

Supplemental Schedule G. Report on Customer Service

Description of Services Offered by Strategy

TCJS Strategy	Description of Services	External Customer Served
A. 1. 1. INSPECTION AND ENFORCEMENT <i>Perform Inspection of Facilities and Enforce Standards</i>	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	Sheriff County Judges County Commissioners Jail Administrators Jailers
A. 2. 1. CONSTRUCTION PLAN REVIEW <i>Assist with Facility Need Analysis and Construction Document Review</i>	The construction planning staff provides consultation and technical assistance to local governments for jail construction that meets standards.	Sheriffs County Judges County Commissioners
A. 2. 2 MANAGEMENT CONSULTATION <i>Assist with Staffing Analysis, Operating Plans, and Program Development</i>	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
A. 3. 1 AUDITING POPULATION AND COSTS <i>Collect and Analyze Data Concerning Inmate Population, Backlogs, and Costs</i>	This strategy requires the collecting, analyzing and disseminating of data concerning inmate populations, felony backlog, immigration, licensed jailer turnover, use of restraints on pregnant inmates, and jail operational costs.	Sheriffs County Judges County Commissioners Jail Administrators Other planning agencies

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Customer Service Element	Description of Survey Questions	Levels of Customer Service Quality
Staff	Customers were asked about Commission staff courtesy, knowledge, and helpfulness	85% of survey respondents strongly agreed or agreed that Commission staff was courteous, knowledgeable, and helpful. This is down from 97% in 2020. 10% were unsatisfied or very unsatisfied with this element.
Communications	Customers were asked if they received communications in a timely manner	92% of survey respondents strongly agreed or agreed that they received communications in a timely manner, down slightly from 96% in 2018.
Agency Website	Customers were asked if the agency website was easy to navigate	83% of survey respondents strongly agreed or agreed that the website was easy to navigate. This is up from 79% in 2020.
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. This is virtually the same as the 86% favorable response in 2020.
Facilities	Previously, the Commission did not survey customers about facilities because the jails as a rule do not visit our office. However, beginning this year, LBB now requires that agencies ask this question.	75% of respondents are satisfied or very satisfied with TCJS facilities, including the office location and their ability to access the agency. 17% were neutral, and 8% were unsatisfied or very unsatisfied.

Analysis

275 out of 774 survey recipients responded to the survey. 84% of survey respondents are satisfied or very satisfied with the Commission’s customer service. The Commission released a new website in early 2020. It was expected that users would experience a period of adjustment to a new website and for that reason may have been initially dissatisfied with it. The improvement in website satisfaction appears to have confirmed this. 11% of respondents expressed awareness TCJS offers Facility Needs Analysis services at no cost to counties. That is an increase of 2% from 2020. The survey demonstrated no correlation between the size of a jail and overall satisfaction with TCJS.

122 respondents wrote narrative comments. In several instances, comments praised the Executive Director, Assistant Director, and staff by name. Of the comments:

- 69% (84) comments were favorable, which is down from 80% in 2020 but up slightly from 68% in 2018,
- 12% (15) comments were unfavorable, which is up from 7% (9) in 2020,
- 8% (10) comments were neutral, down from 10% (13) in 2020, and

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- 19% (23) comments made suggestions for improvement, up from 1.8% (7) in 2020.

Agency Response

A slight year-to-year variation in satisfaction results is normal and not necessarily attributable to a variation in actual customer satisfaction. However, the satisfaction level declined markedly this year from 97% to 85%. The response rate of 36% from a targeted population of 774 means we can be 95% confident that the actual answers of the entire population of this survey may vary as much as +/- 4.6% from the answers we received. That means, we can be 95% certain that the 84% rate satisfaction rate that we calculated may, in reality, vary as much as 4.6% higher or lower. The only way to be 100% certain of the satisfaction rate would be to receive a survey response from all 774 survey recipients.

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

CUSTOMER SERVICE PERFORMANCE MEASURES

Number of Customers Surveyed

The survey was sent directly to 254 county judges, 260 sheriffs, and 260 jail administrators, totaling 774 recipients. The surveys were delivered directly by email and also indirectly using the list serves of the Texas Jail Association, and the Sheriff’s Association of Texas. Previously, we also used a listserv monitored by the Texas Association of Counties, but that listserv is no longer functioning. This may have contributed to the disparity of results from previous years.

Satisfaction Levels	2018	2020	2022
The cumulative satisfaction rate was determined by combining the number of all answers by rank, subtracting the number of not applicable answers to obtain a total net number of answers. We then divided the sum of all “Strongly agree” and “Agree” answers by the net total.	94%	95%	84%

Outcome Measures	2018	2020	2022
Respondents who expressed overall satisfaction with services TCJS received. This is based on the percentage of respondents scoring satisfied or very satisfied to the question “How satisfied are you with TCJS’ ability to timely serve you, including the amount of time you wait for service in person?”	94%	95%	85%
Number of surveyed customer respondents identifying ways to improve service delivery	13	7	23

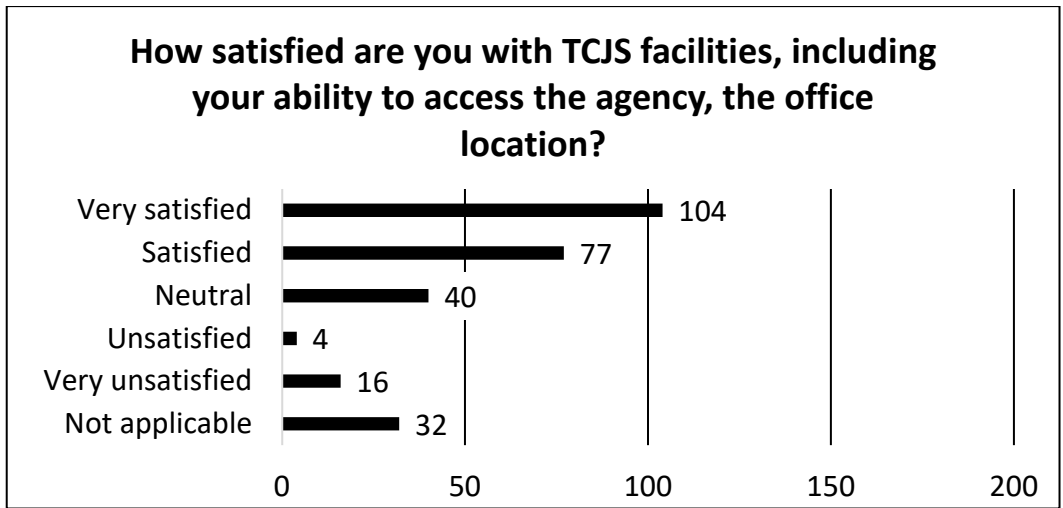
Output Measures	2018	2020	2022
Number of Customers Surveyed	797	757	774
Response Rate: 275 of 774 survey recipients responded to the survey.	51%	53%	36%
Number of Customers identified/potentially served	=19,000	=19,000	=19,000

