



**Texas Civil Commitment Office
Report on Customer Service
2024**

**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.

On a daily basis, TCCO coordinates 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 Staff Attorney 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. 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, contractors, former SVP clients, and SVP client family members.

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 20 responses to the survey which are discussed in further detail below.

Survey Results

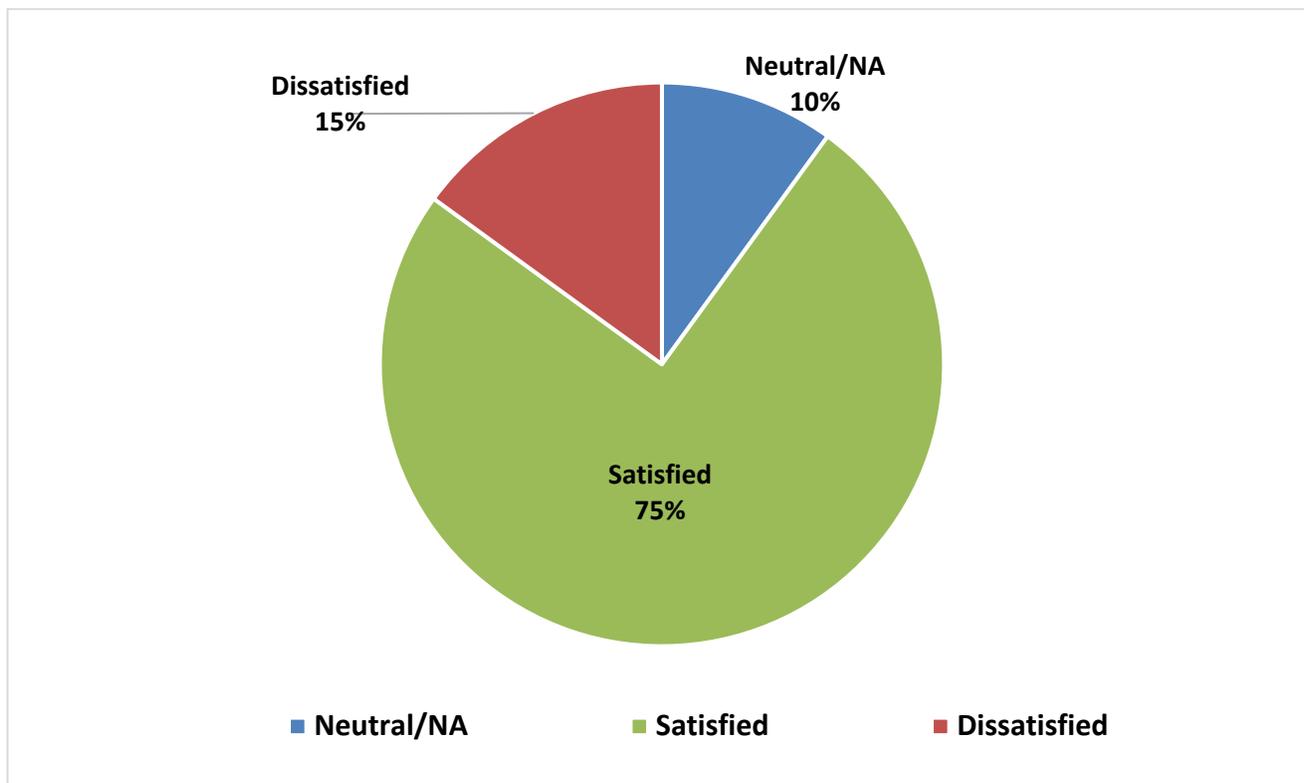
The below charts and graphs detail the type and number of survey respondents and the responses to the survey.

Respondent Types and Numbers

	Number	Percentage of Total
Courts & Law Enforcement	3	16%
Partner Agencies	4	21%
TCCO Contractors	5	26%
Client Family/Advocacy Group	6	32%
Former TCCO Client	1	5%

Note, one survey participant did not answer this question on the survey.

