



**Texas Civil Commitment Office
Report on Customer Service
2022**

**Prepared for the Office of the Governor and Legislative Budget Board
Pursuant to Texas Government Code Chapter 2114**

External Customers

External customers were identified as courts and law enforcement agencies, partner agencies, contractors, client family members, and the general public.

Description of Services Offered

The Texas Civil Commitment Office (TCCO) is a small state agency with limited resources that is tasked with the huge responsibility of providing supervision and treatment to civilly committed sexually violent predators (SVPs) through the case management system. TCCO recognizes that the civil commitment of sexually violent predators to long-term, comprehensive, and offense-specific supervision and treatment is necessary for the protection of the citizens of the State of Texas. The current TCCO mission is to enhance public safety by developing and implementing strategic management policies to protect the citizens of Texas and enhance protection of victims and potential victims through research-based management of civilly committed sexually violent predators. TCCO's administration is focused on the agency's equally important responsibilities for public safety, supervision, and treatment.

TCCO coordinates on a daily basis with external customers regarding general inquiries concerning civil commitment processes, specific information regarding pending civil commitment cases, and information regarding the treatment and supervision provided to SVP clients. On behalf of the agency, information is primarily disseminated to the public through the agency's operational staff in addition to the agency's website. The agency's Deputy Director currently serves as the agency's Public Information Officer.

Description of Information-Gathering Methods

TCCO utilized the standardized eight-question survey as set forth by the Legislative Budget Board asking respondents to rate their satisfaction with TCCO's office, staff, complaint handling process, time for service, printed information, and overall satisfaction. The survey also provided an opportunity for respondents to provide more specific information if indicating dissatisfaction with the agency's staff or communications. TCCO posted a link to the online survey on the agency's website homepage for confidential, easy access by members of the public and SVP client family members. Survey responses were anonymous and the survey did not require respondents to provide any identifying information. Additionally, an email with a link to the survey

was sent to courts and law enforcement agencies, partner agencies, and contractors. Currently committed SVPs were not included in the survey. Results of the online survey were collected via Microsoft Forms and results analyzed by TCCO staff. TCCO received 35 responses to the survey which are discussed in further detail below.

