

Texas Commission on Jail Standards



Customer Service Report 2018

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 797 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 more than 18,000 licensed jailers, and efforts were made to reach them through their professional association, the Texas Jail Association.

Methodology

The Texas Commission on Jail Standards employed an electronic survey format via a commercial vendor. 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.

Description of Services Offered by Strategy

TCJS Strategy	Description of Services	External Customer Served
<p>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>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>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 on an on-going basis.</p>	<p>Sheriffs County Judges County Commissioners Jail Administrators Jailers</p>
<p>A. 3. 1 AUDITING POPULATION AND COSTS</p> <p><i>Collect and Analyze Data Concerning Inmate Population/Backlogs/Costs</i></p>	<p>This strategy requires the collecting, analyzing and disseminating of data concerning inmate populations, felony backlog, immigration, licensed jailer turnover, and jail operational costs.</p>	<p>Sheriffs County Judges County Commissioners Jail Administrators Other planning agencies</p>
<p>A.4.1- PRISONER SAFETY FUND</p> <p><i>Disburse funds to purchase tele-mental/tele-health equipment and electronic sensors/cameras</i></p>	<p>The Commission Grant Administrator evaluates jail applications for and disburses Prison Safety Fund monies to eligible jails to assist them in purchasing equipment for 24 hour tele-mental/tele-health access and for electronic sensors/cameras to record inmate observations.</p>	<p>Sheriffs County Judges County Commissioners Jail Administrators Jailers</p>

Customer Service Element	Description of Survey Questions	Levels of Customer Service Quality
Staff	Customers were asked about Commission staff courtesy, knowledge, and helpfulness	96% of survey respondents strongly agreed or agreed that Commission staff was courteous, knowledgeable, and helpful
Communications	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
Agency Website	Customers were asked if the agency website was easy to navigate	77% of survey respondents strongly agreed or agreed that the website was easy to navigate
Complaint-Handling process	Customers were asked if the Commission investigates complaints in a fair and timely manner	85% of respondents strongly agreed or agreed that the Commission investigates complaints in a fair and timely manner. 14 were neutral, and only one respondent disagreed.
Facilities	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 12% 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, 14% of the customer base was neutral or disagreed on the navigability of the agency’s website.
- 117 respondents wrote narrative comments. Of these, 68% (80) were favorable, .017% (2) were unfavorable, 19% (22) were neutral, and 11% (13) made suggestions for improvement. In several instances, comments praised the Executive Director, Assistant Director, and staff by name.

Agency Response

This year, the Commission eliminated the paper version of the survey in order to eliminate the labor required to enter survey data into a database manually.

A year-to-year variation in satisfaction results is normal and not necessarily attributable to a variation in actual customer satisfaction. The response rate of 51% from a population of 797 means the actual answers of the entire population of this survey may vary +/- 3.38% from the sample answers.

The Commission recognizes again the need to improve the navigability of its website. However, staffing issues necessitate that human resources be directed away from website improvement toward other higher priority objectives.

The Commission acknowledges that it must also improve customer awareness of its services. We will continue to use list-serves to distribute information, establish a more active “social media” presence and review the navigability of the agency website.

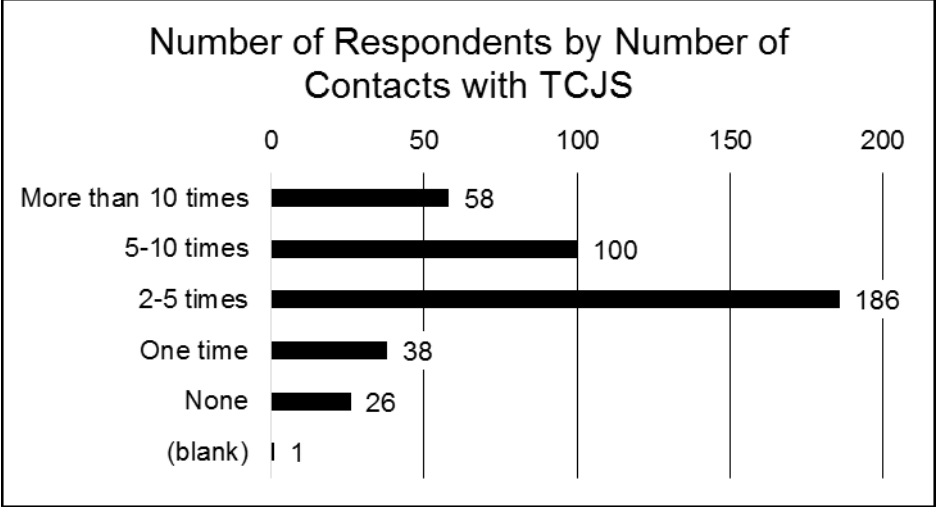
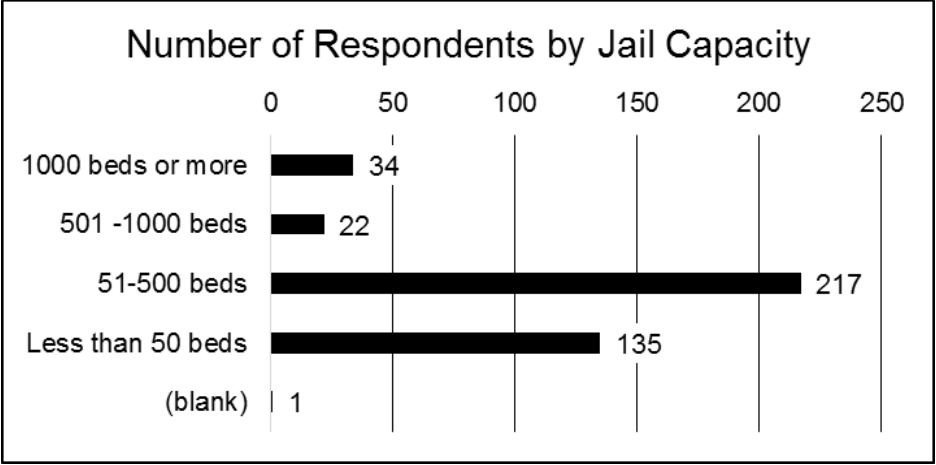
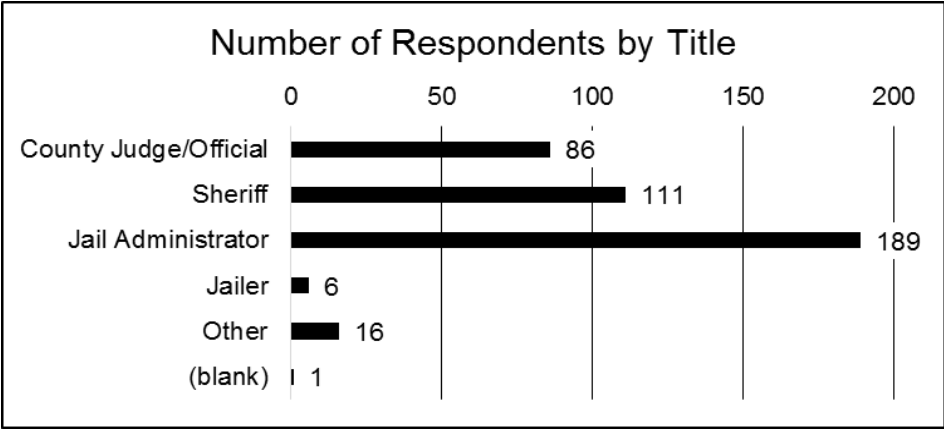
The Commission will continue to analyze customer comments for additional areas of improvements.