Respondent Satisfaction with TCCO Staff

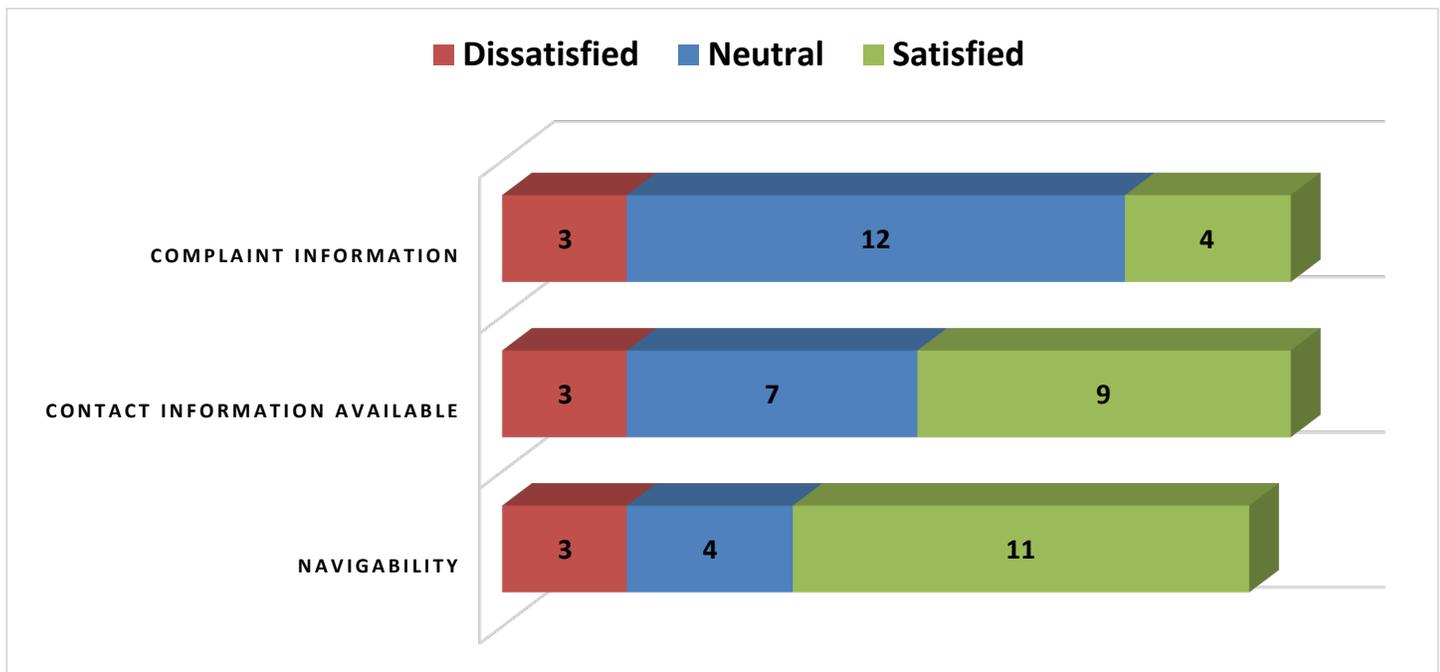


Respondent Satisfaction with TCCO Offices

	Neutral or N/A	Unsatisfied or Strongly Unsatisfied	Satisfied or Strongly Satisfied
Office Locations	40%	10%	50%
Accessibility of Offices	35%	10%	55%
Signs and Office Markings	60%	5%	35%
Cleanliness of Office Locations	65%	5%	30%

