

# WA DOC Survey Results

October 2024

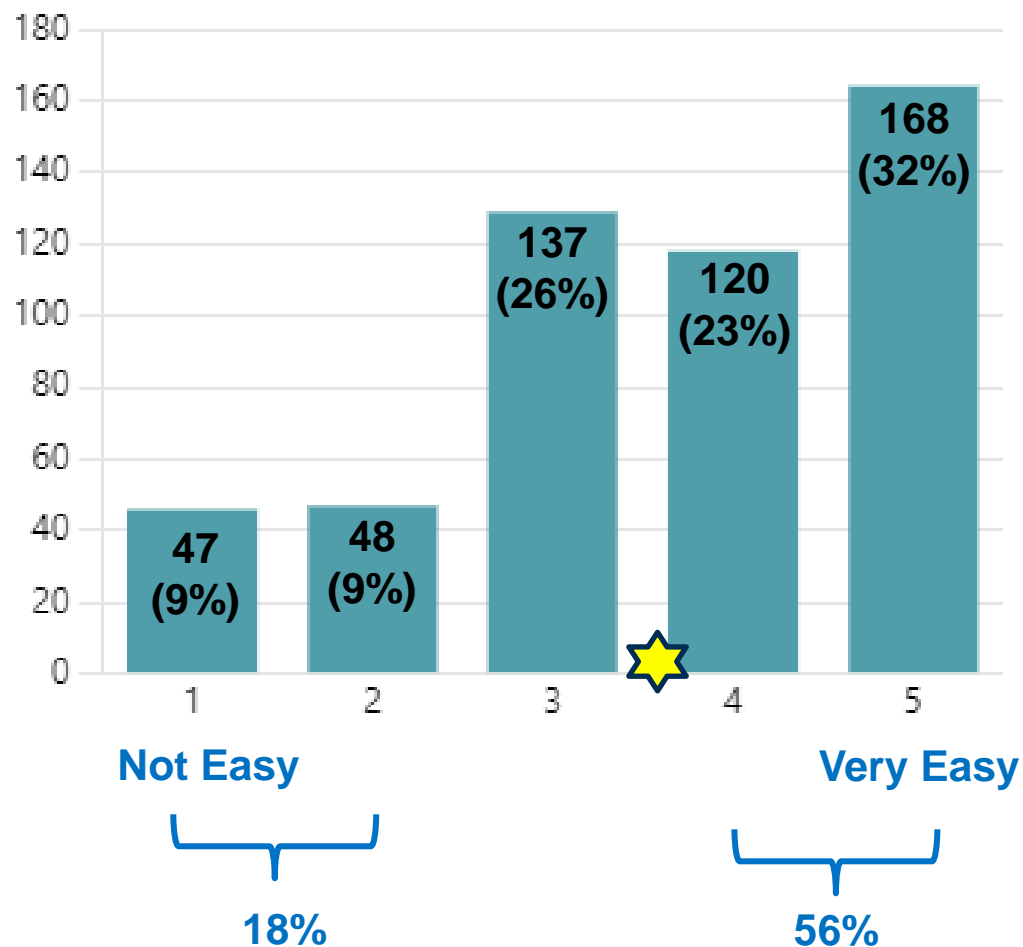


# Friends & Family Survey

## 1. How easy was it to create a Securus account to connect with your loved one?

**3.60**  
Average Rating

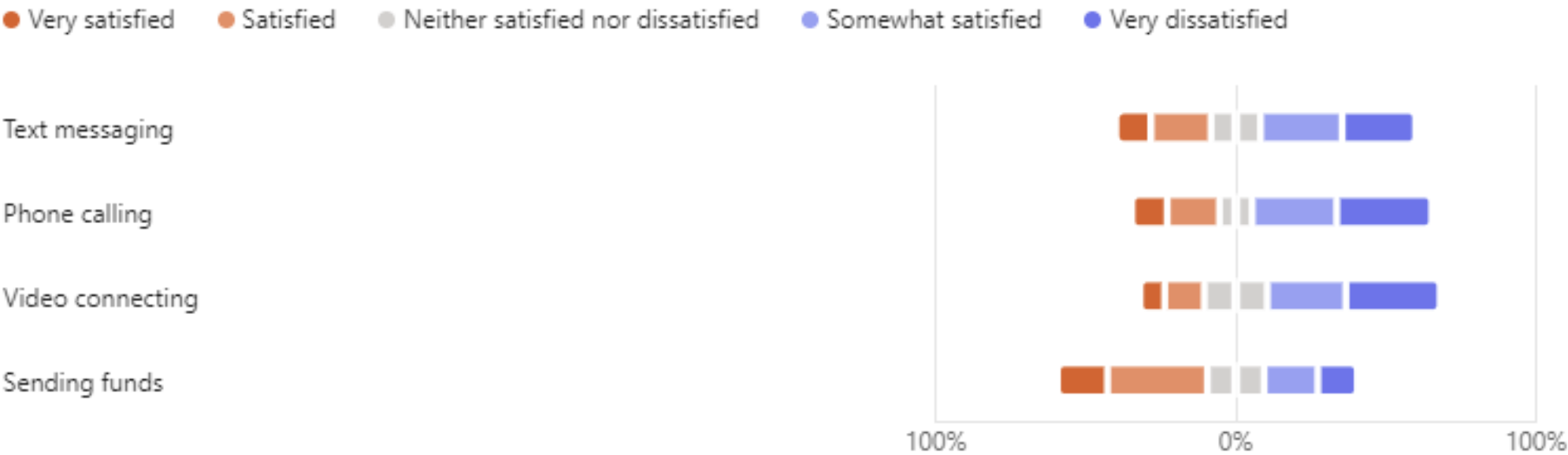