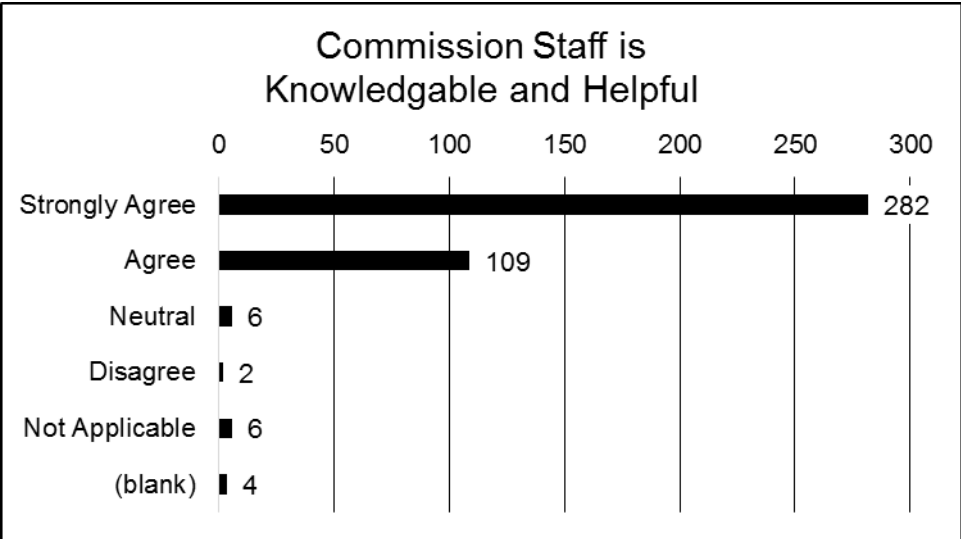
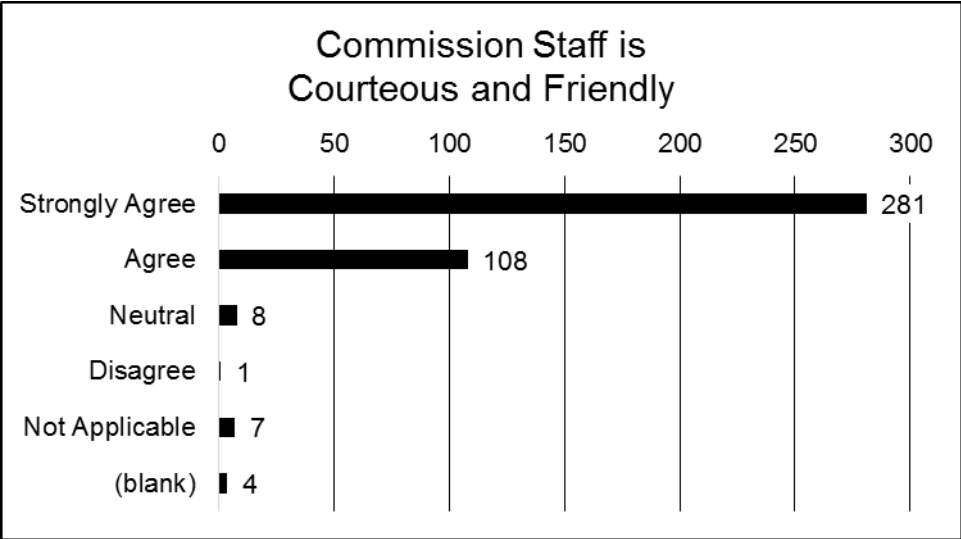
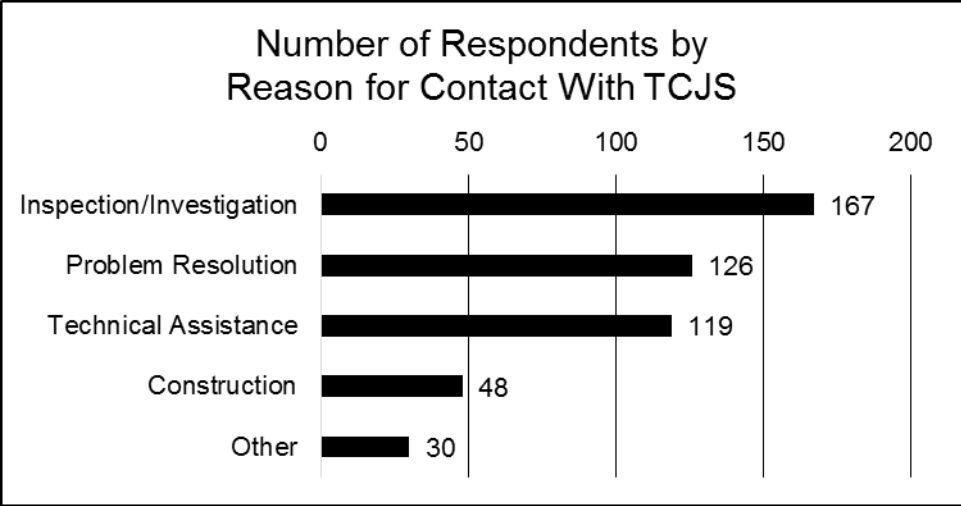
Customer Service Performance Measures