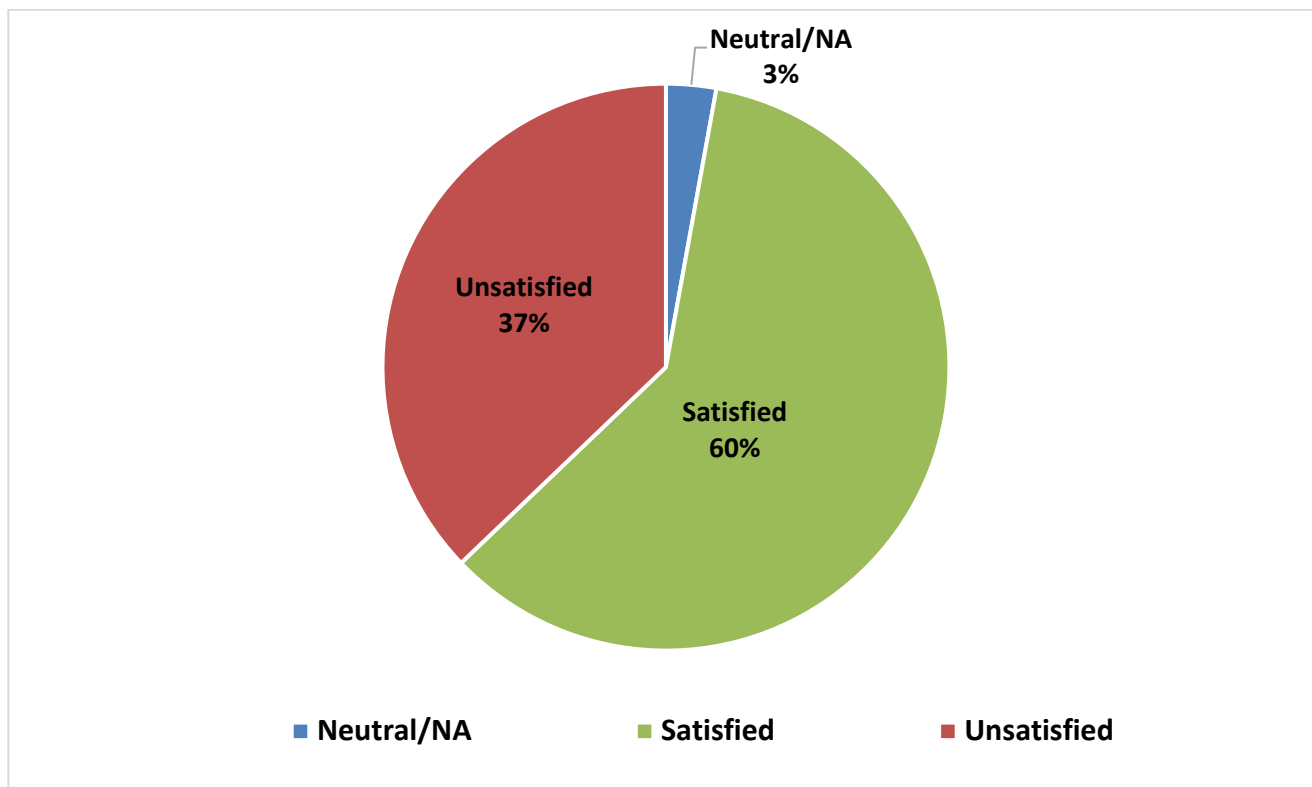
Survey Results

The below charts and graphs detail the type and number of survey respondents and the responses to the survey.

Respondent Types and Numbers

	Number	Percentage of Total
Courts & Law Enforcement	5	14.29%
Partner Agencies	5	14.29%
TCCO Contractors	9	25.71%
Client Family/Advocacy Group	14	40.00%
Member of the Public	2	5.71%