55% of respondents said it's Easy compared to 18% that said Not Easy



# Friends & Family Survey

Confidential. Not for distribution.

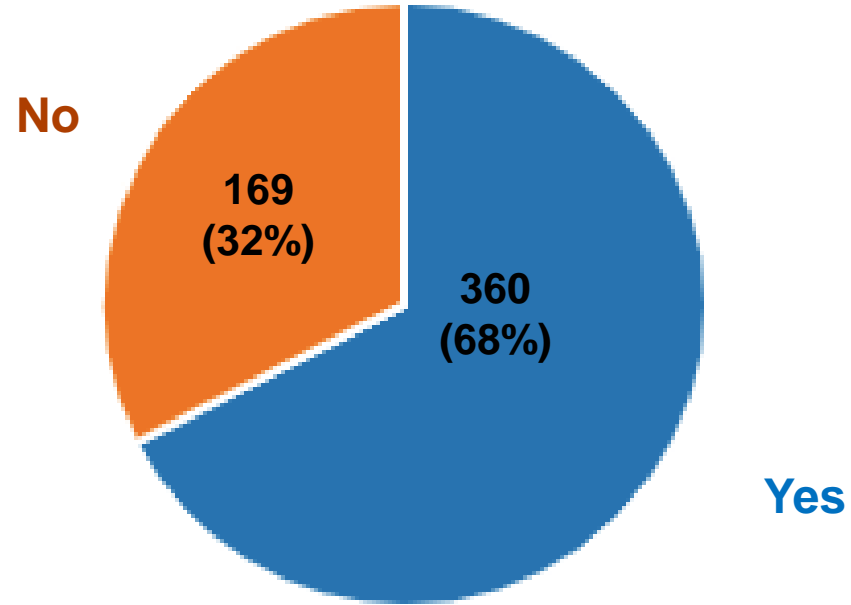
## 2. How satisfied are you with these features in connecting with your loved one?