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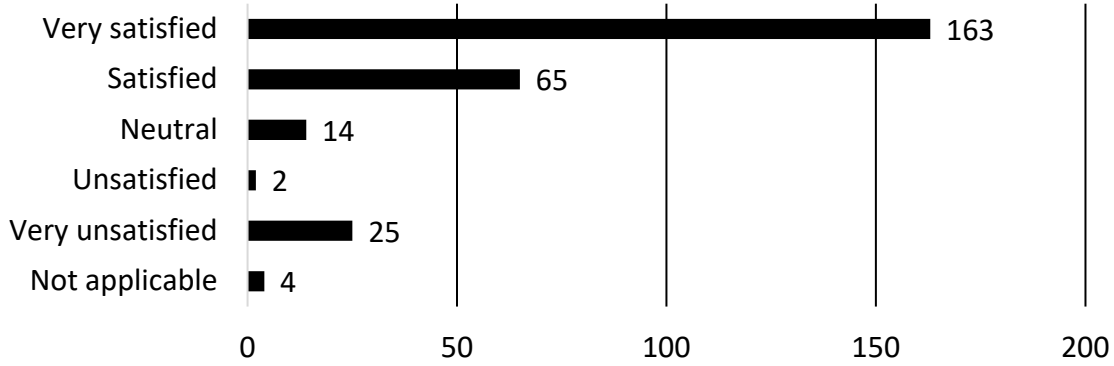
Efficiency Measures	2018	2020	2022
Cost of survey per customer surveyed	No fiscal impact (existing sources utilized)	No fiscal impact (existing sources utilized)	No fiscal impact (existing sources utilized)

Explanatory Measures	2018	2020	2022
Total Customers Identified	=19,000	=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)	6 groups identified: county judges, sheriffs, jail administrators, jailers, public information requestors, and complainants.

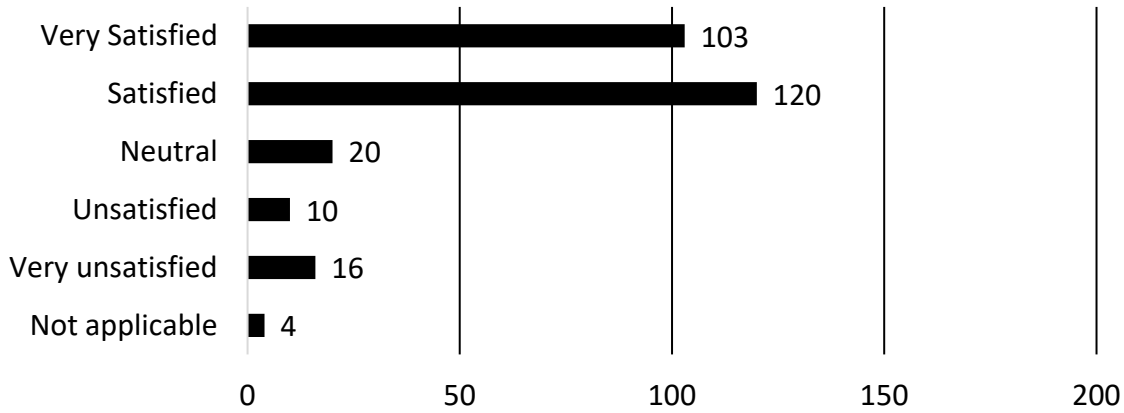
Agency Specific Measures	FY 2018	2020	2022
Average number of days from complaint inquiry to final response	15	19	55
Number of Construction Plan Review documents	27	33	28
Number of Staffing Analyses	9	5	1