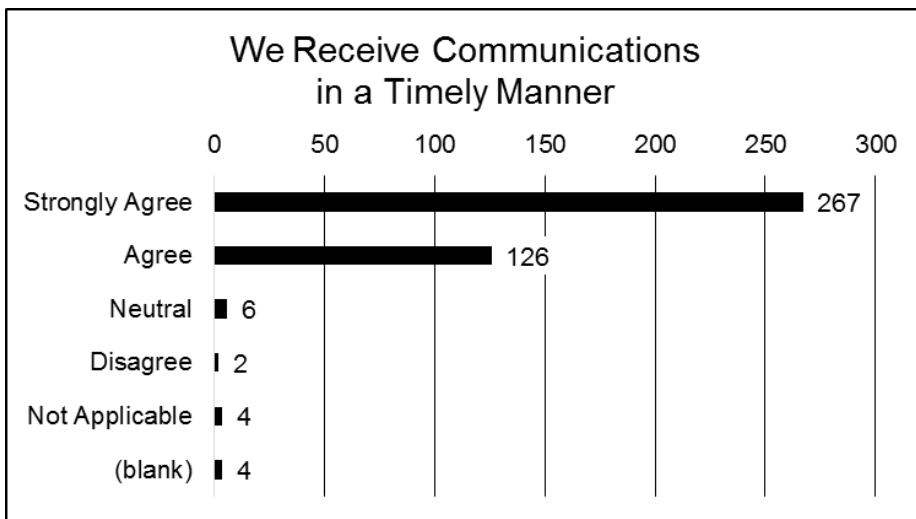
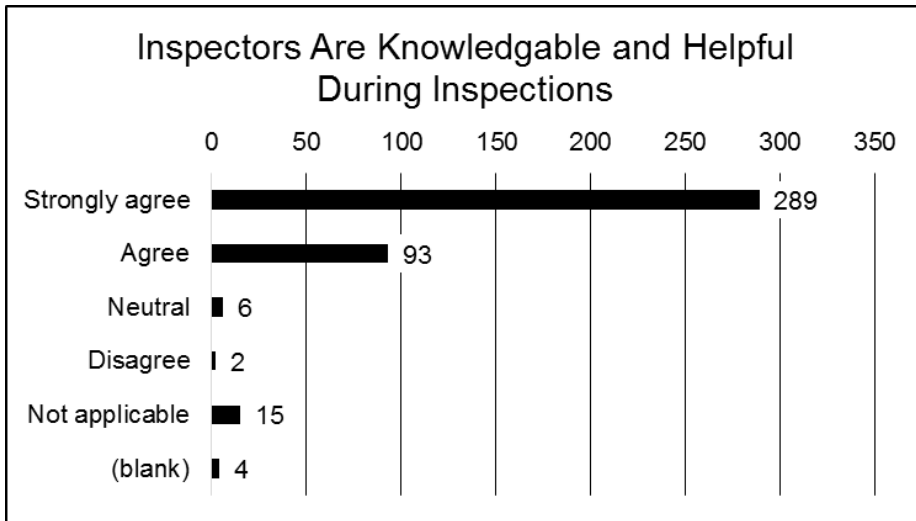
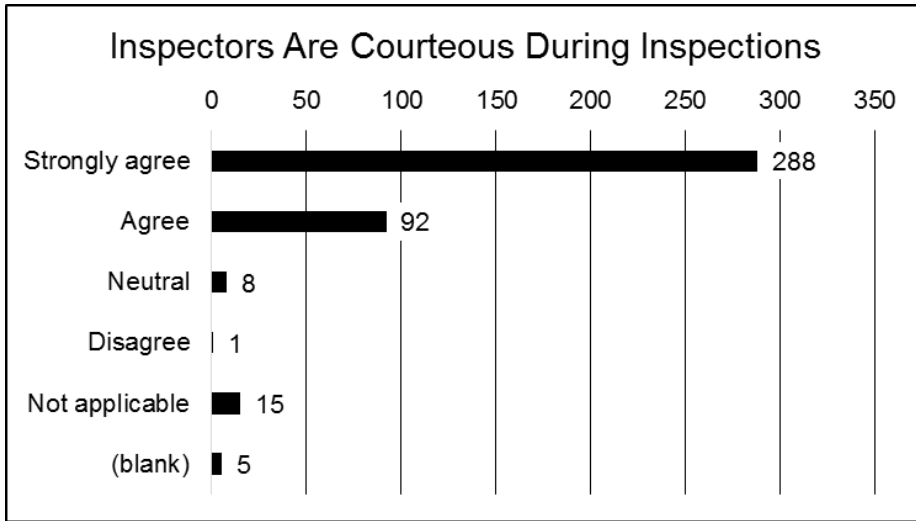
Number of Customers Surveyed	<p>The survey was sent to 797 county judges, sheriffs, jail administrators, and others. The surveys were delivered directly by email and also using the list serves of the Texas Jail Association, Sheriff’s Association of Texas, and the Texas Association of Counties.</p> <p>The email contained the first survey question. When the recipient clicked their answer, they were taken to the survey website where they answered the remaining 21 questions.</p>									
Satisfaction Levels	<p>Comparison of confidence levels against the 2016 survey</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%; text-align: center;">2016</th> <th style="width: 15%; text-align: center;">2018</th> </tr> </thead> <tbody> <tr> <td>Respondents who expressed overall satisfaction with services TCJS received</td> <td style="text-align: center;">97%</td> <td style="text-align: center;">94%</td> </tr> <tr> <td>Respondents that were neutral or dissatisfied with services offered by TCJS</td> <td style="text-align: center;">3%</td> <td style="text-align: center;">6%</td> </tr> </tbody> </table>		2016	2018	Respondents who expressed overall satisfaction with services TCJS received	97%	94%	Respondents that were neutral or dissatisfied with services offered by TCJS	3%	6%
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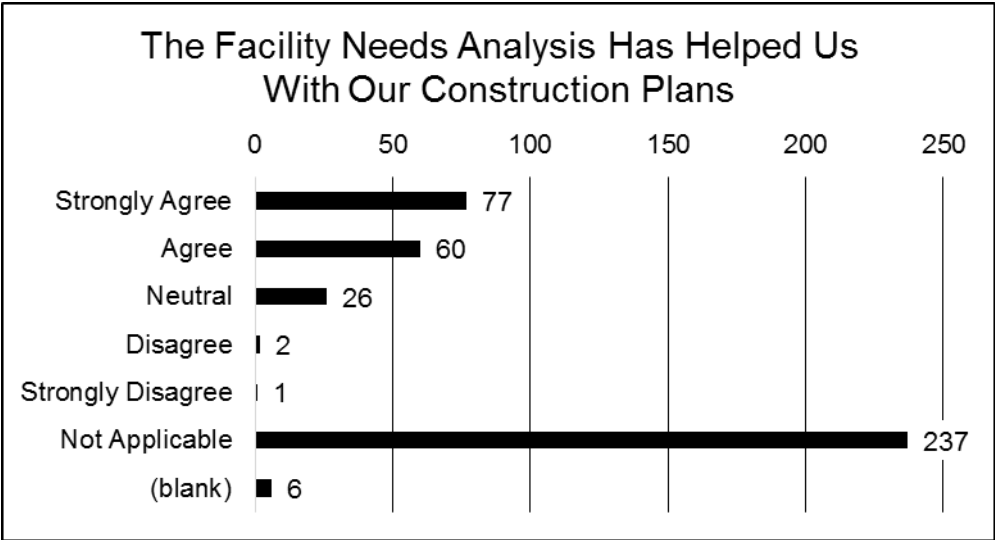
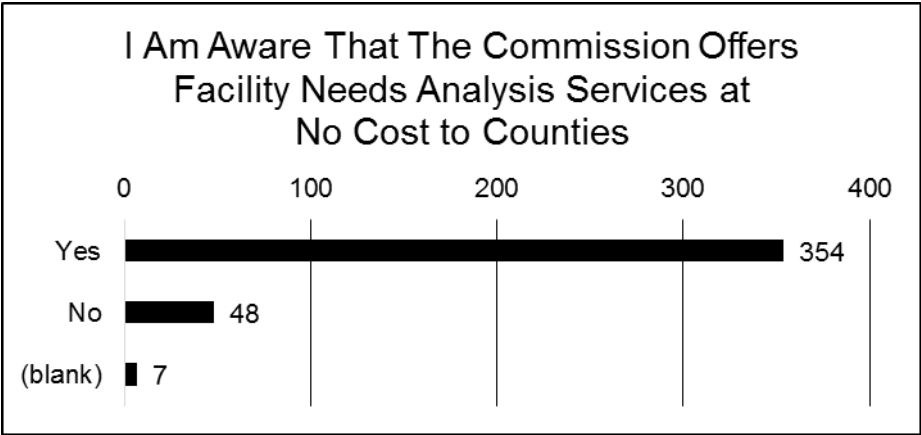
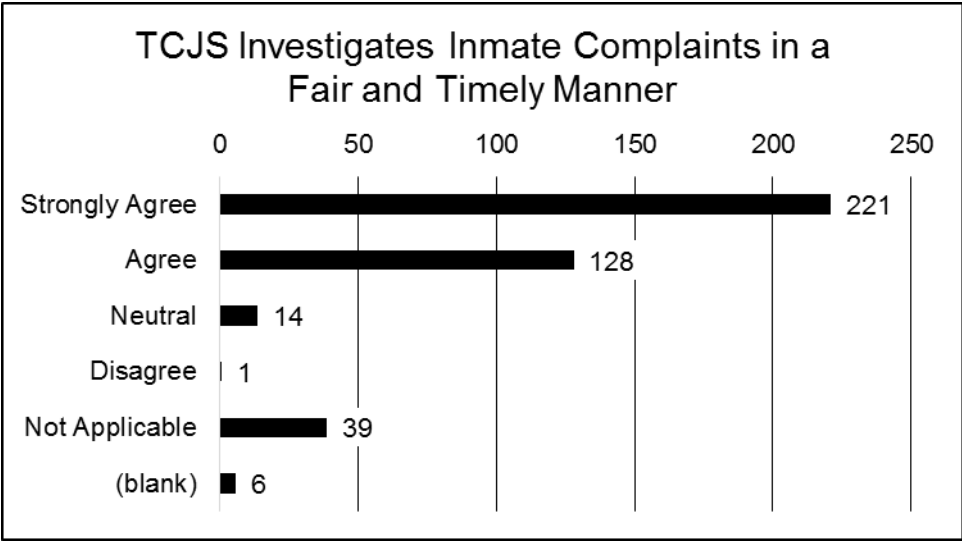
Outcome Measures	2016		2018
	Respondents who expressed overall satisfaction with services TCJS received	97%	94%
	Percentage of surveyed customer respondents identifying ways to improve service delivery	.015%	.024%
Output Measures	2016		2018
	Number of Customers Surveyed	508	797
	Number of Customers identified/served	≈19,000	≈19,000
Efficiency Measures	2016		2018
	Cost per customer surveyed	No fiscal impact (existing sources utilized)	No fiscal impact (existing sources utilized)
Explanatory Measures	2016		2018
	Total Customers Identified	≈19,000	≈19,000
	Total Customers Inventoried	1 Priority Group (County Officials, including sheriffs, judges, jail administrators, jailers)	1 Priority Group (County Officials, including sheriffs, judges, jail administrators, jailers)