	Satisfied	Neutral	Dissatisfied
Text messaging	32%	17%	51%
Phone calling	29%	11%	60%
Video connecting	21%	21%	57%
Sending funds	51%	18%	31%

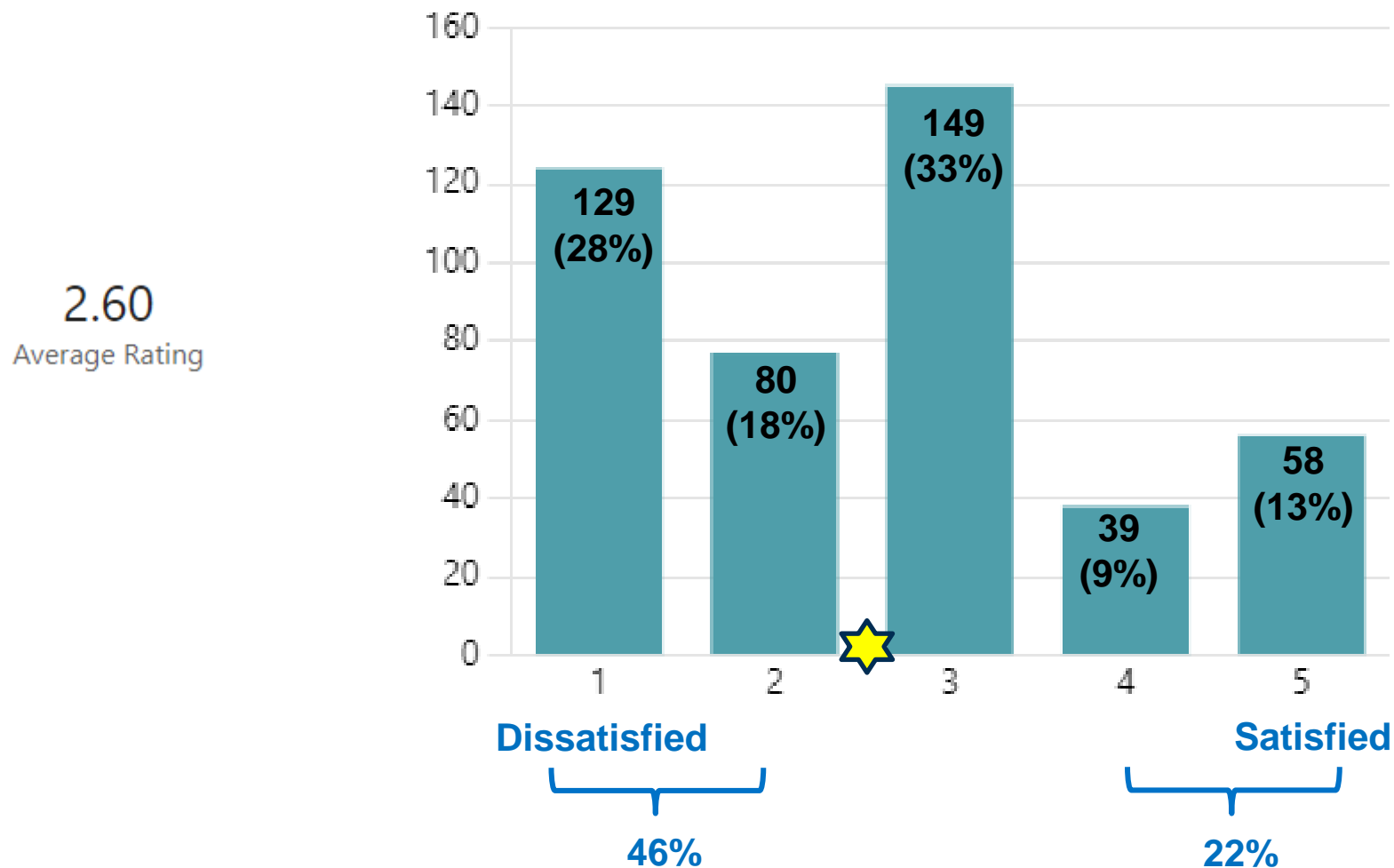
# Friends & Family Survey

## 3. Have you contacted the Customer Service at Securus?



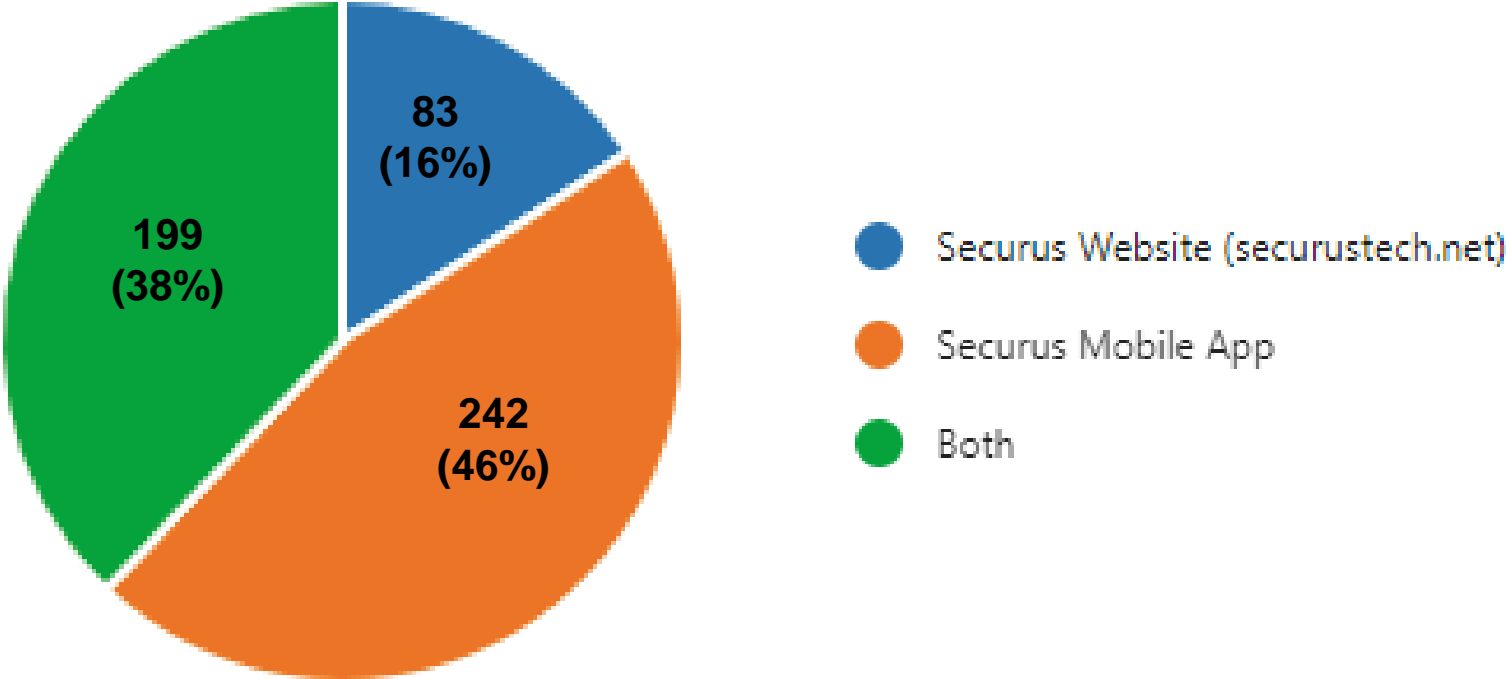
# Friends & Family Survey

## 4. How satisfied are you with Customer Service answering your questions or resolving your issue?