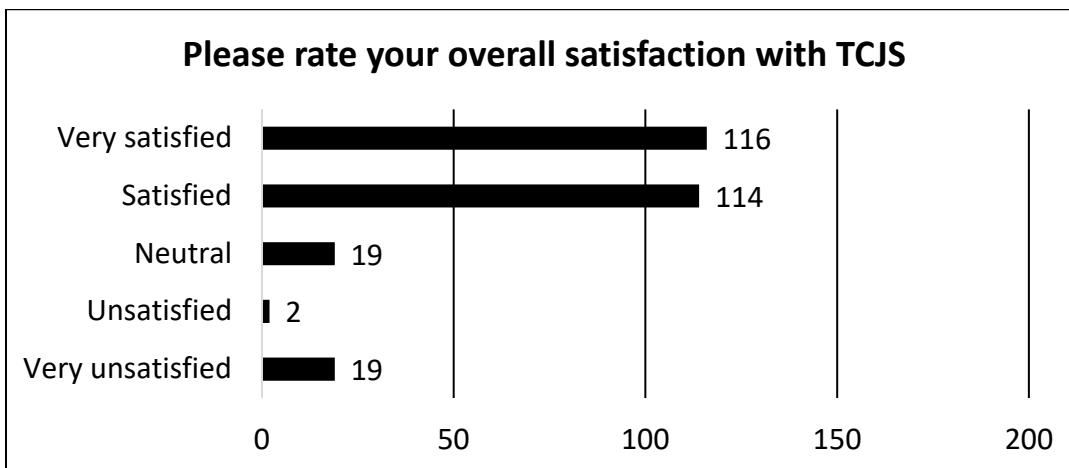
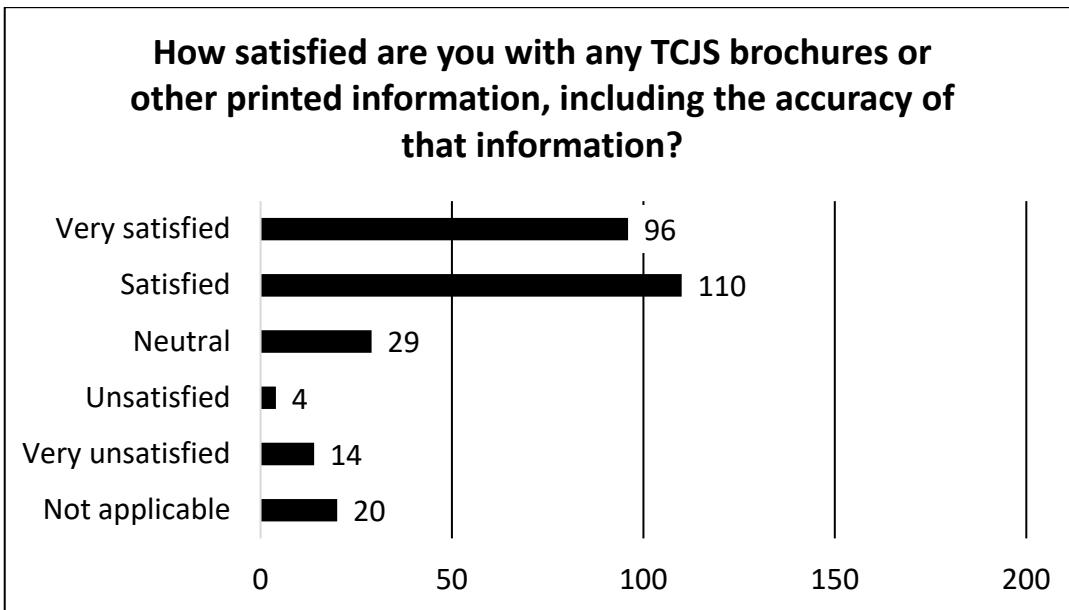
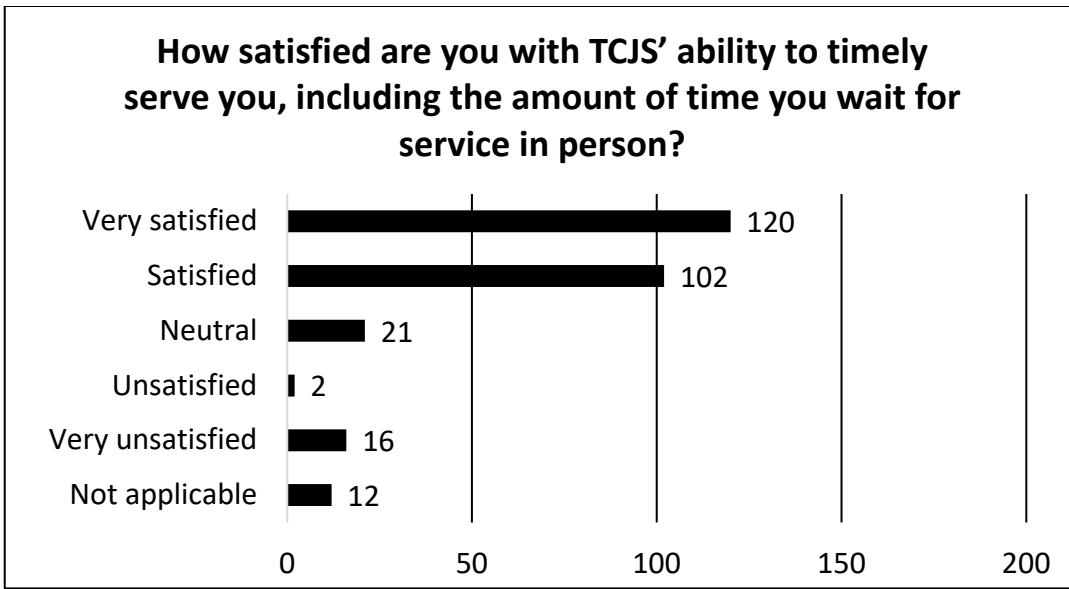
How satisfied are you with TCJS staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?



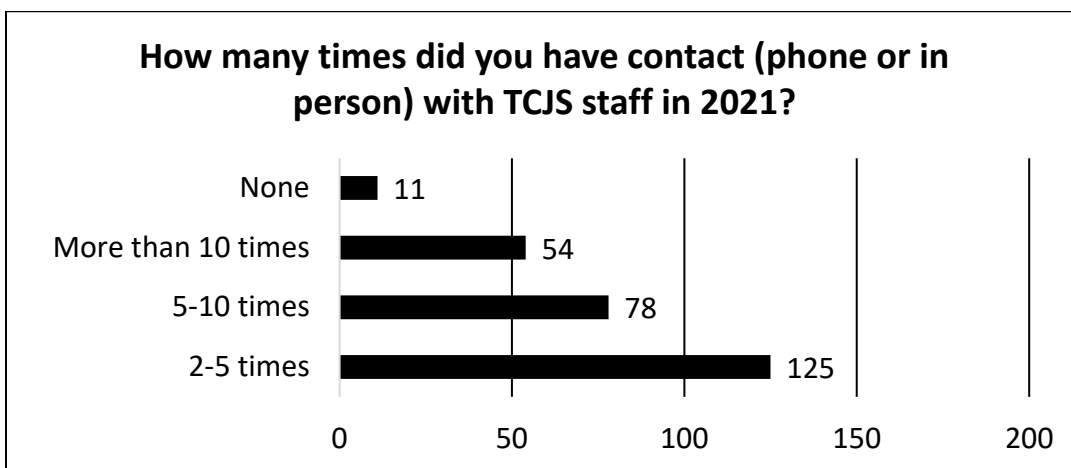
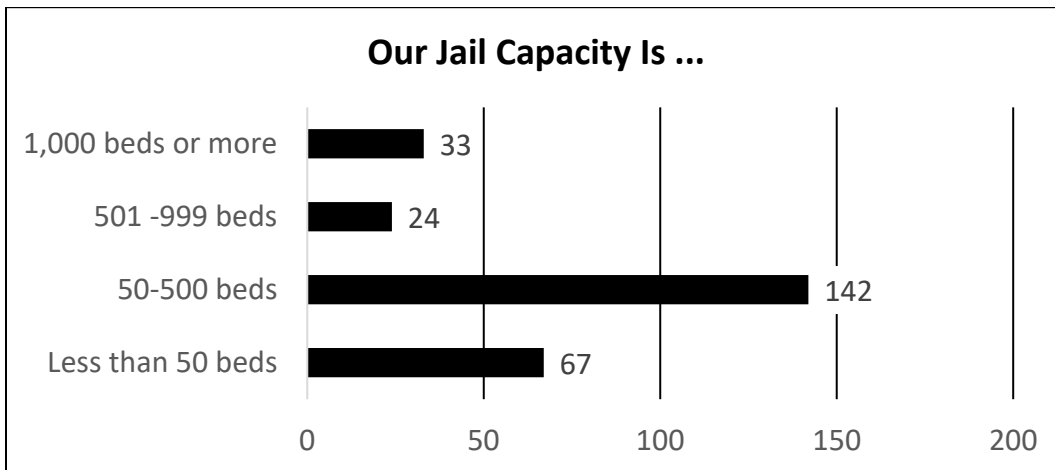
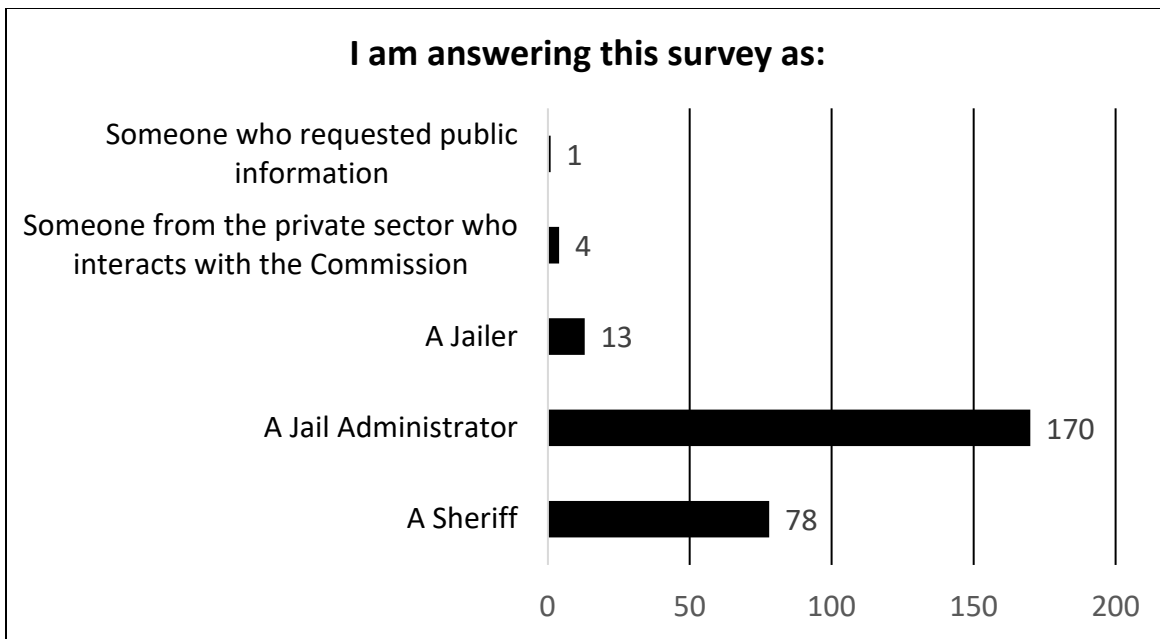
How satisfied are you with TCJS' internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and program