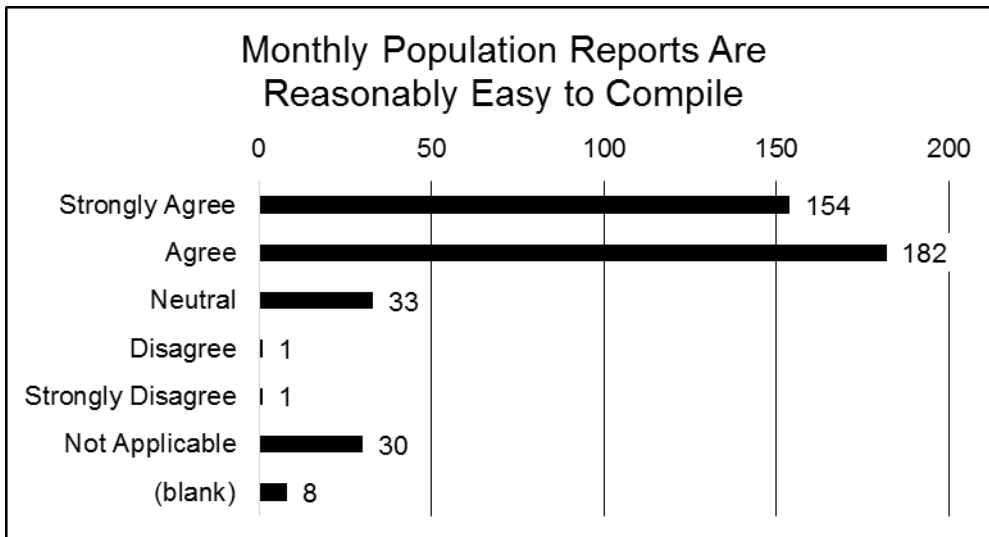
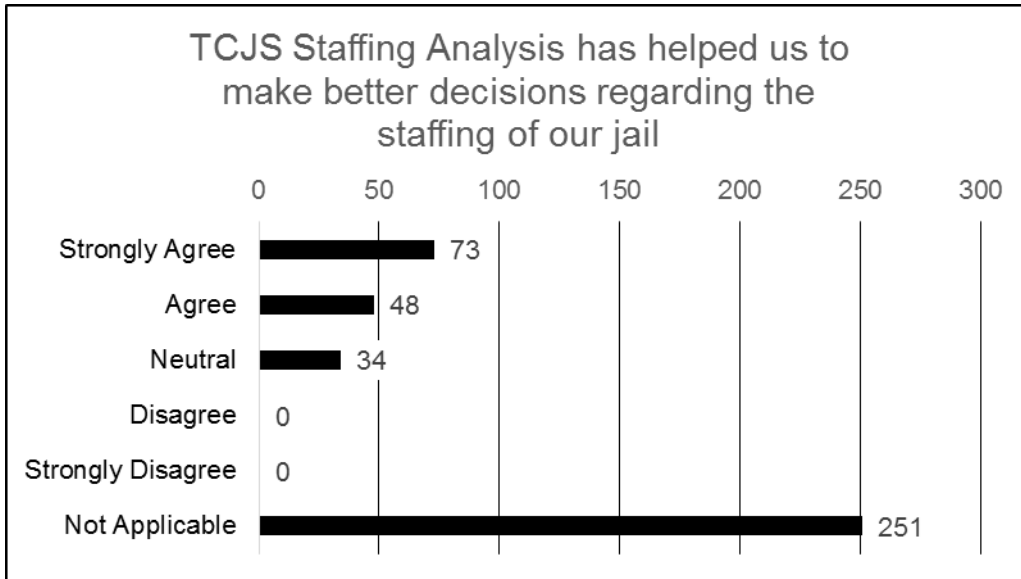
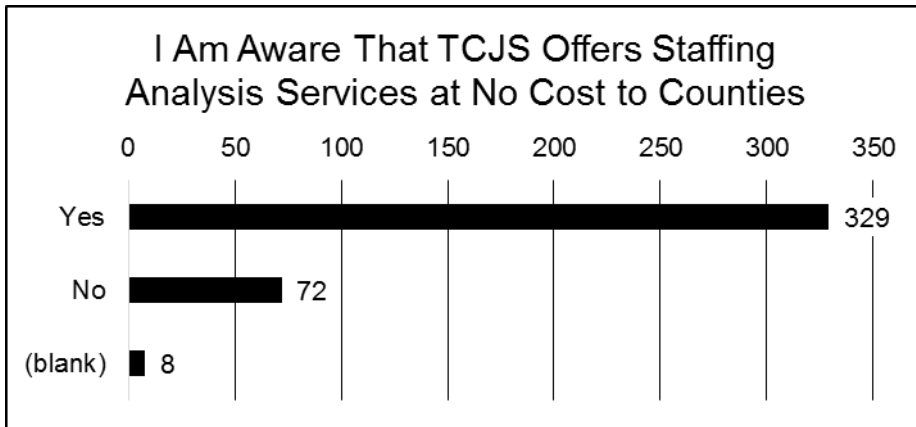
Agency Specific Measures	FY 2016 Performance	Projected FY 2018 performance
Average number of days from complaint inquiry to final response	7 days	12 days
# of Construction Plan Review documents	26	30
# of Staffing Analyses	3	12