Respondent Satisfaction with TCCO Staff

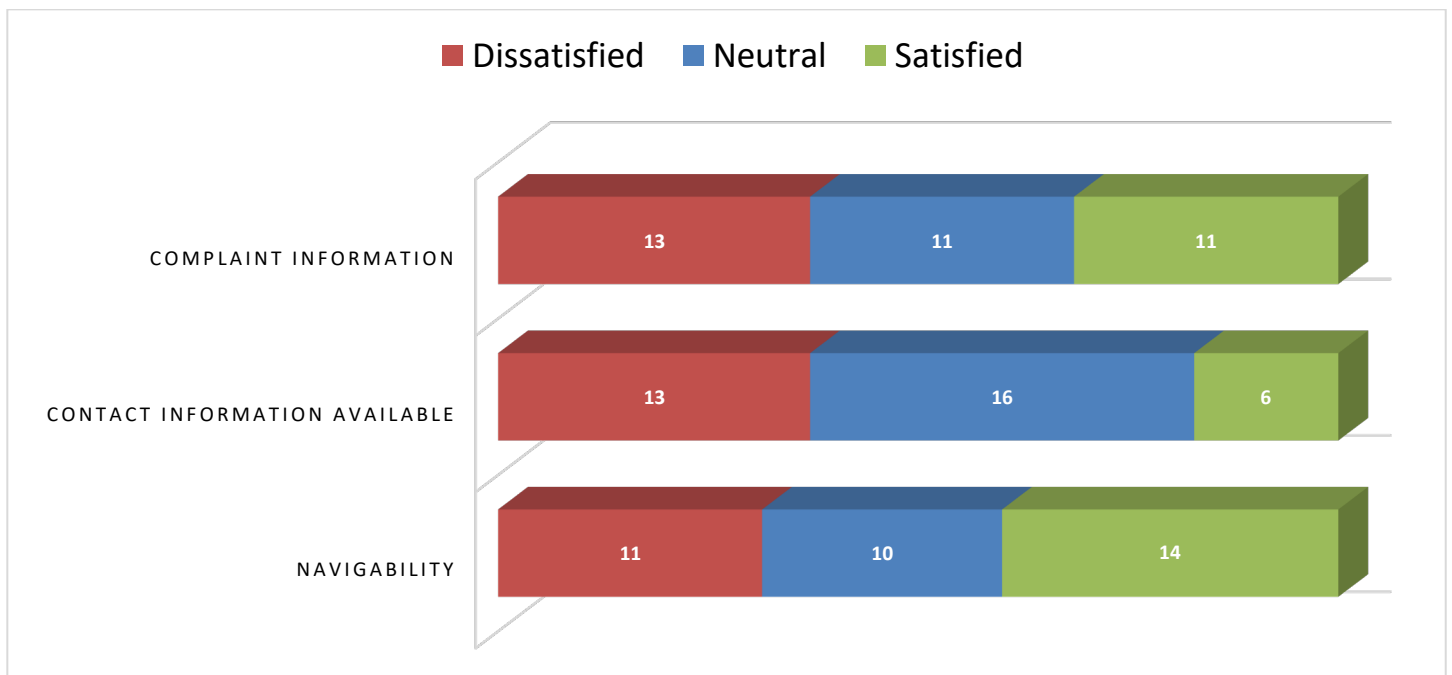


Respondent Satisfaction with TCCO Offices

	Neutral or N/A	Unsatisfied or Strongly Unsatisfied	Satisfied or Strongly Satisfied
Office Locations	25.714%	37.143%	37.143%
Accessibility of Offices	25.714%	37.143%	37.143%
Signs and Office Markings	31.429%	34.286%	34.286%
Cleanliness of Office Locations	28.571%	34.286%	37.143%

Respondent Satisfaction with TCCO's Website and Complaint Handling Process

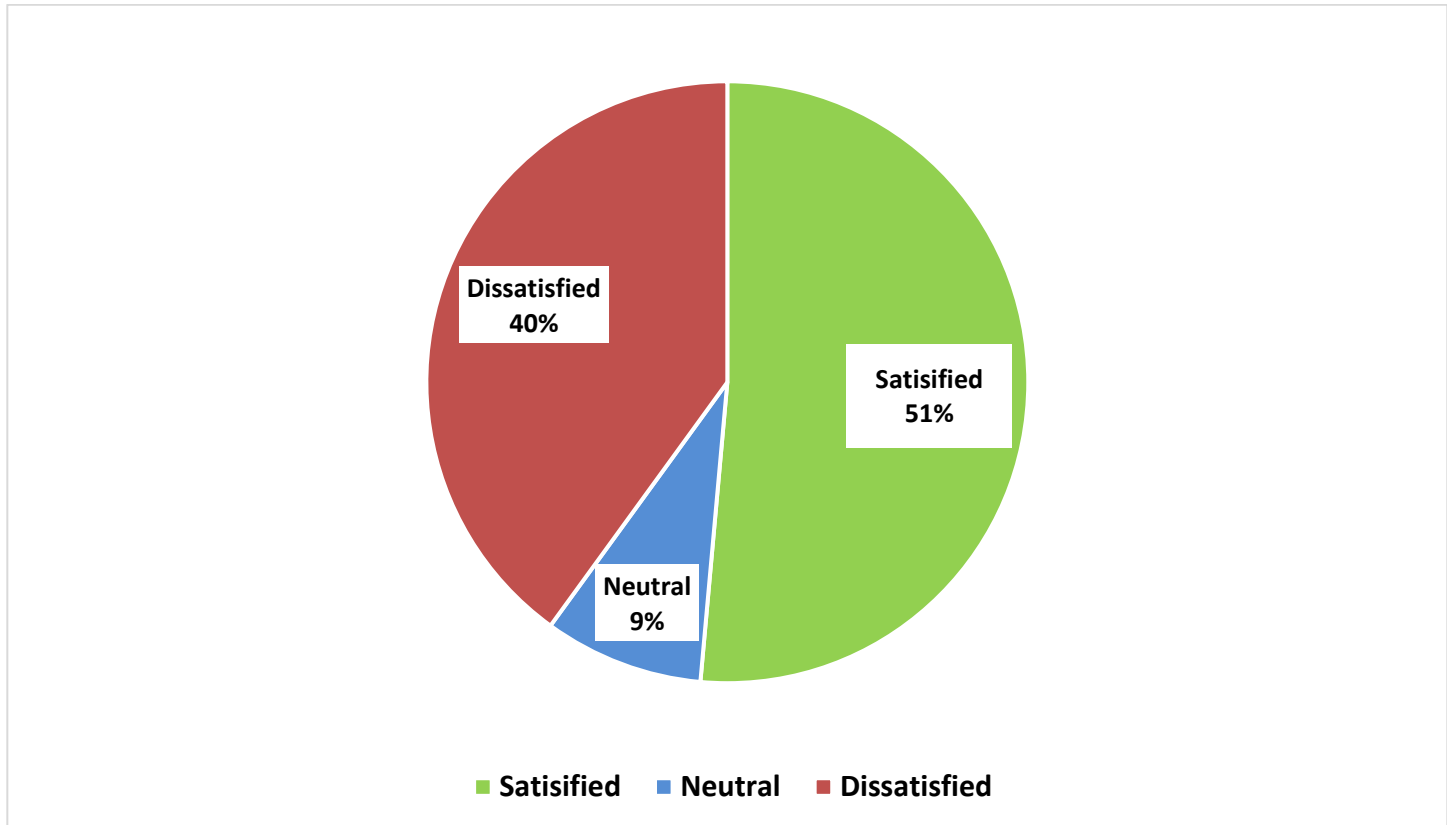
The below chart indicates respondent's satisfaction with the information available on TCCO's website including how easy it is to navigate the site to locate information, whether the respondent can locate whom to contact for further information, and whether there is information on how to file a complaint.