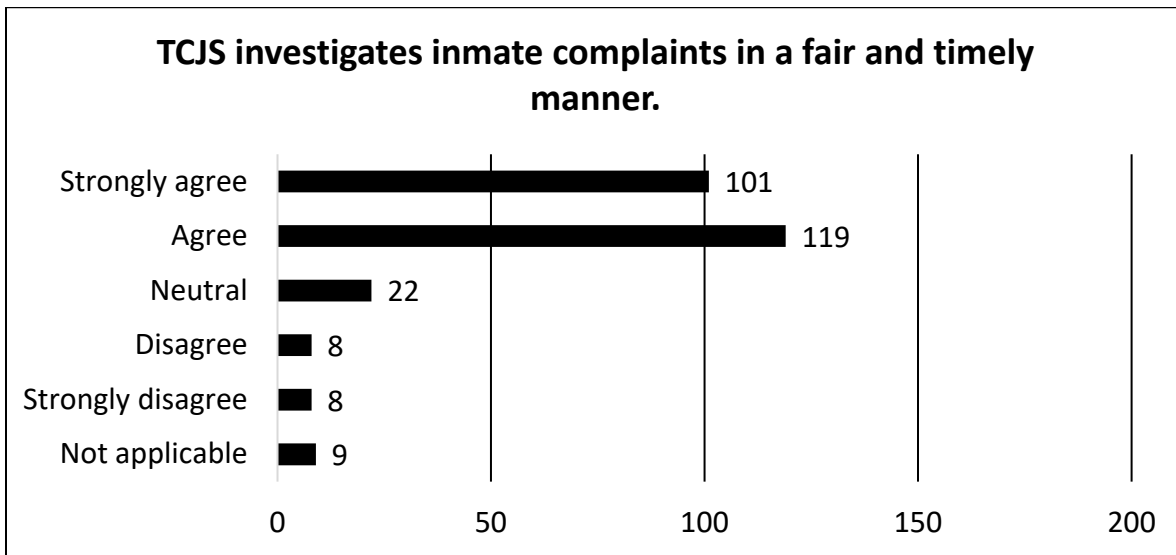
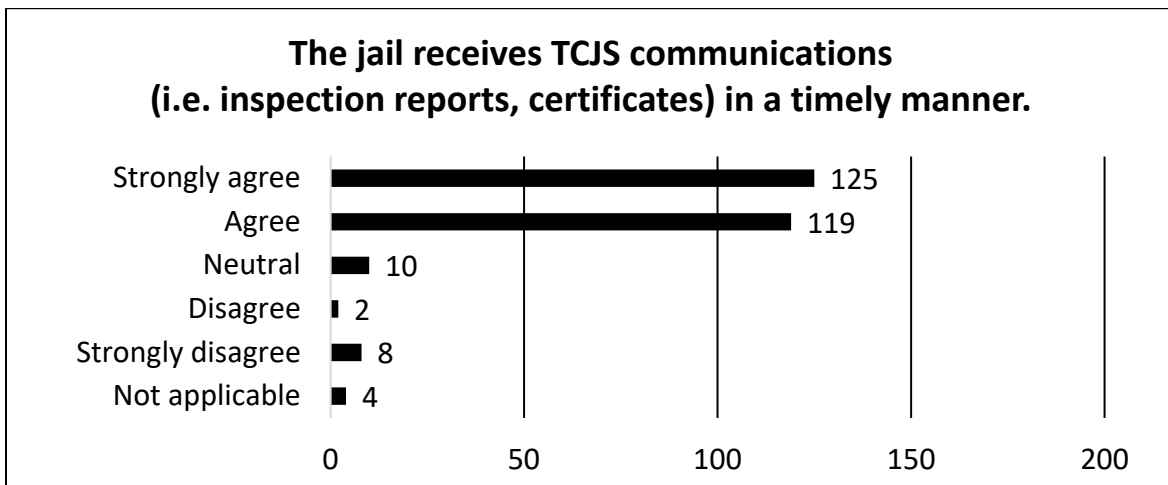
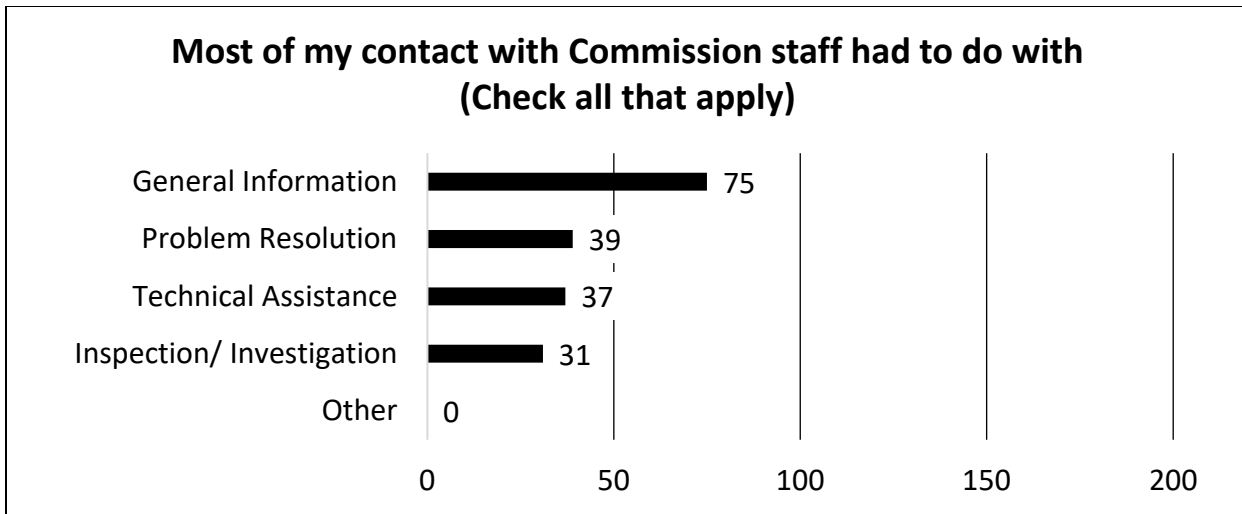
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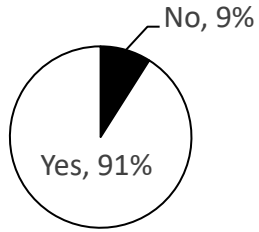
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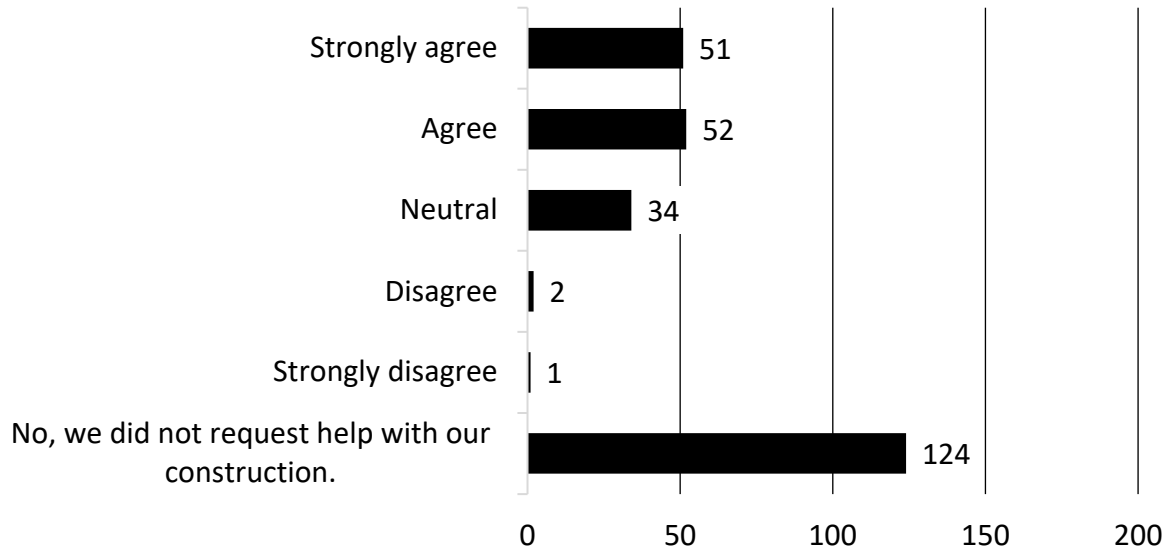
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**I am aware that TCJS offers
Facility Needs Analysis services at
no cost to counties.**

