



STATE OF TEXAS
BOARD OF PARDONS AND PAROLES

Rissie Owens
Presiding Officer

May 27, 2010

Mr. John O'Brien
Director Legislative Budget Board
Post Office Box 12666
Austin, Texas 78711

Ms. Mary Katherine Stout
Director Governor's Office of Budget, Planning and Policy
Post Office Box 12428
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RE: Report on Customer Service

In fulfillment of statutory requirements and as directed by the Agency Strategic Plan Instructions for Fiscal Years 2011-15, issued jointly by the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board, the Texas Board of Pardons and Paroles Report on Customer Service for the 2012-2013 biennium is provided. The Report includes response rates, confidence levels, and customer related performance measures.

If you have any questions or concerns, please do not hesitate to contact me at (936) 437-2257.

Sincerely,

Robert Britt
Director of Budget

TEXAS BOARD OF PARDONS AND PAROLES

Report on Customer Service, May 2010

External Customers	The general public has been identified as the external customer of the Texas Board of Pardons and Paroles.														
Description of Services Offered	On behalf of the Texas Board of Pardons and Paroles (BPP), the BPP Ombudsman facilitates the provision of information to the public in response to specific inquiries regarding the agency, offenders, or staff. The office 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.														
Description of Information-Gathering Methods	<ul style="list-style-type: none"> - 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. Approximately 100% of the surveys were emailed to district attorneys, sheriffs, parole attorneys and offender advocate groups. - The email/fax cover explained the purpose of the survey and asked recipients to complete and return the form via email or fax. - Upon arrival at BPP's Board Central Office, all returned survey instruments were reviewed by the board administrator and entered into a PC database. Hardcopies of the surveys were filed in the office 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	<p><i>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:</i></p> <ul style="list-style-type: none"> ● BPP employees. 														
Data Collection Time Frame	<ul style="list-style-type: none"> - The survey instrument was sent to a random sampling of the prospective focus groups respondents on May 7, 2010. - 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 return it by May 19, 2010. A reminder was distributed to those who had not responded on May 14, 2010. 														
Number of Customers Surveyed	<p><i>Surveys were distributed as follows:</i></p> <ul style="list-style-type: none"> 15 surveys were emailed to District Attorneys. 15 surveys were emailed to Sheriffs. 37 surveys were emailed to Parole Attorneys. 2 surveys were emailed to offender advocate groups. 	<table border="1"> <thead> <tr> <th></th> <th>2008</th> <th>2010</th> </tr> </thead> <tbody> <tr> <td>● Surveyed customers that expressed overall satisfaction with services BPP provides</td> <td>75%</td> <td>86%</td> </tr> <tr> <td>● Surveyed customers that only partially completed the survey or felt the survey questions were not applicable</td> <td>0%</td> <td>8%</td> </tr> <tr> <td>● Surveyed customers (responses) that expressed dissatisfaction with some services offered by BPP</td> <td>25%</td> <td>5%</td> </tr> </tbody> </table>			2008	2010	● Surveyed customers that expressed overall satisfaction with services BPP provides	75%	86%	● Surveyed customers that only partially completed the survey or felt the survey questions were not applicable	0%	8%	● Surveyed customers (responses) that expressed dissatisfaction with some services offered by BPP	25%	5%
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Response Rates	<p>The table below summarizes responses to BPP's customer service survey:</p> <ul style="list-style-type: none"> ● Surveys Distributed ● Survey Response Rate 	<table border="1"> <thead> <tr> <th></th> <th>2008</th> <th>2010</th> </tr> </thead> <tbody> <tr> <td>● Surveys Distributed</td> <td>42</td> <td>69</td> </tr> <tr> <td>● Survey Response Rate</td> <td>14</td> <td>38</td> </tr> </tbody> </table>			2008	2010	● Surveys Distributed	42	69	● Survey Response Rate	14	38			
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Agency's Response to Assessment	<p>In Response to this assessment, the areas representing margin for improvement spoke to:</p> <ul style="list-style-type: none"> ➤ <i>The customer not satisfied how complaints are handled by the Board (1 out of 38 customers)</i> ➤ <i>The Board has prominently displayed on the board's web site 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.</i> ➤ <i>The Board will contact the affected customers and address their specific concerns. Additionally, as part of the Board's upcoming Board Meeting, all stakeholders will be allowed to address any concerns they may have regarding any of the Board processes/recommendations for improvements.</i> 														

TEXAS BOARD OF PARDONS AND PAROLES

Customer Related Performance Measures, May 2010

All Texas state agencies have been instructed to include standard measures (as developed by the LBB and GOBPP) as well as agency - specific performance measures related to customer service standards and customer satisfaction. Standard measures for fiscal year 2010 depict actual data based upon recent customer service survey. Agency - specific measures depict actual performance for the fiscal year 2010.

<i>Measure Type</i>	<i>Measure</i>	<i>FY 2008 Performance</i>	<i>Projected FY 2010 Performance</i>
Standard Outcome	Percentage of surveyed customer respondents expressing overall satisfaction with services received.	75%	86%
	Percentage of surveyed customer respondents identifying ways to improve service delivery.	50%	24%
Standard Output	Number of customers surveyed	42	69
	Number of customers served	14	38
Standard Efficiency	Cost per customer surveyed	No fiscal impact <i>(existing resources utilized)</i>	No fiscal impact <i>(existing resources utilized)</i>
Standard Explanatory	Number of customers identified	The General Public	The General Public
	Number of customer groups inventoried	4 Priority Groups <i>(District Attorneys, Sheriffs, Parole Attorneys, Advocate Groups)</i>	4 Priority Groups <i>(District Attorneys, Sheriffs, Parole Attorneys, Advocate Groups)</i>
Agency-Specific Outcome	Average number of days to final responses	30	26
	Percent of inquiries involving life threatening issues	0%	0%
Agency-Specific Output	Number of phone inquiries received	13,800	13,974
	Number of mail inquiries received	10,766	12,545
	Number of internet inquiries received	1,170	3,870
	Number of meetings held with offender advocate groups	19	21