# Friends & Family Survey

## 5. Which channel do you frequently use to connect with your loved one?

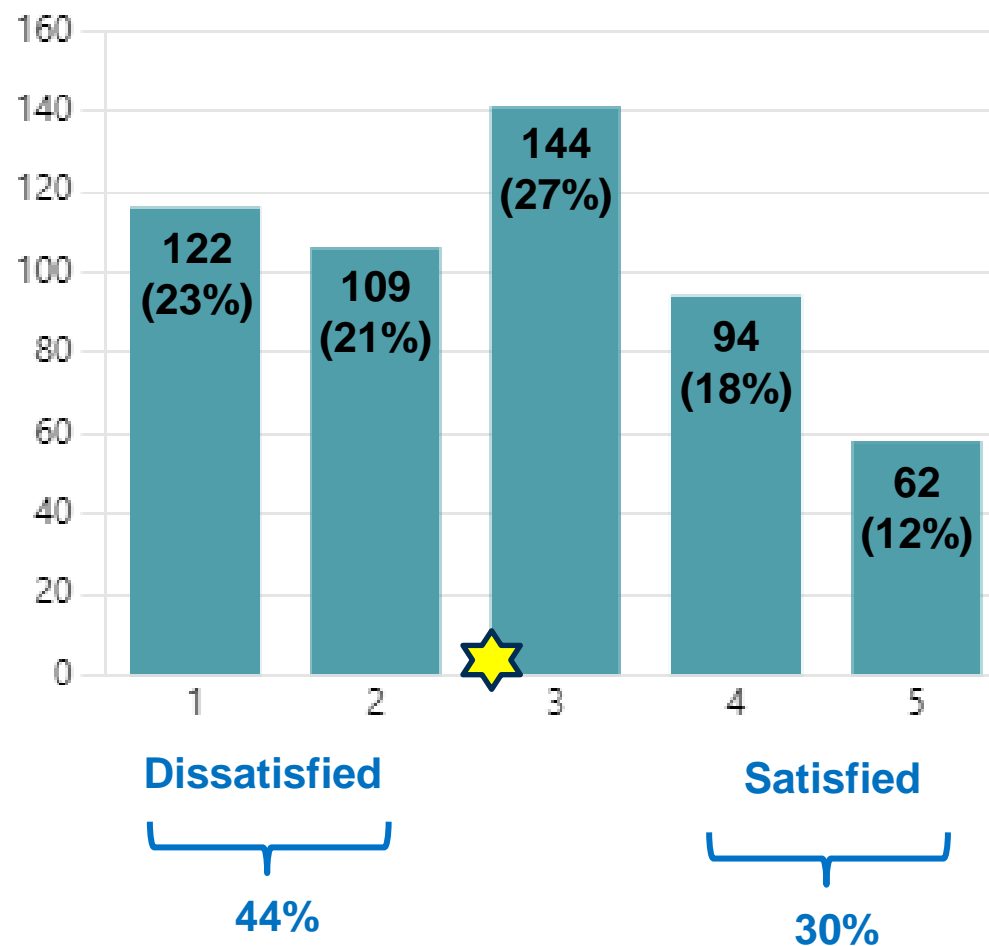


46% of respondents access the Securus Mobile App

# Friends & Family Survey

## 6. Overall, How satisfied are you with your experience with Securus products and services?

**2.75**  
Average Rating



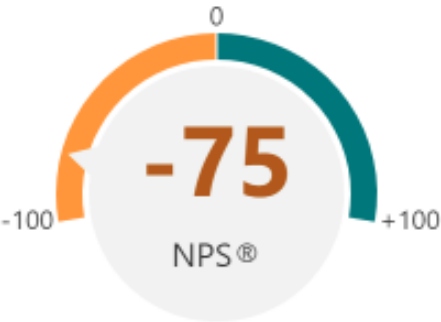
# LIAISONS



# Liaison Survey

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1. How timely do you receive responses to help tickets submitted via the Portal or email?



Detractors							Passive		Promoters	
Zero	One	Two	Three	Four	Five	Six	Seven	Eight	Nine	Ten
			2		4	1			1	

Promoters  
Passives  
Detractors

1  
0  
7

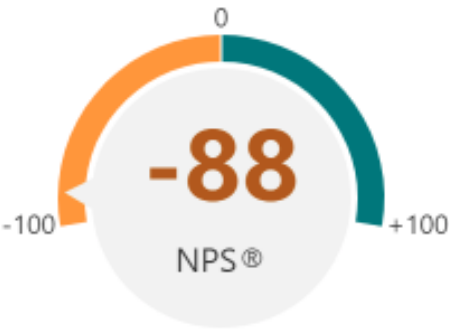
Not at All  
Timely

Very  
Timely

# Liaison Survey

Confidential. Not for distribution.