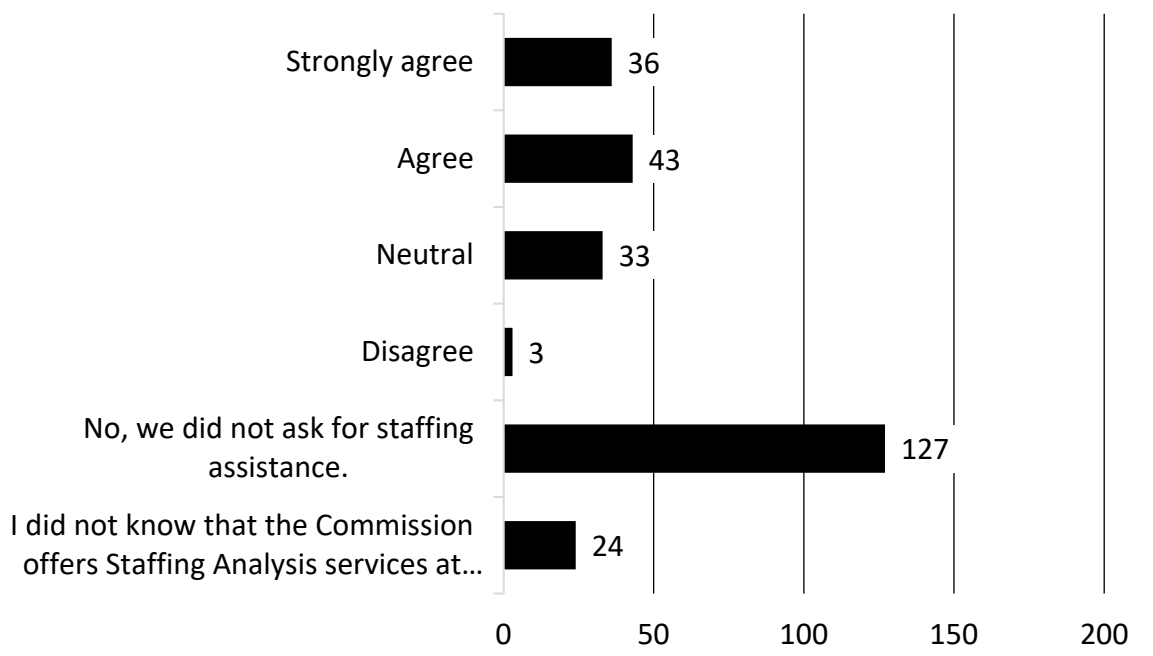


**We requested help with our construction plans, and TCJS'
Facility Needs Analysis was helpful with our construction
plans.**