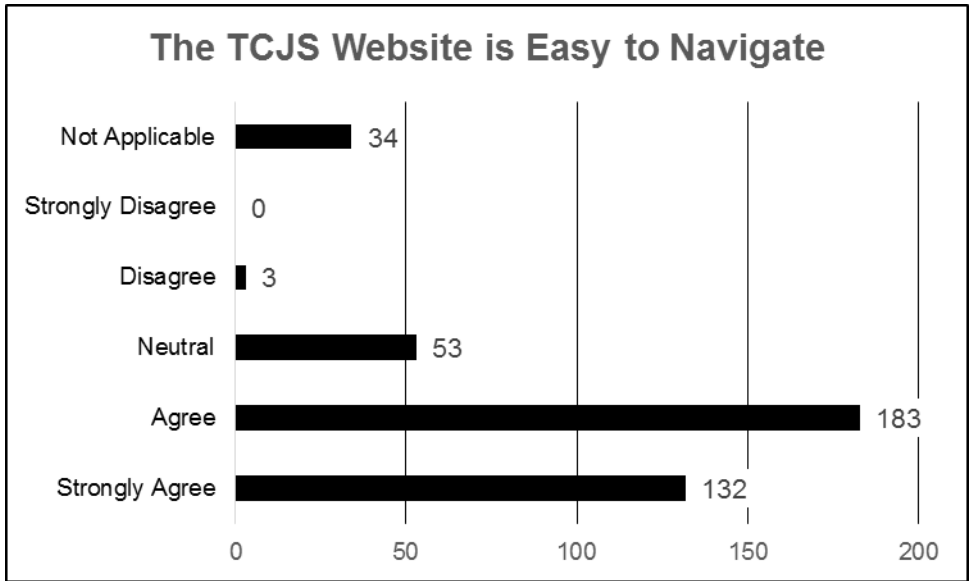
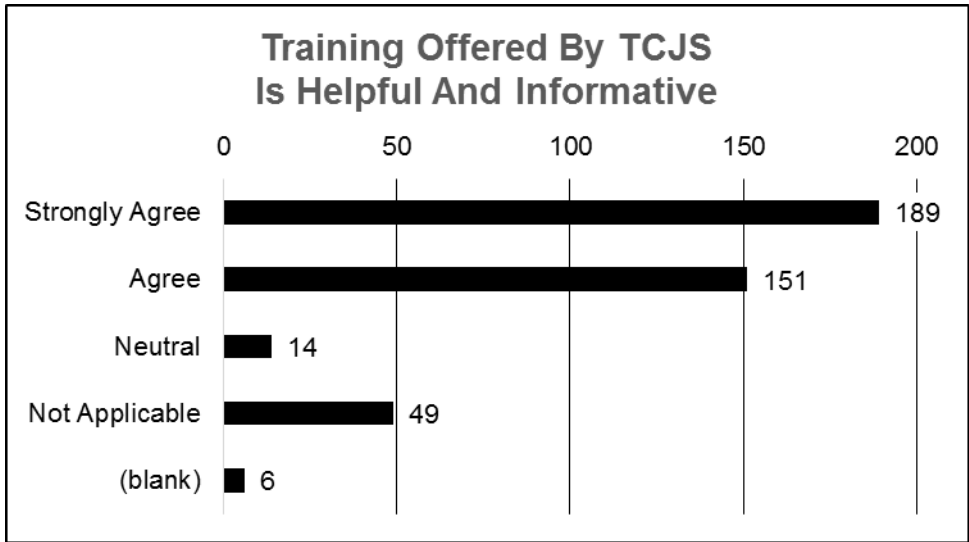
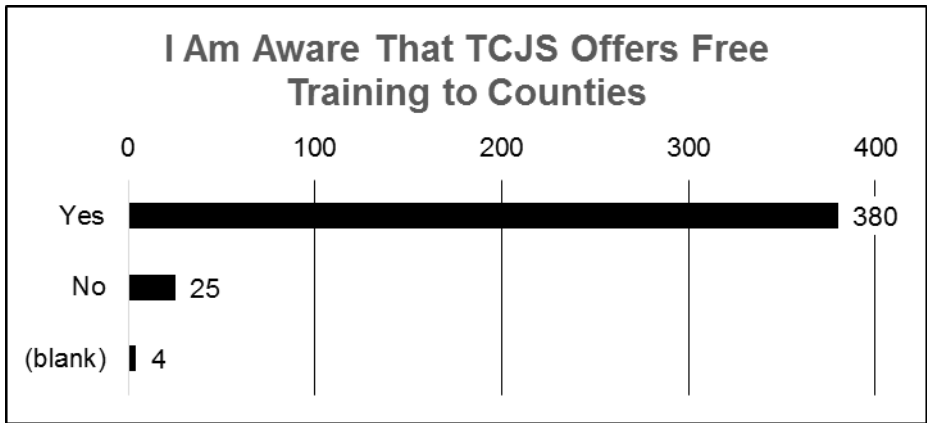


