operations in Texas.

Jail Administrator
51-500 beds

We have always received nothing but courteous and timely information from TCJS staff. I would only ask that TJCS provide more training in our area.

Other
51-500 beds

I have always received good customer service from the TCJS staff whenever I have requested assistance or had questions.

Jail Administrator
51-500 beds
no problems

Jail Administrator
1000 beds or more

TCJS has a quality staff and are very helpful with all requests. I am grateful and Bell County staff are too.

Jail Administrator

1000 beds or more

The Commission has been a valuable resource to our Department. They have continued to challenge us on improving, which we readily accept, because we aspire to set the standard in Corrections.

Jail Administrator

1000 beds or more

Recently, the Commission has focused more on technical assistance and an effort to help counties maintain compliance.

Sheriff

Less than 50 beds

The inspectors need to apply a little more common sense in regards to the standards, as not all jails are created equal. This is especially true in the older jails that were built prior to CJS existence.

Jail Administrator

51-500 beds

TCJS has been, and is always helpful. I think their service is very valuable and helpful. They provide a very valuable service that keeps the jails they inspect limited on liability by enforcing minimum standards.

Jail Administrator

501-1000 beds

Myself and my staff have had several issues in 2013 in which the Commission on Jail Standards has assisted us with. They have always helped out with answers to questions in a very timely manner and have proven to be a great help to our county which helps out our staff, inmate population, and community.

Sheriff

51-500 beds

All questions ask of the commission have all ways been answered promptly and courteously by staff.

Other

No Jail

When asked my jail capacity I had to check less than 50. I am not a jail facility but do work closely with TCJS. I am a state agency that conducts training and we work closely to see if there are training issues we can address. We recently finish building a training for jailers with TCJS to be offered to Texas jailers at no cost.

Jail Administrator

Less than 50 beds

They are prompt to return calls and always helpful with any questions that I have

Sheriff

Less than 50 beds

The commission is always very courteous and willing to help.

Other

1000 beds or more

Although a regulatory agency, the Commission and staff members approach their task in a supportive and helpful manner - while professionally addressing deficiencies and concerns

Jail Administrator

51-500 beds

All members are helpful. I frequently ask for assistance, and get an answer back very quickly

Other

1000 beds or more

At present no other issues

Sheriff

51-500 beds

TCJS is a vital resource and tool for county jails. I believe that following jail standards rules has kept many SO's out of federal court.

Jail Administrator

Less than 50 beds

The "WHICH WAY DID HE GO" section of the brief out is also a great tool in helping my staff see different situations that could occur in our facility.

Other

1000 beds or more

The Commission Staff is extremely helpful along with the Director who never fails to respond to County's needs. Great Team!!

Jail Administrator

51-500 beds

Every time I have called the Commission everyone that I have talked too is always very nice and helpful and willing to assist us in any way they can.

Sheriff
Less than 50 beds
You are doing a great job.