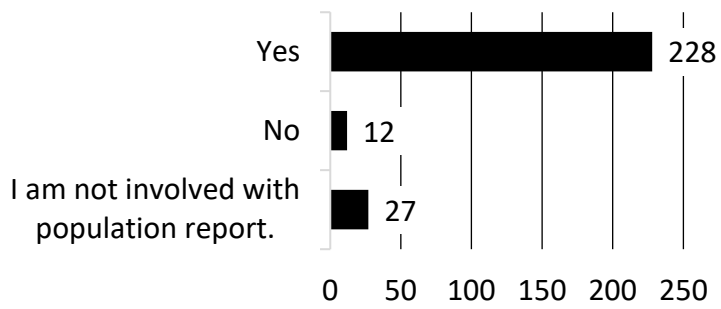


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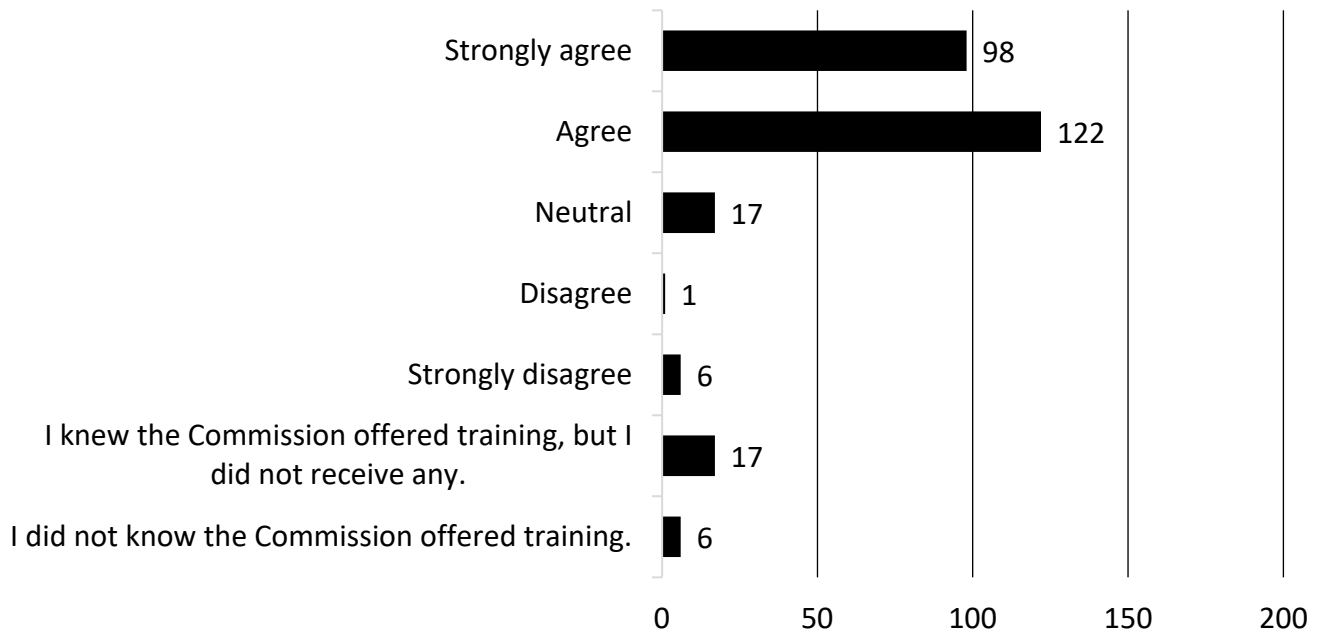
We asked TCJS for assistance with jail staffing, and they helped us to make better decisions regarding the staffing of our jail.



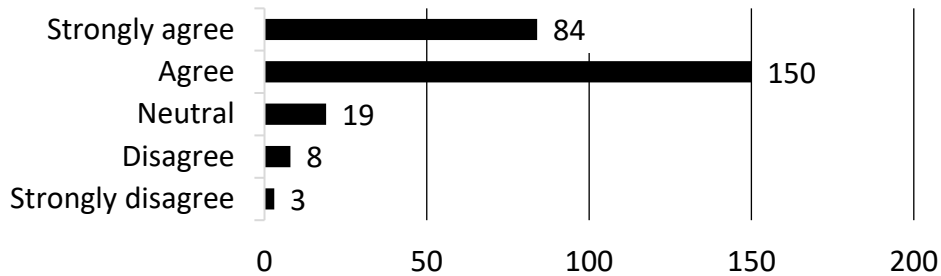
Monthly population reports are reasonably easy to compile.



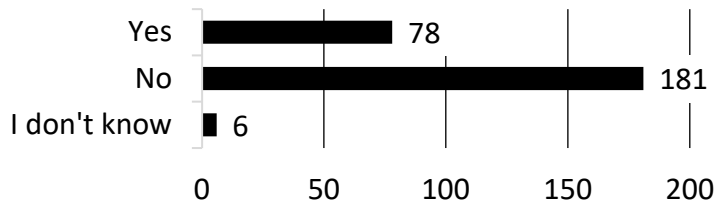
Training offered by TCJS is helpful and informative.



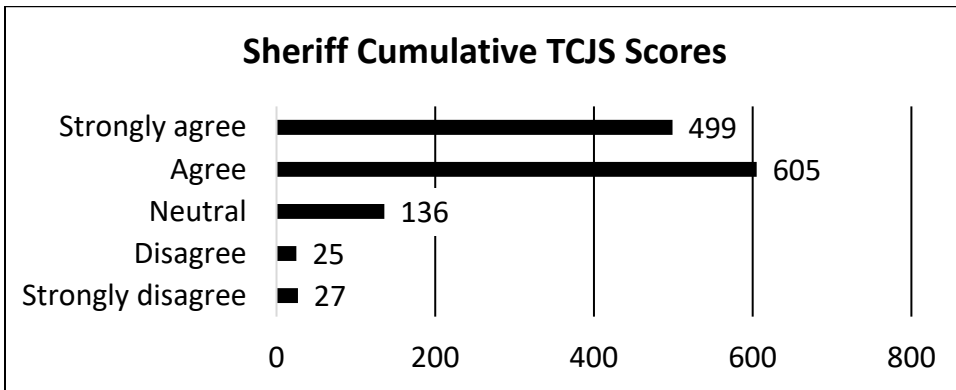
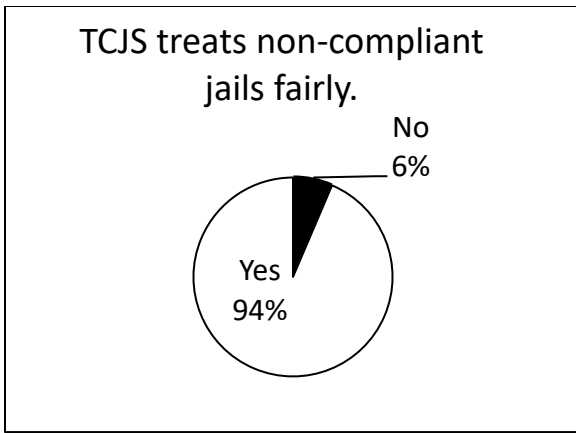
TCJS' Website Is Easy to Navigate