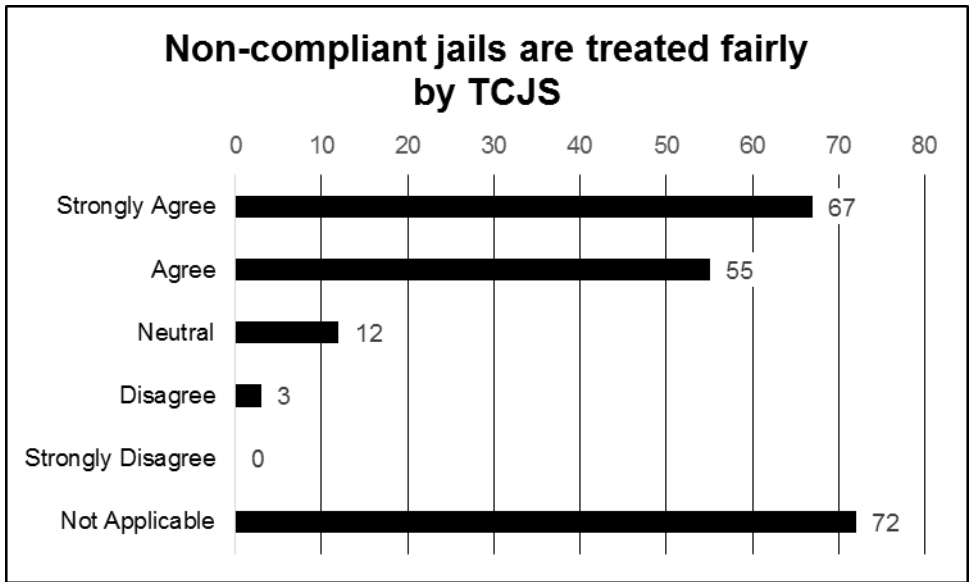
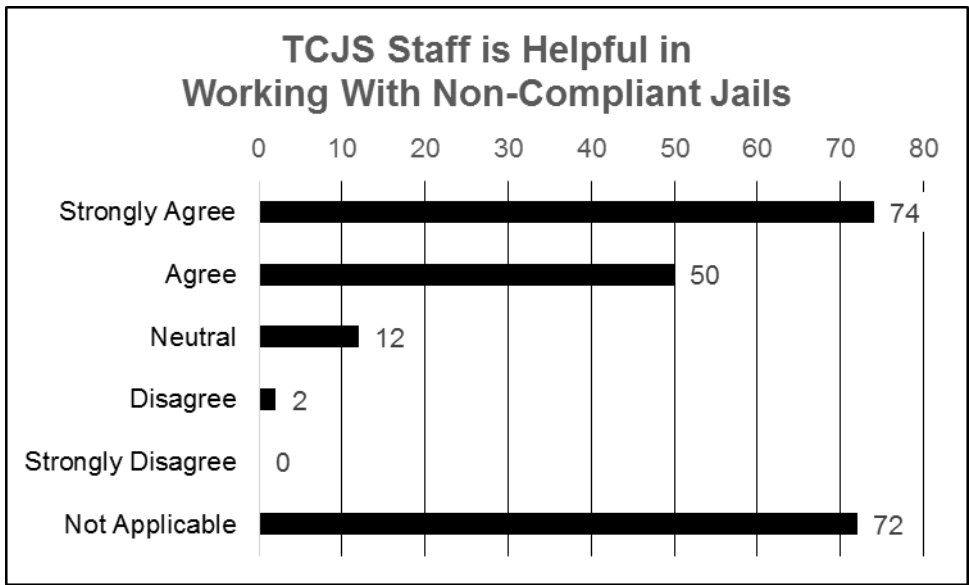
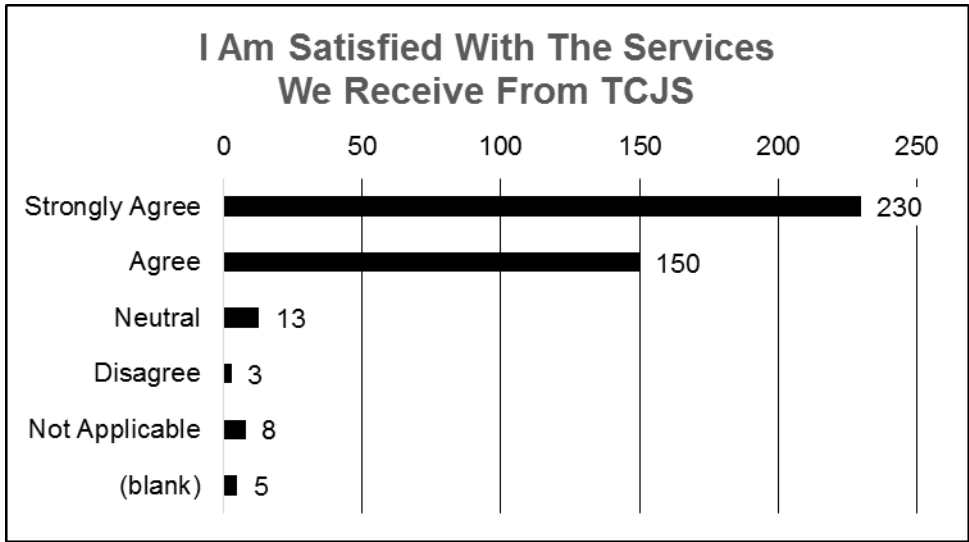












