

**Report on Customer Service
Fiscal Year 2016**

The Office of the Secretary of State



June 1, 2016

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AGENCY MISSION

The mission of the Office of the Secretary of State is to provide a secure and accessible repository for public, business, and commercial records and to receive, compile, and provide information. In addition, our mission is to ensure the proper conduct of elections, authorize the creation and registration of business entities, and to publish state government rules and notices. Finally, the Secretary of State serves as the liaison to the Governor for Texas-Mexico issues, as well as Texas' Chief International Protocol Officer. We assist our staff with personal and professional development, as well as promote and develop a diverse workforce and effective use of resources.

AGENCY PRINCIPLES

- To provide accurate, reliable, and timely access to information; maximize the efficiency of document processing; and take actions to ensure compliance with laws and rules.
- To obtain and maintain uniformity and integrity in the conduct of elections statewide while overseeing the election process in the state.
- To increase voter registration.
- To maximize efficiency of services.
- To educate and advise our service population.
- To recruit, train and retain qualified employees, and develop and maintain a diverse and representative workforce.
- To establish and carry out policies governing purchasing and other contracting that foster meaningful and substantive inclusion of historically underutilized businesses.

AGENCY DUTIES

EXECUTIVE

The Secretary of State is one of six officials named in the Texas constitution who form the Executive Branch of the State's government. The Secretary is appointed by the Governor and confirmed by the Senate. The Secretary of State handles a wide range of duties imposed by Statute, Executive Order and the Texas Constitution. The Secretary of State serves as the Governor's liaison for Mexico and the Border region, as Border Commerce Coordinator and oversees the Colonia Initiatives program through a Colonia Initiatives Director and seven Colonias ombudspersons – six stationed along the Texas-Mexico border and one located in



Nueces County. As Chief International Protocol Officer for Texas, the Secretary of State receives international dignitaries and delegations on behalf of the Governor and the State of Texas.

<http://www.sos.texas.gov/about/duties.shtml>

BUSINESS ENTITIES

The Business and Commercial Filings Section of the Business & Public Filings Division is comprised of two business units; namely, the Business Entities Filings unit and the Commercial Liens, Registrations & Reports unit (formerly known as the Uniform Commercial Code Section). The Business Entities Filings unit is the filing office for documents relating to corporations, professional associations, limited partnerships, and limited liability companies.

Additionally, the unit is responsible for the review and filing of applications for registration of state trademarks; assumed names for incorporated entities as well as limited partnerships and limited liability companies; unincorporated non-profit associations; and financial institution filings designating registered agents.

<http://www.sos.state.tx.us/corp/index.shtml>

UNIFORM COMMERCIAL CODE (Commercial Liens, Registrations & Reports)

The Secretary of State and the county clerks are filing officers for financing statements under the Uniform Commercial Code evidencing that a debtor and a secured party intend to engage in a secured transaction using specified collateral as security. In addition, the Secretary of State is the filing officer for utility security agreements under the Texas Business & Commerce Code, transition property notices under the Utility Code, notice of federal liens, restitution liens, aircraft maintenance liens, contract agricultural liens, agricultural chemical and seed liens, and liens for animal feed. The Commercial Liens, Registrations & Reports unit also handles limited liability partnership registrations, as well as annual and periodic reports for business entities. Further, the unit also registers solicitors, automobile clubs, health spas, dental support organizations, business opportunities, and athlete agents.



GOVERNMENT FILINGS

The Government Filings Section commissions notaries public. All appointed state officers are required to file a statement with the section prior to taking the oath of office. The section issues commissions to

gubernatorial appointees. In addition, the section handles all filings made by or on behalf of governmental bodies. The section also issues Apostilles and Authentication certificates when documents that have been notarized by a Texas notary public or certified by a state official have to be sent and filed in another state or country. Further, the section accepts service of process when the Secretary is designated as a process agent by statutes authorizing the Secretary of State to accept service on behalf of another person.



<http://www.sos.texas.gov/statdoc/index.shtml>

In addition, the section is responsible for the online publication of the Texas Register, a weekly publication containing proposed and adopted state agency rules; the compilation of adopted rules and online publication of those rules in the Texas Administrative Code; and acceptance and online publication of Open Meetings postings.