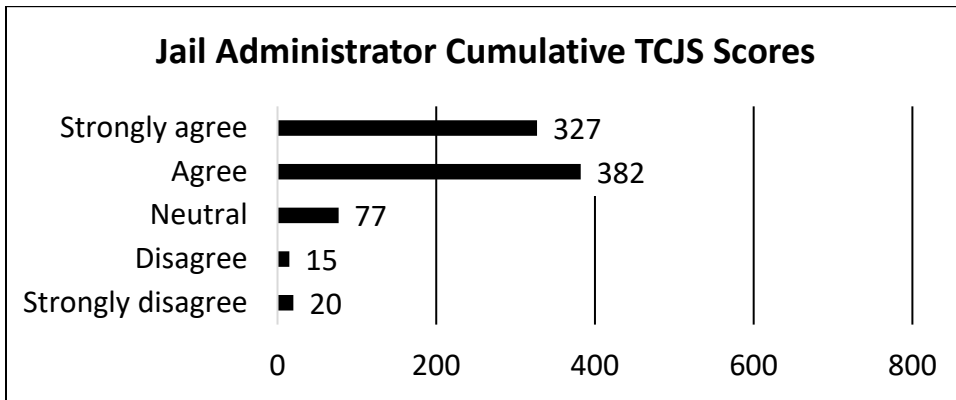
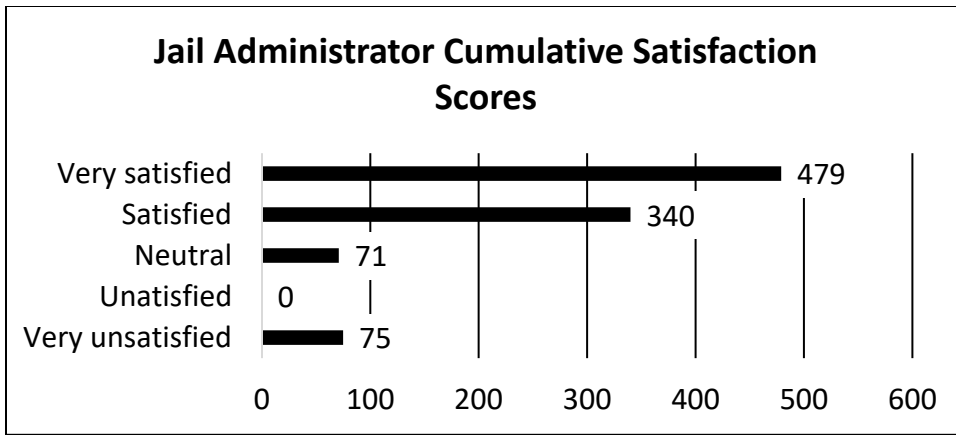
Did TCJS find your jail non-compliant (decertified) at any time in the past two years?



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CUSTOMER COMMENTS

County Judges/Officials

- No comments were received

Sheriffs

- TCJS turnover is our only issue
- All answered get answered in very timely manner.
- The direct access and relationship with the Executive Director and Asst. Director is outstanding. The same comment for Alicia Barker and our Jail Inspector. The only item that I would comment about improvement is the lack of response on Inmate Complaints. I receive them from several persons within TCJS. This office responds from Jail Administration. We don't seem or I don't seem to be included in the returns or disposition outcomes of these. I would like to request to be included so that I know we have addressed each or any issues that may arise.
- Very good!
- Customer performance is very good.
- Satisfied
- No improvements very expedient with returning emails and phone calls.
- I think they are doing really well considering their staffing. They need more staff.
- No complaints
- Our jail inspector is always very courteous, respectful, and extremely helpful when he visits our facility. We have no complaints concerning his performing his duties.
- I am very satisfied with all aspects of TCJS
- TCJS has always been helpful with our needs for the past 22 years that I have been in office. I appreciate a fresh set of eyes double checking our work
- TCJS has always worked with us on issue that arise through the year. They are easy to get in touch with and give guidance in a timely manner. We appreciate their efforts in assisting County Jails across the State.
- Good
- Very satisfied with the customer service.
- No issues.
- I am total satisfied!
- Keep doing a good job. Thank you!
- I feel like WE (the TCJS and the S.O.) have to work together instead of US (the S.O.) feel dread every time TCJS is mentioned.
- Jail Standards has worked well with the Sheriff's to attempt solutions to our problems across the state.
- TCJS has been very supportive providing guidance and direction for our County Jail.
- very responsive to our needs/requests.
- I have been throughout my over 23 years of interaction as a Sheriff with TCJS very pleased and complimentary of the service and most importantly the support provided by TCJS.

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- I believe that TCJS has grown into a respectable agency under the leadership of Director Brandon Wood. Jail Inspectors are attentive, ready to help, and are thorough while conducting their inspections of our jail.
- When we need guidance from the commission we're always told to talk with your prosecutor. I don't understand why the commission can't give us guidance when we need it.
- TCJS has always been extremely helpful in helping with any matters that arise throughout the year.
- Any interaction I have with TCJS is positive. Even if there is an issue they are very willing to work with everyone to make it right, not worrying about ego.
- The TCJS customer service is very responsive and provides good support for Texas jails.
- more training near areas involving jailers from different counties. 4-8 hour training days.

Jail Administrator

- Everything is good, and they are always here to help our jail.
- I always get help when I need it
- The minutes and the agenda for the upcoming meetings are not current. I have mentioned this for several years to no avail.
- Satisfied
- Everyone I have dealt with has been very professional and get questions answered in a timely manner.
- I have never had any issue with my questions not being answered
- the office personnel and inspectors are very professional and prompt with providing the help
- Everyone is "always" more than helpful, seems to be a great team; I thank you all.
- Very pleased with the services provided by TCJS everyone is courteous
- Everyone within this department is courteous and diligent in answering questions and request.
- No complaints. Always been well taken care of
- Forms are not easy to access or use
- Customer service has always been very helpful
- Any time I have had to call TCJS, I have been dealt with quickly and in a professional manner.
- Work on screening complaints to avoid redundant complaints
- Satisfied with TCJS customer service
- They have been great to me and very helpful
- I have had nothing but positive interactions with TCJS and Staff. Everyone I have talked to has been able to answer my questions effectively or pointed me in the right direction.
- Any time I have had a question Jason has always been very helpful and pointed me in the right direction.
- Once a jail receives an inmate complaint from TCJS this information is provided to your agency in 10 days. I also know there are only two complaint investigators for the whole state of Texas. With this in mind and once the complaint is unfounded is it possible to receive a response indicating this. I appreciate both of your investigators and know they have a lot of these complaints that are frivolous in nature. Our agency takes these complaints serious as they are

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intended but we also need a response to know that we are clearly in the right. Knowing there are only two investigators for the whole state of Texas it would behoove the legislators to allot more positions for these complaints.