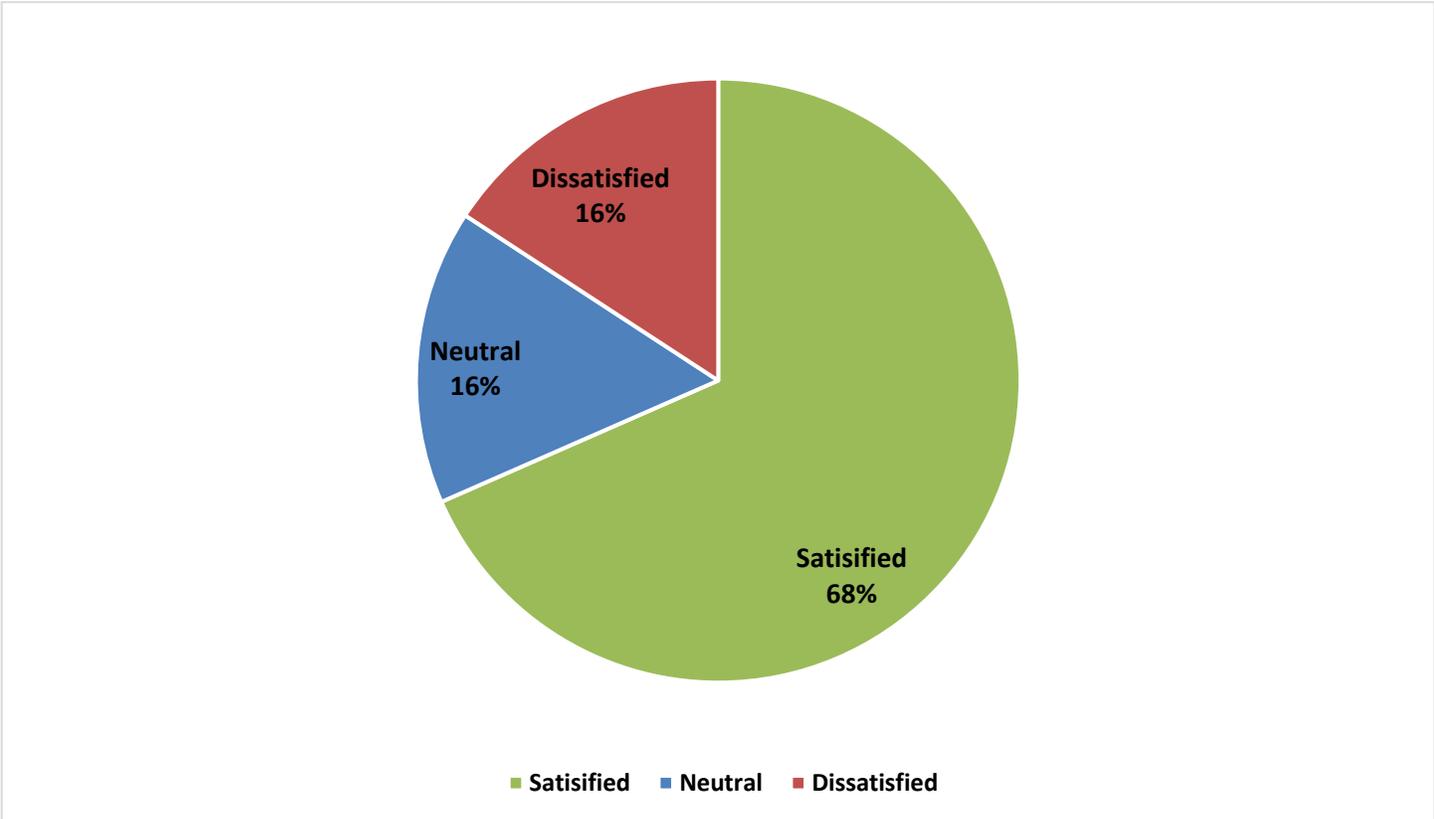
Respondent Satisfaction with TCCO's Website and Complaint Handling Process

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. Note, 18 respondents answered the question concerning navigability while 19 respondents answered the questions regarding contact information and complaint information on the website.



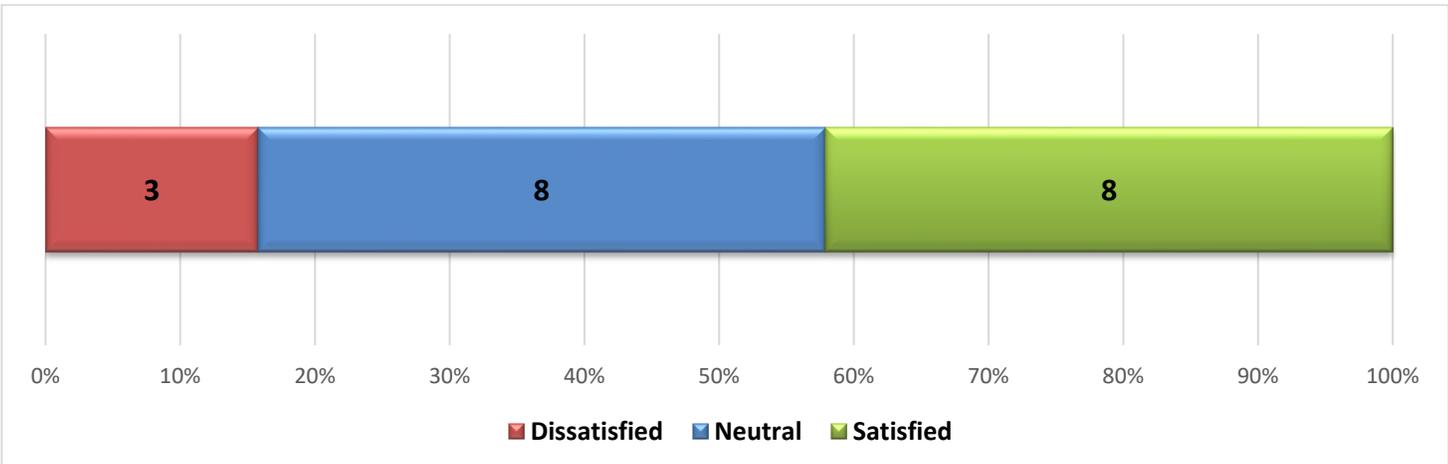
Respondent Satisfaction with TCCO's Ability to Timely Serve Customers

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. Two-thirds of respondents answering this question rated their satisfaction as satisfied or strongly satisfied.