When looking closer at complaint processing, respondents were asked whether they found the complaint process to be straightforward. Of the 35 respondents, eleven responded that they were neutral or it was not applicable to them and the remaining 24 respondents were split with 12 being dissatisfied and 12 being satisfied with the process.

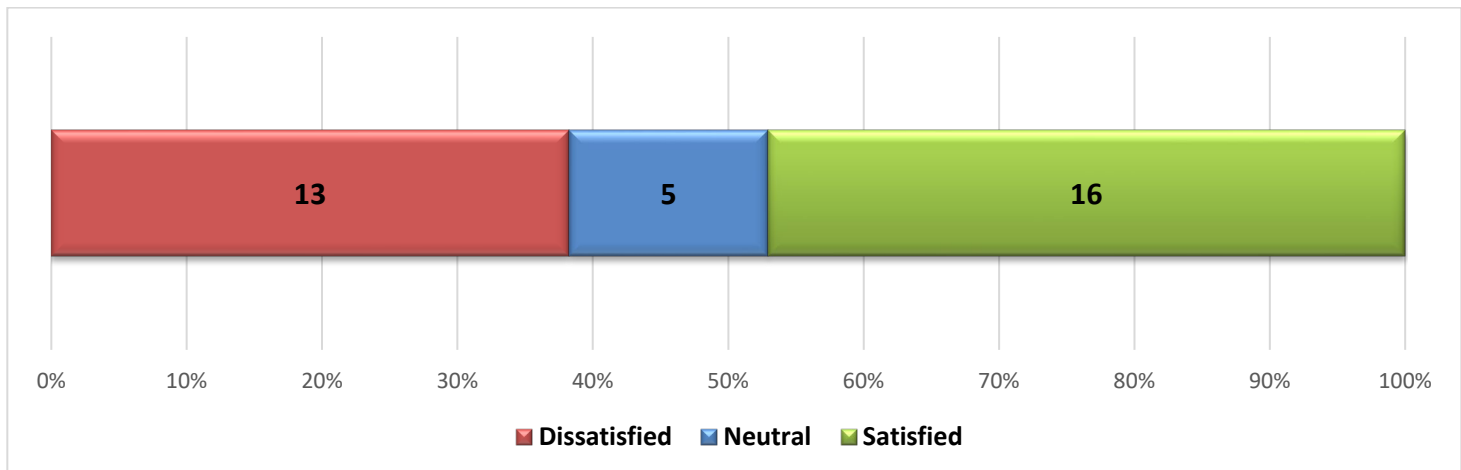
Respondent Satisfaction with TCCO's Ability to Timely Serve Customers

Customers were asked to rate their satisfaction with TCCO's ability to timely serve them to include the amount of time they wait for service. The majority of respondents rated their satisfaction as satisfied or strongly satisfied.