2. How would you rate the timely resolutions to Wi-Fi and other non-tablet issues.



Detractors							Passive		Promoters	
Zero	1	2	3	4	5	6	7	8	9	10
	1		1	3		2	1			

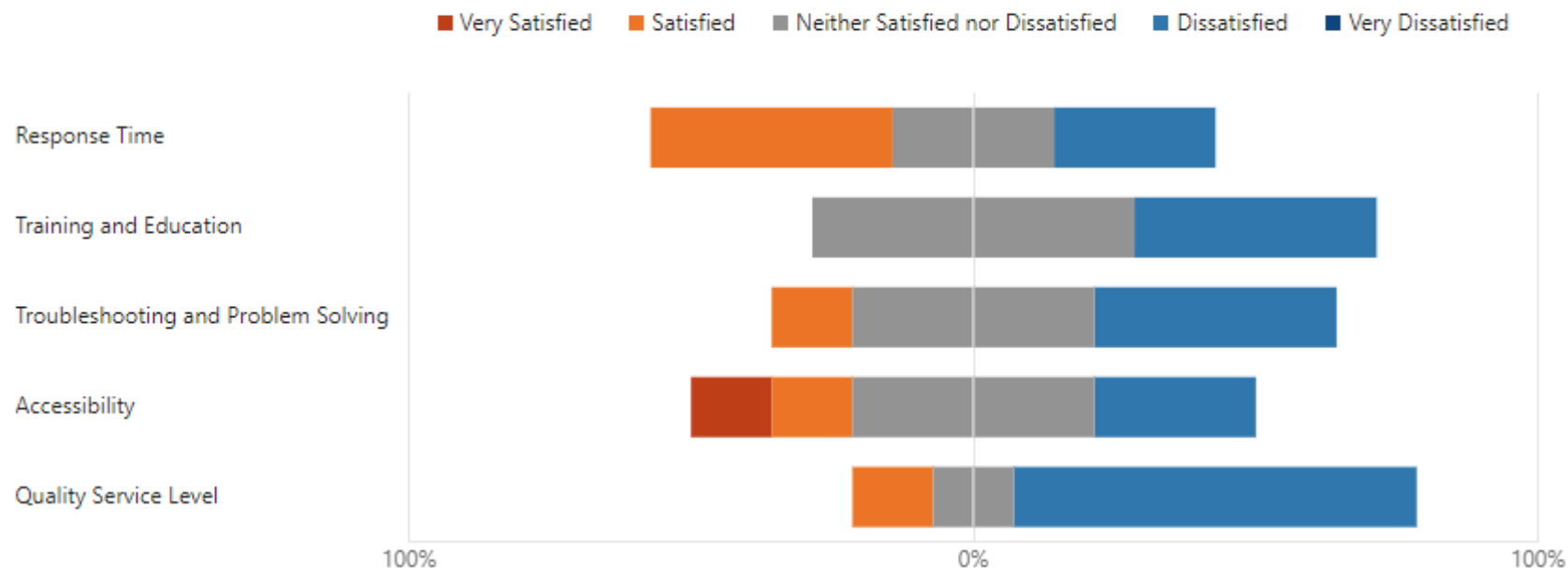
Promoters 0  
Passives 1  
Detractors 7

Not at All  
Timely

Very  
Timely

# Liaison Survey

## 3. How would you rate Securus in these categories?

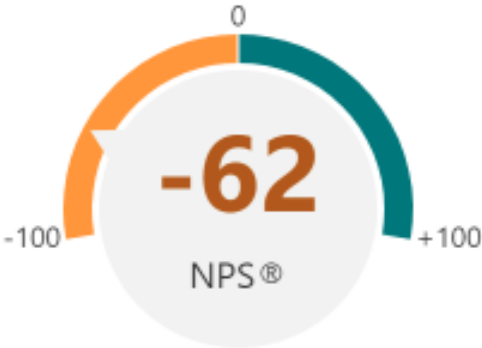


	Satisfied	Neutral	Dissatisfied
Response Time	43%	28%	29%
Training & Education	0%	57%	43%
Troubleshooting/Problem Solving	14%	43%	43%
Accessibility	28%	43%	29%
Quality Service Level	14%	14%	71%

# Liaison Survey

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4. Do you receive adequate support from Securus staff regarding the population’s tablet problems?



Detractors							Passive		Promoters	
Zero	One	Two	Three	Four	Five	Six	Seven	Eight	Nine	Ten
	3		1	1	1			1		1

Promoters	1
Passives	1
Detractors	6

Not at All  
Adequate

Very  
Adequate