<http://www.sos.texas.gov/texreg/about.shtml>

ELECTIONS

The Secretary of State is the chief election officer for the State of Texas. As chief election officer, we provide assistance and advice to election officials on the proper conduct of elections. This includes hosting election law seminars, webinars, certificates of elections, online poll worker training, mass email advisories with detailed election instructions, instructional manuals, calendars, ballot certification, election night returns, limited election funding, election forms and documents to election officials. The Elections Division administers funding to voter registrars pursuant to Chapter 19 of the Election Code, which is intended to improve voter registration efforts at the local level. In



addition, the Elections Division distributes funding to the political parties to help finance primary elections. The division designs, prints and pays for the business reply postage for voter registration applications on behalf of the counties. The Elections Division provides assistance to the general public on voter registration and other election issues through our 1-800 toll-free number, 1-800-252-VOTE (8683), and via the Internet at elections@sos.texas.gov. The Elections Division reconstitutes jury wheels for all 254 counties on an annual or multiyear basis and provides a jury management tool for 115 counties to manage jurors and jury selection. With passage of the federal Help America Vote Act of 2002 (HAVA), the Secretary of State has successfully administered the federal funds associated with HAVA. The division will use funds to comply with federal mandates requiring accessible voting

systems, provisional voting and use of the state official voter registration list. HAVA charges the Secretary of State with developing a statewide, official list of registered voters and requires all new registrations to be validated through the Department of Public Safety. The HAVA compliant statewide system, originally became operational in December 2006, replacing the previous online voter registration application maintained by the Secretary. In 2015, the system was redeveloped to remain compliant with HAVA and the current statutes. In addition, to all 254 Texas counties utilizing TEAM to store and manage the official list of registered voters, 215 counties use TEAM as their primary tool to enter and validate voter registration data on a real-time basis.

<http://www.sos.texas.gov/elections/index.shtml>



CUSTOMER SERVICE

The Office of the Secretary of State is dedicated to providing accurate, reliable, and timely services. We will act in accordance with the highest standards of ethics, accountability, efficiency, and openness. It is the purpose of the Office of the Secretary of State to serve the public. If you are not happy with the service you have received or if you have had a positive experience, please direct your comments to:

Alicia Pierce
Office of the Secretary of State
P.O. Box 12697
Austin, Texas 78711
OR
Phone (512) 463-6116; Fax (512) 475-2761
APierce@sos.texas.gov

All complaints will be reviewed and a response given within 10 business days.

AGENCY CONTACTS

Secretary of State	Executive	Carlos H. Cascos	Phone: (512)463-5770 Fax: (512)475-2761	CCascos@sos.texas.gov
Deputy Secretary of State	Executive	Coby Shorter, III	Phone: (512)463-5770 Fax: (512)475-2761	CShorter@sos.texas.gov
General Counsel	Executive	Lindsey Wolf	Phone: (512)463-5770 Fax: (512)475-2761	LYolf@sos.texas.gov
Colonia Initiatives Director	Border Affairs	Keta Caballero	Phone:(956)969-9075 Fax: (956)969-9079	KCaballero@sos.texas.gov
Protocol Liaison	Executive	Cammy Jones	Phone: (512)463-5268 Fax: (512)475-2761	CJones@sos.texas.gov
Division Director	Business & Public Filings	Carmen Flores	Phone: (512)463-5588 Fax: (512)463-5709	CFlores@sos.texas.gov
Deputy Director	Business and Public Filings	Mike Powell	Phone: (512)463-9856 Fax: (512)463-5709	MPowell@sos.texas.gov
Director	Government Filings	Robert Sumners	Phone: (512)463-5562 Fax: (512)463-5569	RSumners@sos.texas.gov
Director	Business & Commerical Filings	Mike Powell	Phone: (512)463-9856 Fax: (512)463-5709	MPowell@sos.texas.gov
Division Director	Elections	Keith Ingram	Phone: (512)463-9871 Fax: (512)475-2811	KIngram@sos.texas.gov
Division Director	Information Technology	Scott Brandt	Phone: (512)463-5640 Fax: (512)475-5678	SBrandt@sos.texas.gov
Division Director	Admin Services	Vincent Houston	Phone: (512)463-5593 Fax: (512)475-2819	VHouston@sos.texas.gov

A.1.1.

File or reject Business Entity, Uniform Commercial Code, Notary Public and other statutory filings, and maintain and disseminate information derived from those filings.

Types of Service	External Customers
File documents/Disseminate Public Information, including certificates of fact evidencing filing with this office.	Service Companies, Financial Institutions, Banks, Savings and Loans, Lending Institutions, Businesses, General Public, Attorneys, Paralegals, Federal Governmental Agencies, State Governmental Agencies, County Governmental Agencies, Local Governmental Agencies, Private Investigators, Title Companies, and Investors.
Issue Commissions	Notaries Public and Appointed State Officers
Record Statements of Officer	Appointed State Officers

A.2.1.

Publish the Texas Register and the Texas Administrative Code.

Types of Service	External Customers
Provide free Internet publication of the Texas Register, Texas Administrative Code, and Open Meeting notices	Libraries, General Public, State Government, Local Government, Schools and Universities, Members of the Legislature, Courts and Judges, Governor, Lieutenant Governor, Attorney General, Attorneys, Banks, Associations, and Licensed Professionals.

B.1.1.

Provide statewide elections administration.