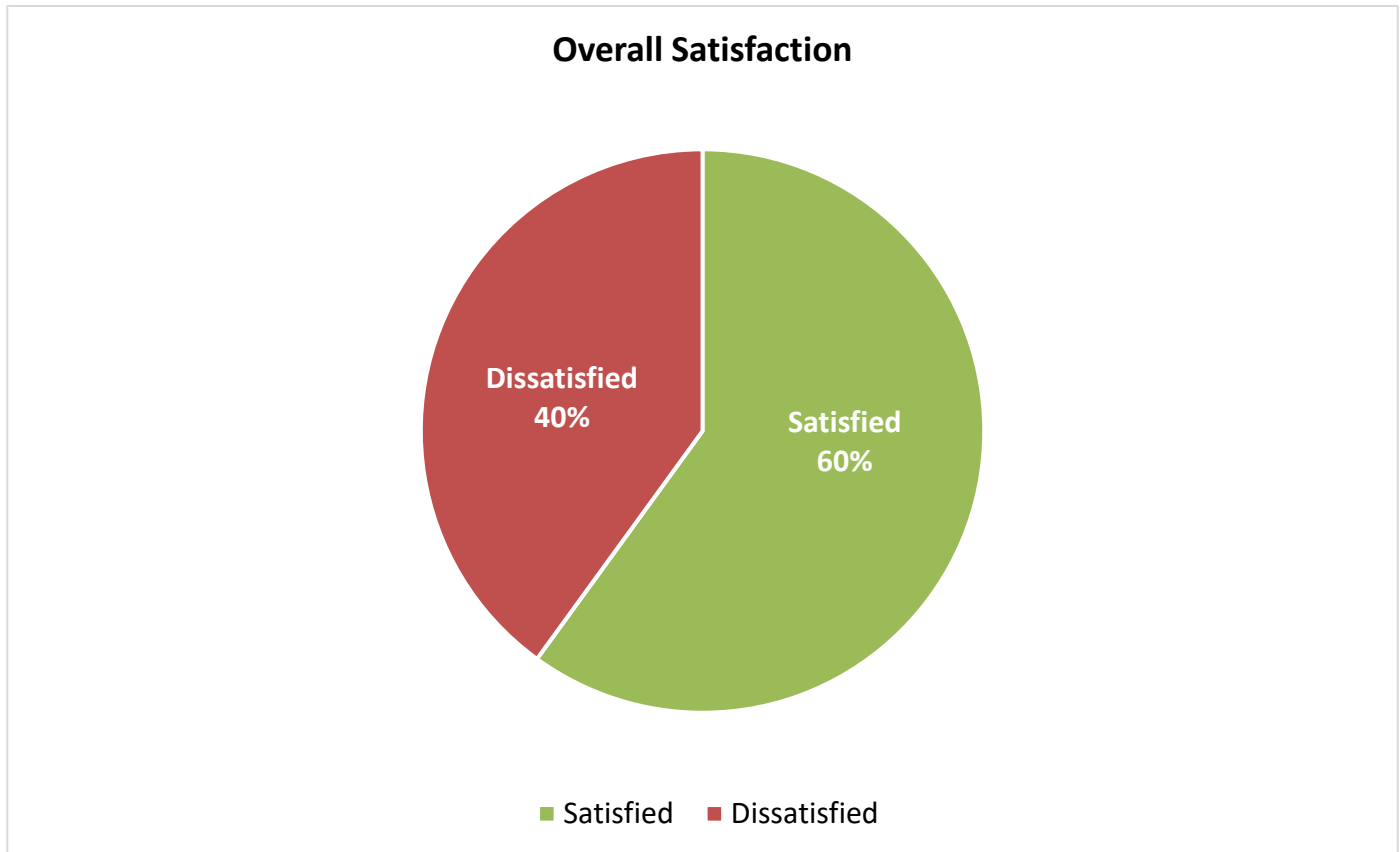
Satisfaction with Agency Printed Information

Thirty-four respondents answered this question with one respondent leaving this question blank.



Overall Satisfaction with TCCO

All respondents were asked to rank their overall satisfaction with TCCO from Strongly Dissatisfied to Strongly Satisfied. All 35 respondents answered this question, with no respondents selecting Neutral or N/A. The majority of respondents expressed overall satisfaction with TCCO.



TCCO Response to Assessment

In reviewing the survey, TCCO has identified the following as opportunities to improve the survey process in future years:

- Additional questions tailored more specifically to the services provided by the agency;
- The ability for respondents to provide suggestions for improvement.

TCCO will continue to analyze the assessment results and use the information to guide improvements in customer service. Future surveys will continue to be posted to the agency's homepage.

Although the majority of respondents expressed overall satisfaction with the agency, TCCO can continue to improve customer service by ensuring that all staff in public-facing roles are focused on customer service in their interactions with client family members or members of the public.

Outcome & Output Measures

The LBB provides standard measures of outcome, output, efficiency as well as explanatory measures to be included in the report. Below please find a discussion of these metrics related to TCCO's Customer Service Survey.

Measure	FY 2022 Survey Results
Percentage of respondents expressing overall satisfaction	60%
Total customers surveyed	69 targeted to courts & law enforcement, partner agencies, and contractors. Also available online to the general public
Response rate	Unable to calculate as survey was available to the general public online.
Number of customers identified/served	3 Targeted Groups and the General Public
Cost per customer surveyed	No cost, existing resources utilized
Number of customer groups inventoried	3 targeted groups and the General Public

Contact Information for Questions

If you have any questions regarding TCCO or any of the information included within this report, please contact:

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