

Texas Board of Pardons and Paroles

Report on Customer Service, May 2026

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. (Note: Confidentiality requirements can restrict some information from being released.)											
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/victim advocate groups and 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 link was emailed to prospective respondents. Upon completion to the online entry, all electronically submitted survey's were electronically entered into a database.											
Summary Description of Survey	The on-line survey instrument was patterned after specific LBB instructions. 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 on April 15, 2026. Customers were asked to take a moment to complete the survey and return it by May 1, 2026. A reminder email was sent to respondents on April 28, 2026.											
Number of Customers Surveyed	Surveys were distributed as follows: 240 surveys were emailed to District Attorneys. 254 surveys were emailed to Sheriffs. 13 surveys were emailed to Attorneys. 52 surveys were emailed to Legislators. 5 surveys were emailed to Offender Advocacy Services. 5 surveys were emailed to Victim Advocacy Services.		<table border="1"> <thead> <tr> <th></th> <th>2024</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Surveys Distributed</td> <td>239</td> <td>569</td> </tr> <tr> <td>Survey Response Rate</td> <td>22%</td> <td>26%</td> </tr> </tbody> </table>		2024	2026	Surveys Distributed	239	569	Survey Response Rate	22%	26%
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Analysis of Customer Responses	Surveyed customers that expressed overall satisfaction with services BPP provides.	98%	82%									
	Surveyed customers that only partially completed the survey or felt the survey questions were not applicable.	6%	11%									
	Surveyed customers (responses) that expressed dissatisfaction with some services offered by BPP.	19%	18%									
Response Rates	The table below summarizes responses to BPP's customer service survey:	2024	2026									
	Surveys Distributed	239	569									
	Survey Response Rate	22%	26%									
Agency's Response	The Board will contact affected customers to address specific concerns. Additionally, the Board maintains opportunities for interested parties to address concerns/comments at Board meetings and remains focused on transparency, modernization of both our website and electronic digital communications. We increased our survey pool in an effort to solicit greater input and amplify our relationships with community members and partners.											