CUSTOMER COMMENTS

County Judge/Official

All good.

Always professional and courteous.

Contact county judge more often.

Contact County Judges and inform them of the services you offer. Quit allowing the Sheriff to be your sole point of contact with a county.

Continue to do great work.

Great Job.

Inspectors are always helpful and thorough.

Commission staff has been very helpful, especially when I was attempting to get our jail updated for PREA compliance.

Provide some notice for onsite inspections.

Respectful and knowledgeable personnel.

Thankfully our Sheriff handles most of the contact with the Commission. I have had no complaints in my office.

The last two years, the inspector has been very professional and thorough. The year before that the inspector was over-zealous and appeared to want everyone to cater to [his/her] whims. I was very unimpressed the first two years I have been in office. The last two have been professional inspections.

Very professional.

Your inspectors were very professional and efficient with their time as well as our jail staff's time. They were very detailed in their oral report to me.

Sheriff

All is well.

As agency administrators, we need to be able to download the entire jail standards in a PDF file for easy reference on our local server.

Customer service has always been great. We call with a question and it is always answered promptly.

Helpful and timely.

I do not have a jail, I contract out to another County. So why must I do a monthly report?

I have made contact with Jail Standard Staff many times since I have been Sheriff of Callahan County and they have always been very helpful and informative.

I have no complaints with the Jail Commission on the dealings I have had with them. Always friendly and helpful.

I like that Executive Director Brandon Wood has told his Jail Inspectors that they are there to help the jail facilities they inspect and they are not there to hinder or threaten the operator or the operation of the jail facility. A common sense approach at helping Sheriffs and Jail Administrators run jail facilities efficiently and within the minimum standards.

I was very pleased with your staff. It was a very positive experience.

In have no issue with the inspectors.

It is too bad that all the other state agencies can't train with TCJS and learn what customer service is all about!

No complaints or suggestions for improvement. Thanks for your help.

