



**OFFICE OF COURT ADMINISTRATION
REPORT ON CUSTOMER SERVICE
FOR FISCAL YEAR 2024**

Report on Customer Service for FY2024

Overview of Agency Divisions and Programs

The Office of Court Administration (OCA) provides a variety of services to judges, court administrators, court coordinators, court clerks and other Texas judicial system officials. OCA also provides services to the presiding judges of the eleven administrative judicial regions, as well as policy and funding assistance to counties for indigent defense. The duties and activities of OCA include the following:

Court Services

The Court Services Division staff are a resource for courts in key areas of court administration. The division provides technical support, consultation, and evaluation services to courts in a variety of areas and works with court and county leaders to establish and improve administrative programs and processes. Court Services staff provide language access services to courts throughout the state. In addition, staff also providing training and technical assistance on courthouse and judicial security. Other areas that Court Services assists with include bail and pretrial (including administering the Public Safety Report System), oversight of Texas specialty courts and general assistance to courts through consulting services and technical assistance.

Information Services

The Information Services Division provides information technology services to support the infrastructure for the Office of Court Administration, Supreme Court, Court of Criminal Appeals, Courts of Appeals, State Prosecuting Attorney, State Law Library, Judicial Conduct Commission, and the Child Support and Child Protection Courts. The division provides case management systems for the appellate, child protection, and child support courts, and a data management system to maintain court statistics reported by the Texas courts. The division's Service Desk provides information and technical assistance to the appellate and trial courts, including training assistance to customers of state judicial systems. The Information Services Division also provides technical staff support to the Judicial Committee on Information Technology, the Council of Chief Justices, the Texas Judicial Council, the Texas Indigent Defense Commission, and the Administrative Presiding Judges.

Data and Research Division (includes Judicial Information)

The Data and Research Division staff collect and analyze data from all courts and report on court activities. They also provide administrative support to the Supreme Court in the transfer of cases from one court of appeals to another to equalize dockets across the state. In conjunction with the Judicial Information program, this strategy compiles and analyzes caseload statistics, works with the Supreme Court to determine needed transfers, and provides funding for travel expenses incurred by appellate justices and their staff, who travel to hear cases transferred to them for disposition.

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Assistance to Administrative Regions

OCA employs or contracts with counties to provide funding for administrative assistants for the presiding judges of the eleven administrative judicial regions.

Indigent Defense

The Indigent Defense Division serves as staff to the Texas Indigent Defense Commission in developing policies and standards for providing legal representation and other defense services to indigent defendants, establishing a statewide county reporting plan for indigent defense information, providing technical support to counties relating to indigent defense, and directing and monitoring the distribution of funds to counties to provide indigent defense services.

Children's Courts Program

OCA provides administrative support to the presiding judges of the administrative judicial regions for its child support courts and child protection courts programs in accordance with Chapter 201 of the Texas Family Code. OCA employs a program manager to manage the administrative functions and provide customer service to the children's courts' personnel and provides extensive additional staff support and services for the programs.

Child Support Courts

The child support courts were created in response to the federal requirement that states create expedited administrative or judicial processes to resolve child support cases. OCA employs 43 associate judges and 43 court coordinators to hear and dispose of Title IV-D child support establishment and enforcement cases and paternity cases within the expedited time frames established by Chapter 201.110 of the Texas Family Code. OCA provides computer equipment and on-site technical support for this program.

Child Protection Courts

The child protection courts in Texas were created to assist trial courts in primarily rural areas in managing their child abuse and neglect dockets. The judges assigned to these dockets hear child abuse and neglect cases exclusively. Therefore, children can achieve permanency more quickly and the quality of placement decisions should be higher. OCA operates 32 child protection courts in 143 counties, with 32 associate judges, and 32 court coordinators.

Judicial Branch Certification Commission

On September 1, 2014, the Judicial Branch Certification Commission (JBCC) began operation. The JBCC was established by the Texas Legislature, 83rd Regular Session, in [Senate Bill 966](#). The nine-member Commission oversees the certification, registration, licensing, and regulation of Court Reporters and Court Reporting Firms, Guardians, Process Servers, Licensed Court Interpreters, Guardianship Programs and the Registration of Guardianships throughout the State of Texas.

