

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Public Input Form for Agencies Under Review (Private/Before Publication)
Date: Tuesday, November 19, 2024 9:46:43 AM

From: Texas Sunset Advisory Commission <sunset.website@brightleafgroup.com>
Sent: Tuesday, November 19, 2024 7:48 AM
To: Sunset Advisory Commission <sunset@sunset.texas.gov>
Subject: Public Input Form for Agencies Under Review (Private/Before Publication)

Submitted on Tue, 11/19/2024 - 06:43

Submitted by: Visitor

Submitted values are:

Choose the agency that you would like to provide input about

[Texas Department of Criminal Justice](#)

Public Comments

1

First Name

Tabitha

Last Name

Diaz

Title

Loved one

Email

City

Amarillo

State

Texas

Your Comments or Concerns

The phones seem to never work properly, when I call to ask and make sure everything is ok, they are rude and snooty! I've tried to get a visit EVEN a video visit for OVER two years and can't seem to get anything approved ever! When I call I get the run around, or "that person isn't in right now!" I just

want to go see him since I live in Florida and it's been a hassle.

Your Proposed Solution

When someone calls concerned don't lie and say "you checked on their loved one when you didn't!" Do YOUR JOB no how matter how little you get paid! Sometimes I hate my job too and im underpaid, but it's still MY JOB, so I do it! As far as video/visitation goes there should be a different and easier process ESPECIALLY people living out of state, coming from far away and who are spending hundreds of dollars to go!

My Comments Will Be Made Public

Yes