Our inspector is fantastic!!

Please help with stopping the unfunded mandates on the Jail & Staff.

Since taking office in 2017, my experience with jail standards is that they have went above and beyond all my expectations. Then presented themselves in a professional manner and have always been eager to assist in all our jail needs. I look forward to continuing this current relationship with jail standards.

The jail administrator handles most any and all issues.

The Jail Commission has always helped us out every time we have called. I appreciate the way they conduct their business and help Counties to the best of their ability.

They have always been great to work with even though we do not necessarily agree each time.

Very Helpful and informative.

We appreciate the professionalism and knowledgeable assistance we receive.

We do not operate a county jail. We contract with other counties and very rarely, if ever, interact with jail Commission.

We work well with the Jail Commission and usually get our questions answered in a timely manner.

Written legal advice would [be] nice to get from TCJS.

Jail Administrator

All of the staff are friendly and knowledgeable. We always get a response when we ask for assistance from TCJS. The website can be difficult at times and does not have all the information needed.

All the times I have needed someone, they have been great. Appreciate the time and effort they put forth to our county.

Always courteous, informative, and helpful.

Any time I need help my Inspector is more than willing to give me direction in what I need to do. I have always been pleased with any contact I have ever had.

Anytime I have had questions about anything the Commission has been very helpful and assist in a fast and timely manner.

Anytime I have needed or requested help on paperwork pertaining to the jail I have been instructed in how to do it and when it's due. All the time that I have called everyone has been real helpful and courteous.

Continue the pro-active service and training assistance.

Every time I have called I either get a response or get a call back within a day.

Everyone has always been very courteous and helpful with any problems we may have had.

Excellent communication through phone and emails.

Excellent Customer Service, I have dealt with them for many years, they are easily approachable, very knowledgeable, and very efficient.

Great and very helpful.

Great people and good to work with.

Great to work with and always helpful.

Having difficulty getting mandatory 8 hour mental health training to reasonably coincide with jailer school requirements. Maybe more instructors? Better coordination/notification of prerequisites from TCOLE.

I am satisfied with the customer service we receive from the Commission on Jail Standards.

I call my State Inspector if I have questions. Jackie calls me back and has good customer service.

I consider TCJS to be an asset that I know is available to help when I need it.

I enjoy the relationship I have with all of the staff at TCJS. I call them and they are extremely responsive and helpful.

I had never thought about Staffing Analysis services or Facility Needs Analysis, but I will be contacting the Commission on these issues.

I have always gotten a response by email or phone in a timely manner regarding questions or issues.

I have experienced nothing but professional and helpful interactions with TCJS.

I have no issues with customer service.

I have over the many years at my capacity at Rusk County Jail requested information for the TJS staff and have been help with a number of concerns and problem solving.

I started at the end of Nov 2017, so I really was able to answer a lot of the questions. Jail Commission has helped our County out tremendously to get us back in compliance.

In our jail being found noncompliant, we realized that the 2 different inspectors that we have had analyzed and counted staffing differently. We have been following what our 1st inspector said and now the 2nd inspector found us noncompliant on staffing because [he/she] counted differently than the first. Would be very helpful to have all the inspectors on the same page as far as their interpretation of Jail Standards rules.

Inspector St. Amant is excellent in explaining corrections and providing Technical Assistance. Inspector is fair and clear in his instructions.

It is apparent that the Commission wants the jail to succeed in a safe, lawful and efficient manner.

Jackie Benningfield is very informative and will guide you to the right direction and has always answered any question that has come up in a timely manner.

Knowledgeable and always willing to help resolve problems. Friendly staff.

Maybe allow the Serious Incident Report to be faxed in with the monthly report instead of email.

More available classes in our area, south central Texas.

More jail training.

Mr. Herklotz is always very helpful and informative with my questions.

Our inspector is very knowledgeable and always a wealth of information. He always presents himself professional manner.

Professional and helpful.

Return calls in a timely manner.

Seems very good as is.

Shane has done our inspection the past two years. During this inspection we discuss not only present issues but also future issues that could change jail operations.

TCJS has been very helpful. Our region's inspector resigned and a new inspector has been assigned, from what I have been advised. It would be great to know whom has been assigned and contact information so that we can welcome them and exchange contact information.

TCJS staff has always been helpful when needed, no issues.

Thanks for the support!

The Commission has always been extremely helpful.

The Commission is very helpful and informative. The staff have always been courteous.

The Commission provides great services and I appreciate the advice.

The last three contacts involved David Bertling, and Wendy Wisneski. They were interested in solving a problem and approached the contact as such. Made me feel as though they wanted to be part of a solution.

The monthly reports have become more burdensome. The Commission should review the required information and determine if all of the information continues to be relevant.

The Sheriff and I had an issue with only one employee of TCJS. Being that I had not yet been through an inspection yet, I was not too sure as to everything worked and my previous supervisor did not make me aware of everything that needed to be done. We were listed as non-compliant and the employee we spoke with was not very helpful in letting us know what steps that needed to be taken in order to be compliant again. I also felt that that employee was not willing to help our facility to get back into compliance. We jail administrators look to the Jail Commission to help us with problems, not be left in the dark as to what is going on.

They always seem to be helpful and responsive.

They are a big help to this county. Just keep doing all they do.

They are always very helpful!

They are always willing to help and have great customer service.

Very good.

Very helpful and informative.

Very, very helpful and courteous.

We are satisfied with Commission's customer service!

We have always had a good working relationship with JS. No complaints.

We have strived to bring our jail up to higher standards over this last year and I feel confident we have accomplished that through the help of TCJS staff. Everyone is always helpful and our inspections are fair and informative.

We miss Philip. He was a true asset to TCJS.

Jailer

Doing a great job.

Job well done!

Other

Continue as is.

Every time I have called or spoken to the Commission, they have been helpful. I appreciate their trainings.

N/A.

No comment.

No matter who I have dealt with the staff and been extremely courteous and professional.

TCJS are always courteous and helpful. Never any issues at all.