Legal

The Legal Division gives legal advice to agency management, the Judicial Branch Certification Commission, and to judicial officers. The division researches, writes, and publishes procedure

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manuals for district and county clerks, promulgates model forms, and facilitates other legal assistance to the judiciary.

Finance and Operations

The Finance and Operations Division manages the fiscal activities of the agency, including accounting, purchasing and budgeting. The division is also responsible for the human resources function, as well as the operational support activities of the agency. The division provides support to the clerks and chief justices of the appellate courts and the presiding judges of the administrative judicial regions regarding legislative, fiscal, budgetary and other administrative issues.

Survey Methodology

Since FY 2002, OCA has periodically distributed a *customer satisfaction survey* instrument developed using guidelines set forth in the Legislative Budget Board's *Agency Strategic Plan Instructions*. In FY 2024, OCA surveyed approximately 13,426 individuals via email identified as external customers in **Table 1**.

Customers were asked to respond to statements in the survey using a Likert scale with responses ranging from "Strongly Disagree" to "Strongly Agree." The survey instrument covered staff knowledge and courtesy, proper routing (communication) of the request or inquiry, timeliness of response, complaint handling, clarity and comprehensiveness of website and printed information, overall service quality, and suggestions for improvement of service delivery.¹ If customers had not received any services from OCA within the last 12 months, they were asked to indicate this on the survey and were directed to not respond to the remainder of the customer service questions.

A survey invitation to complete the online survey was distributed to customers for whom OCA had an email address. Customers were requested to complete the survey by May 17th, 2024.

Response Rates

Approximately **seven percent** of customers surveyed returned responses. **Forty-seven percent** of the 893 respondents indicated they had not received any services from OCA within the last year and, therefore, did not answer any additional customer service questions. Therefore, the resulting sample for data analysis totaled **470 responses**.

¹ The survey instrument did not include a statement about facilities, as most interactions between OCA and its customers occur by telephone, mail or email.

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Table I—Inventory of External Customers and Survey Distribution by Group			
Customer Divisions:	Number of courts, regions, organizations, or counties:	Number of Customers:	Total Surveys Sent:
Supreme Court	1	10	10
Court of Criminal Appeals	1	10	10
Intermediate Appellate Courts	14	80	80
Administrative Judicial Regions	11	11	11
District Courts	478	555	510
Constitutional County Courts	254	254	254
Statutory County Courts	249	278	289
Justice of the Peace Courts	802	802	797
Municipal Courts	945	1,301	950
District and County Clerks	254	543	509
Court Coordinators or Administrators	254	990	903
County Auditors and County Treasurers	254	254	254
Court Reporters and Court Reporting Firms	342	2,560	2,560
Process Servers	N/A	3,442	3,409
Guardians	N/A	394	394
Court Interpreters	N/A	495	465