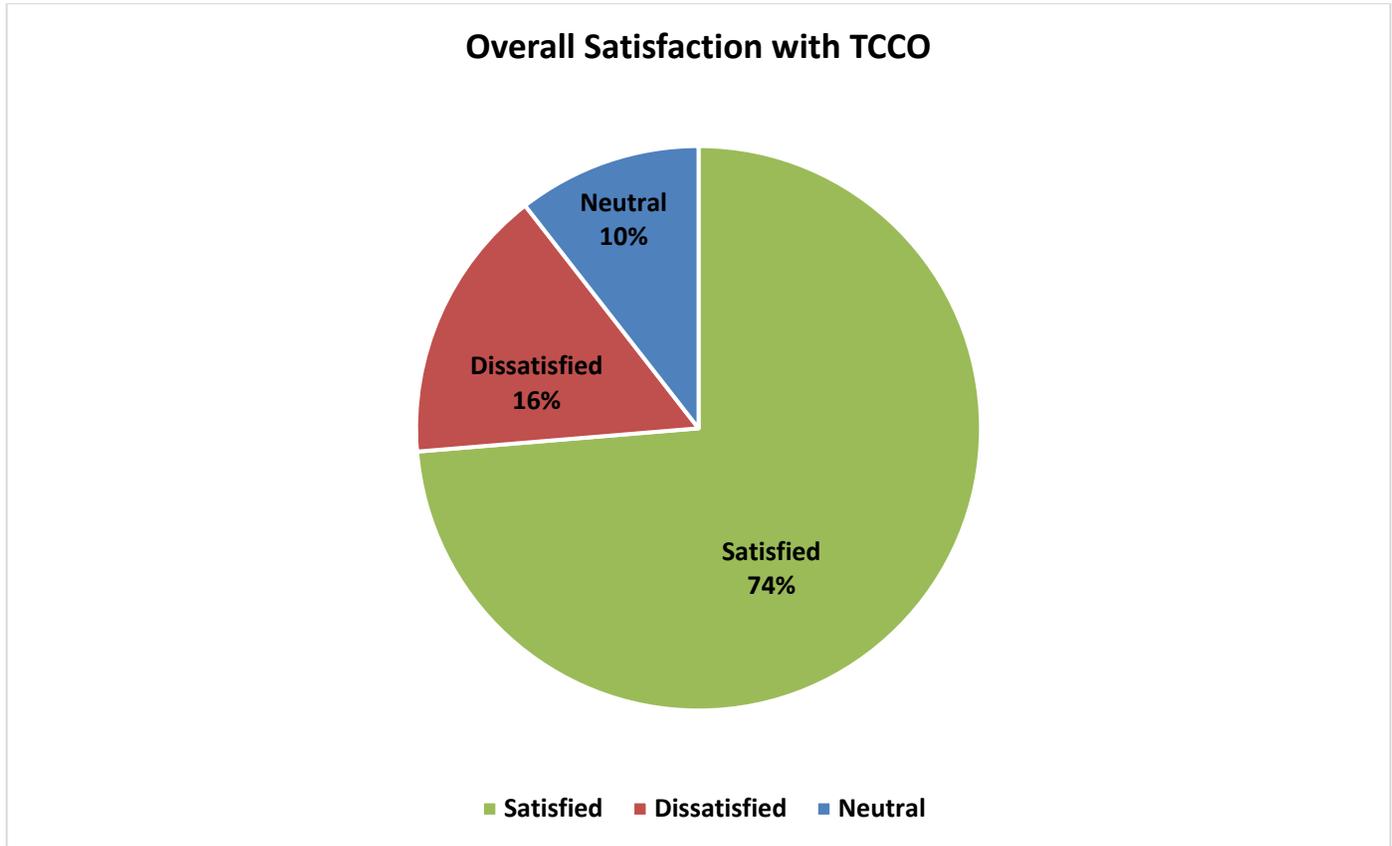
Satisfaction with Agency Printed Information

Nineteen 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. Nineteen out of 20 respondents answered this question with 74% of respondents expressing 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 desires to continue to improve customer service by emphasizing 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, and 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 2024 Survey Results
Percentage of respondents expressing overall satisfaction	74%
Total customers surveyed	83 targeted to courts & law enforcement, partner agencies, contractors, former clients and client family members. 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	5 targeted groups and the general public.
Cost per customer surveyed	No cost, existing resources utilized.
Number of customer groups inventoried	5 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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