

Texas Board of Pardons and Paroles

Report on Customer Service, May 2020

External Customers	The general public has been identified as the external customer of the Texas Board of Pardons and Paroles.		
Description of Services Offered	The Texas Board of Pardons and Paroles (BPP), facilitates the provision of information to the public in response to specific inquiries regarding the agency, offenders, or staff. The agency also provides resolution regarding written inquiries from families and friends of offenders. When necessary, investigations are coordinated through the appropriate BPP officials. <i>(Note: Confidentiality requirements can restrict some information from being released.)</i>		
Priority Populations of Customers	In an effort to manage the number of customers contacted and to limit the frequency and degree of customer information gathering, selection of a priority population was chosen as means to assess customer satisfaction for this survey. Because the surveys were to be distributed throughout the entire state of Texas, a decision was made to poll district attorneys, sheriffs, parole attorneys and offender advocate groups/organizations.		
Description of Information-Gathering Methods	The written survey method was used to gather information related to customer service satisfaction. In an effort to minimize some of the cost of our data gathering methods and maximize customer ease in providing responses, the survey was emailed to prospective respondents. Upon arrival at BPP's Board Central Office, all returned survey instruments were reviewed by the Board Administrator and Chief of Staff and entered into a PC database. Hardcopies of the surveys were retained for future reference.		
Summary Description of Survey	The written survey instrument was patterned after a similar survey formulated by the University of Texas. The survey assessed customer satisfaction in the areas of facilities, staff, communications, internet site and complaint handling process.		
Customer Groups Excluded	As directed by the Legislative Budget Board and Governor's Office of Budget, Planning and Policy, the following group of customers were excluded from the survey: BPP Employee's.		
Data Collection Time Frame	The survey instrument was sent to a random sampling of the prospective focus groups respondents May 20, 2020. Due to the brevity of the survey and to allow time for analysis, customers were asked to take a moment to complete the survey and submit it by May 26, 2020. A reminder was distributed to those who had not responded May 27, 2020.		
Number of Customers Surveyed	Surveys were distributed as follows:		
	194 surveys were emailed to District Attorneys, Sheriffs and Attorneys		
	6 surveys were emailed to organizations/offender advocacy groups.		
	Surveyed customers that expressed overall satisfaction with services BPP provides.	2018	2020
	Surveyed customers that only partially completed the survey or felt the survey questions were not applicable.	8%	17%
Response Rates	Surveyed customers (responses) that expressed overall dissatisfaction with services offered by BPP.	8%	34%
	The table below summarizes responses to BPP's customer service survey:		
Agency's Response to Assessment	Surveys Distributed	2018	2020
	Survey Response Rate	176	200
Agency's Response to Assessment	In Response to this assessment, the areas representing margin for improvement spoke to:		
	The customer is not knowledgeable on how to make a complaint to the BPP (33 out of 70 customers). The Board has prominently displayed on the board's website how to file a complaint and provides links to a large volume of information for all of our internal and external customers to access/information. The Board will contact the affected customers and address their specific concerns. Additionally, as part of its upcoming Board Meeting, all stakeholders will be allowed to address any concerns they may have regarding any of the Board processes/recommendations for improvements.		