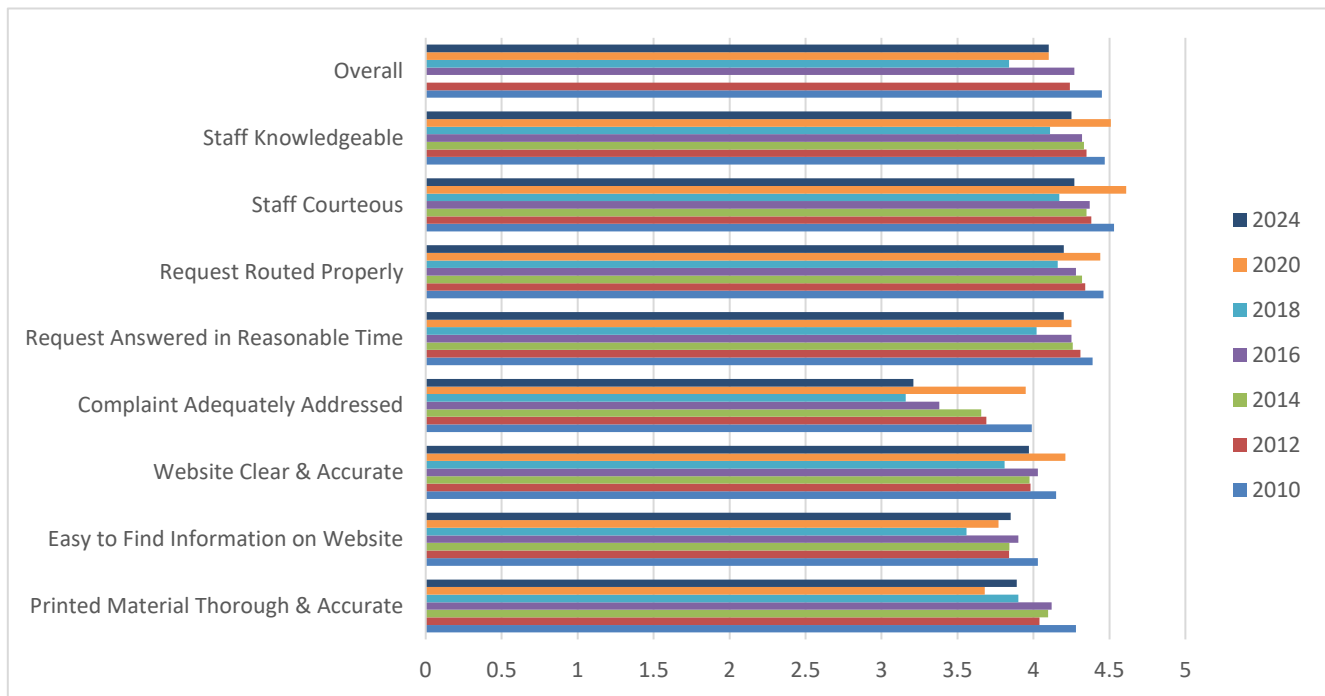
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Judicial Branch Certification Commission	1	12	12
Public Safety Report System (PSRS) Local Administrative Users (LAUs)	254	2,009	2,009
Total	3,860	14,000	13,426

Assuming the absence of 1) response bias due to under-representation of any one or more of the customer groups and 2) non-response bias in general, the results may be generalized to all customers with a margin of error of +/- 3.17% at the 95 percent confidence level.

Respondents have expressed a high level of satisfaction with OCA services over time, as **Figure 1** shows.

FIGURE 1—SATISFACTION SCORES OVER TIME



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TABLE 2—CUSTOMER SATISFACTION OVER TIME							
Overall Satisfaction	2010	2012	2014	2016	2018	2020	2024
Printed Material Thorough & Accurate	4.28	4.04	4.10	4.12	3.90	3.68	3.89
Easy to Find Information on Website	4.03	3.84	3.84	3.90	3.56	3.77	3.85
Website Clear & Accurate	4.15	3.98	3.98	4.03	3.81	4.21	3.97
Complaint Adequately Addressed	3.99	3.69	3.66	3.38	3.16	3.95	3.21
Request Answered in Reasonable Time	4.39	4.31	4.26	4.25	4.02	4.25	4.2
Request Routed Properly	4.46	4.34	4.32	4.28	4.16	4.44	4.2
Staff Courteous	4.53	4.38	4.35	4.37	4.17	4.61	4.27
Staff Knowledgeable	4.47	4.35	4.33	4.32	4.11	4.51	4.25
Overall	4.45	4.24	4.23	4.27	3.84	4.1	4.10

Table 2 provides the customer satisfaction rate over time since 2010. As **Table 3** shows, approximately 81% percent of respondents who received services from OCA within the last year rated their overall satisfaction between “3” and “5.”² The agency’s strongest element was staff courtesy (average score 4.27) and the lowest scoring element relating to whether a complaint was lodged and addressed adequately (average score 3.21). It should be noted that 17% of respondents identified that service as “Not Applicable.”