- Customer service is always helpful, If call back message is left they respond quickly and efficiently for my needs
- Everyone is friendly and more than willing to assist you in whatever task you are trying to complete.
- In my opinion, to make the experience of the investigators more balanced, get some people from a big jail as well.
- Always helpful
- Byron Shelton is outstanding; provides guidance and suggestions when requested, and is a team player.
- TCJS staff are very prompt in their responsiveness to questions and issues.
- Provide TCJS with additional staffing.
- TCJS has always been very responsive to our needs and are a valuable resource for Texas Jails.
- Awesome service always
- I have received complaints that have been filed with TCJS that are several months old by the time I receive them. In turn, I am asked to investigate and write my response to the complaint within ten days. I also have other duties and would appreciate more time to respond.
- Really never access them for services. Only the website.
- Our inspector, Byron Shelton is wonderful. He is very accessible & always helpful & interested. I did have a number of complaints & submitted the investigations for which I never received the findings. I reached out to Ms. Thomas & the matter was immediately resolved. The Portal for Jail Pop reports is less than user friendly at this point. I understand it is a work in progress & remain optimistic the kinks will get worked out.
- Most of the people are nice, courteous and professional. However, TCJS is lacking in many aspects, and some are through no fault of their own. I know without a doubt the TCJS is several, critically undermanned and underpaid. However, those attributes have a detrimental effect on the operation itself. The system of triaging Complaints needs to be revamped, so timely responses to the jails are made. Jail inspectors, while are subject in nature, appear to be “tougher” on some jails than others with many obvious issues. The TCJS needs more manpower for sure, and the legislature and sunset committee cut your legs out from under you this last session.
- I would like to have a more training with TCJS
- Faster turnaround or request for information on inmate complaints.
- TCJS has always been helpfully and resourceful for the Galveston County Jail.
- We are thankful for all the TCJS staff and their desire to work with us throughout the year.
- There is always room for improvement, but now that COVID is coming to somewhat of an end I hope TCJS staff will be more available in office. Also, the on-line portal is difficult/tedious to complete especially the Immigration Report.
- Nothing y'all are just doing fine
- I cannot think of anything that needs improvement

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- I have obtained a lot of knowledge from TCJS in several aspects from asking a question to dealing with a complaint. TCJS has been very compassionate and professional in all aspects. I am very impressed with TCJS. I have the utmost respect for TCJS staff and what they stand for.
- Customer Service has been excellent
- No suggestion on improvements
- Job well done. When I have a problem, I just call and whoever answers cannot help they connect me with someone who can
- Have no complains, keep up the good work
- TCJS needs more inspectors and a large pay raise for inspector retention.
- Needs to be more accessible and be walked through things when problems arise instead of waiting for someone to respond by email
- The customer service provided by the inspection team is excellent. Since the start of Covid, reaching office staff has become increasingly more difficult with staff returning phone calls and messages. One possible solution would be to provide all professional employees with a cell phone for ease of contact.
- Anytime I have had to reach out to the agency or my inspector I have no concerns
- We are satisfied with the service provided
- I am not satisfied with the online submissions of the Jail Reports. The site is cumbersome and I have not figured out a way to run off the report after I fill it in.
- Always very helpful
- Need updates on the jail rules and regulations if any.
- I've never encountered a problem.
- ALL employees I have dealt with have been very professional and most helpful.
- Never have an issue reaching out
- I have never had a bad experience with TCJS, they have always gone above and beyond to help.
- The online report submissions are not user friendly. They are confusing and difficult to log in. I prefer the way it was done before when we simply emailed the reports. I do, however, have a compliment to my POA with TDCJ, Byron Shelton. He is professional, full of information and ALWAYS responds immediately.
- I always have a great experience with TCJS. Our inspector is very timely and communicates well when questions are asked.
- I am very satisfied with TDCJ performance
- There have been times when we contact TCJS with a question and we don't get a call back or nobody answers the phone even after leaving a message.
- I truly appreciate the assistance TCJS provides us to make our facilities safe and secure
- Calls are returned within 24 hours but usually before COB
- The staff is great.
- The location of the office is hard to find parking.
- TCJS staff whom I have had occasion to interact with have always been knowledgeable, helpful, and courteous.
- Examples of forms and technical assistance topics needs to be listed on website

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- response to request is always immediate or soon after.
- Thank you for all you do
- I have issues with some of the contact phone numbers listed on your website. For example, some go straight to voicemail and/or have the “beep” sound similar to when you dial a fax machine.
- No problems, they are always very responsive.
- Average
- We have had no problems with TCJS customer service
- Provide additional funding for staff.
- Satisfying
- Minimum Standards need to be searchable
- Many of the employees that answer the phone are rude and not helpful.

Jailers

- The site for the online reports such as the Paper Ready and Population reports is not user friendly at all. When the Paper Ready report goes live on the cite, it will take me 4 times longer to submit that one report.
- I think it could improve, friendlier staff.
- Mr. Shelton has always answered my emails promptly and politely, and he has been very friendly and welcoming when spoken to in person.
- More explanation is needed for the monthly Serious incident reporting. I have been doing it the same way it was explained to me in the beginning, but at conference there seems to be some confusion on what and how it gets reported.
- My experience with TCJS has been nothing short of phenomenal. The inspectors are very helpful and always willing to assist.
- I am unable to open any of the published reports via a mobile device. It would be helpful for rule violations to be identified prior to the complaint being forwarded to the Jail for response. We have all seen the 13-page letters, and/or emails containing many complaints which if true are not violations of current jail standards. A list of alleged rule violations would speed the process of our investigators in determining which complaints need to be investigated and a response prepared for. I realize there are many more people at facilities under TCJS purview, but a clear indication of what the complaint inspectors expect would set the stage for efficient and effective resolution of complaints. Thank you all, for your help. Particularly since the pandemic the Commission’s desire to assist county jails has been exceptional.

People from the private sector who interacts with the Commission

- Every time I had dealings with the Commission, I was always treated very well, and my problems were taken care of.

People who requested public information

- I am still waiting on the records I requested, but otherwise all other interactions and services have been great.