TABLE 3—CUSTOMER SERVICE PERFORMANCE MEASURES		
Type of Measure	Description	Performance
Outcome	Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	81.0%
Outcome	Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	3.0%
Output	Number of Customers Surveyed	13,426**
Output	Number of Customers Served	14,000
Efficiency	Cost Per Customer Surveyed	\$0.00*
Explanatory	Number of Customers Identified	13,426
Explanatory	Number of Customer Groups Inventoried	18
<p>*The Cost Per Customer Surveyed does not include staffing, information resources, or other “soft” costs. It includes only hard dollars spent to produce and distribute surveys. All surveys were distributed via email, therefore there were no costs for distribution.</p> <p>**There is overlap between service groups and customer service. Information Services, the Bail Team, Court Services, and Research and Data share an overlapping customer base.</p>		

² A rating of “3” corresponded to “Neither agree nor disagree” a “4” to “Agree,” and a “5” to “Strongly Agree.”

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Table 4—Customer Satisfaction Rate FY 2024	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not Applicable	Mean	Change from FY 2020 Mean
Overall, I was satisfied with my experience. (n=470)	8%	2%	8%	39%	42%	1%	4.1	0
Staff members were knowledgeable. (n=470)	3%	1%	9%	42%	44%	1%	4.25	-0.26
Staff members were courteous. (n=470)	4%	1%	9%	34%	49%	3%	4.27	-0.34
My inquiry/request was routed to the proper person. (n=470)	3%	2%	15%	34%	43%	3%	4.2	-0.024
My inquiry/request was answered in a reasonable amount of time. (n=470)	3%	2%	15%	36%	41%	3%	4.2	-0.05
If I made a complaint about services, it was adequately addressed. (n=470)	4%	3%	58%	9%	9%	17%	3.21	-0.74
The agency's website contained clear and accurate information. (n=470)	4%	5%	14%	43%	32%	2%	3.97	-0.24
It is easy to find the information I need on the agency's website. (n=470)	4%	6%	17%	42%	28%	2%	3.85	0.08
The printed materials I received were thorough and accurate. (n=470)	3%	1%	26%	35%	30%	4%	3.89	0.21

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Summary/Analysis

The Customer Satisfaction Survey is a consistent opportunity for the Office of Court Administration to gather and receive feedback from the thousands of customers and stakeholders it interacts with. With so many information and resources, it is imperative to receive constant feedback so that improvements can be made as necessary, and so that staff can be thanked and acknowledged in other areas. After careful analysis of the feedback, the following is a breakdown of areas identified from the customer satisfaction survey that OCA will focus on to continually improve customer satisfaction. We are confident that with the identification of these changes, we will continue to meet and exceed customer and stakeholder expectations.

- *Website Redesign* – OCA is committed to receiving customer feedback on the usability of its website and the information and resources provided within. Over the years, the agency’s website has become heavily utilized to provide forms, information, resources and more recently, live data. With a growing dependency on the website, OCA will be exploring the opportunity to undergo a website redesign to make finding pertinent and relevant information for its customers quick and more efficient.
- *Detailed Reporting Requirements* – Commensurate with the website redesign, OCA will continue to refine and hone guidance and instructions around mandatory reporting elements and host that on the agency website. OCA will ensure that updated reporting requirements that are often required after a legislative session are easily located on the website and provide online resources for stakeholders. As such, OCA, will invest more time in webinars and in-person opportunities to clearly communicate any changing requirements to its stakeholders.
- *Enhanced Feedback Utilities* – In the last fiscal year, the agency upgraded its survey and feedback software from SurveyMonkey to Qualtrics. This platform allows OCA to conduct more robust outreach, provides greater data security, and allows more in-depth analysis of OCA programs, research, and evaluations. The tool has already been leveraged to overhaul court security reporting and increased feedback and communication between OCA and its stakeholders.
- *Staff Outreach* – OCA is often invited to participate in local, regional, and state conferences in a variety of areas in which it has stakeholders. Being present at such events has given the agency increased opportunities to be present to present information, answer questions and provide the most detailed guidance necessary to assist customers and stakeholders.
- *Enhanced Cross-Training* – As the agency continues to grow with additional FTEs who have responsibilities in specific areas, it will benefit the agency to take advantage of opportunities to cross-train when appropriate. As such, more general knowledge of the agency and the judicial branch can be shared amongst more people employed with OCA.