Types of Service	External Customers
Assistance and Advice	County Clerks, Voter Registrars, Elections Administrators, County Chairs, County Judges, Commissioners, City Election Officers, School Election Officers, Other Political Subdivision Election Officers, Water Districts, Hospital Districts, Library Districts, Candidates
Voter Registration information and applications, and general election information.	All Citizens

B.1.2.*Administer Primary Election Funds and Voter Registration Postage.*

Types of Service	External Customers
Issue administrative rules regarding expenditure of primary funds and disburse funds.	County and State political parties
Fund each county's postal reply mail permit account, which allows the official voter registration application to be mailed by applicants to the appropriate county voter registrar without applying postage.	County Voter Registrars

B.1.3.*Publish and Interpret Constitutional Amendments.*

Types of Service	External Customers
Publish explanatory statements of each constitutional amendment on the ballot in all newspapers of general circulation and mail a Spanish translation of each explanatory statement to all Hispanic households with a registered voter.	All Citizens

B.1.4.*Provide Elections Improvement.*

Types of Service	External Customers
Provide assistance and advice regarding provisional voting and new federal voting system standards.	County Election Officers, County Clerks, Elections Administrators, and Voter Registrars.
Maintain official statewide list of registered voters.	County Voter Registrars / Elections Administrators
Provide a citizen administrative grievance procedure for violations of federal law.	County Judges, Commissioners, City Election Officers, School District Election Officers, Other Political Subdivision Election Officers, Water Districts, Hospital Districts, Library Districts, Candidates, All Citizens
Distribute HAVA grants to eligible counties.	Counties

B.1.5.*Voter Registration*

Types of Service	External Customers
Payment to counties for eligible Voter Registration Activity.	County Voter Registrars

C.1.1.

To provide protocol services; to represent the Governor and the State of Texas at meetings, events, and conferences with the diplomatic corps, government officials, and business leaders; to monitor issues relating to Mexico and the Border and recommend action.

Types of Service	External Customers
Act as Liaison to Governor/Assist with activities	Diplomatic Missions to the U.S.
Coordinate events and projects	Multi-National Organizations
Disseminate information/Coordinate projects	State Governmental Agencies, Federal Governmental Agencies, Local Governmental Agencies, Mexican Governmental Agencies, Binational Agencies, Non-Profit Agencies, and Private Entities.

C.1.2.

To coordinate state agency activities and secure funding to improve physical living conditions in colonias; to advocate the needs of colonia residents.

Types of Service	External Customers
Provide Assistance	Colonia Residents
Disseminate information/Coordinate projects	State Governmental Agencies, Federal Governmental Agencies, Local Governmental Agencies, Mexican Governmental Agencies, Binational Agencies, Non-Profit Agencies, and Private Entities, and Colonia Residents.

D.1.1.*Indirect Administration*

Types of Service	External Customers
Provide indirect administrative support for all programs	All internal and external customers

Develop and implement a plan for increasing the use of historically underutilized businesses through purchasing and other contracting.

Types of Service	External Customers
Any products or services needed by the Agency	Business Entities



Outcome Measures

1. Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Service Received..... 80 %

Output Measures

1. Total Customers Taken the Survey.....103
2. Total Customers Offered Survey736,738

**Unique Access to Agency Webpages that Contains the Survey Link*

Efficiency Measures

1. Cost per Customer Surveyed\$0.52

**Number of Survey Responses divided by 10 weeks' of Survey Monkey cost*

Explanatory Measures

1. Total Customers Identified736,738
2. Total Customers Groups Inventoried.....7

In order to reduce costs to both the Agency and the customer, the Agency utilizes a web-based customer survey methodology. First, the customer survey form was posted on the Agency web site where any visitor to the site could evaluate the services received. Second, we included in the outgoing email a tagline encouraging our customers to fill out the customer satisfaction survey form on the web site. The survey period ran from March 14 through May 20, 2016, 103 customers completed the survey forms.

No customer groups were consciously excluded, but the survey may not have reached all customer groups if no representative of that group accessed our web site or received email during the survey period. All major customer groups, however, have web access to the survey form. The randomness at which customers access our web site and received email would create randomness in the selection of customers to be surveyed.

The Agency's customer service representative is Alicia Pierce, Office of the Secretary of State, P.O. Box 12697, Austin, Texas 78711 or phone (512) 463-6116; fax (512) 475-2761; email: APierce@sos.texas.gov

EXHIBIT A

Divisions

2016 Customer Satisfaction Survey

My Responses are for this division:		
Answer Options	Response Percent	Response Count
Business Filings	36.9%	38
Elections	16.5%	17
Border Affairs	1.9%	2
Government Filings (includes Notaries Public and Service of Process)	4.9%	5
Texas Register	16.5%	17
Uniform Commercial Code	2.9%	3
Not Applicable	20.4%	21
<i>answered question</i>		103
<i>skipped question</i>		0

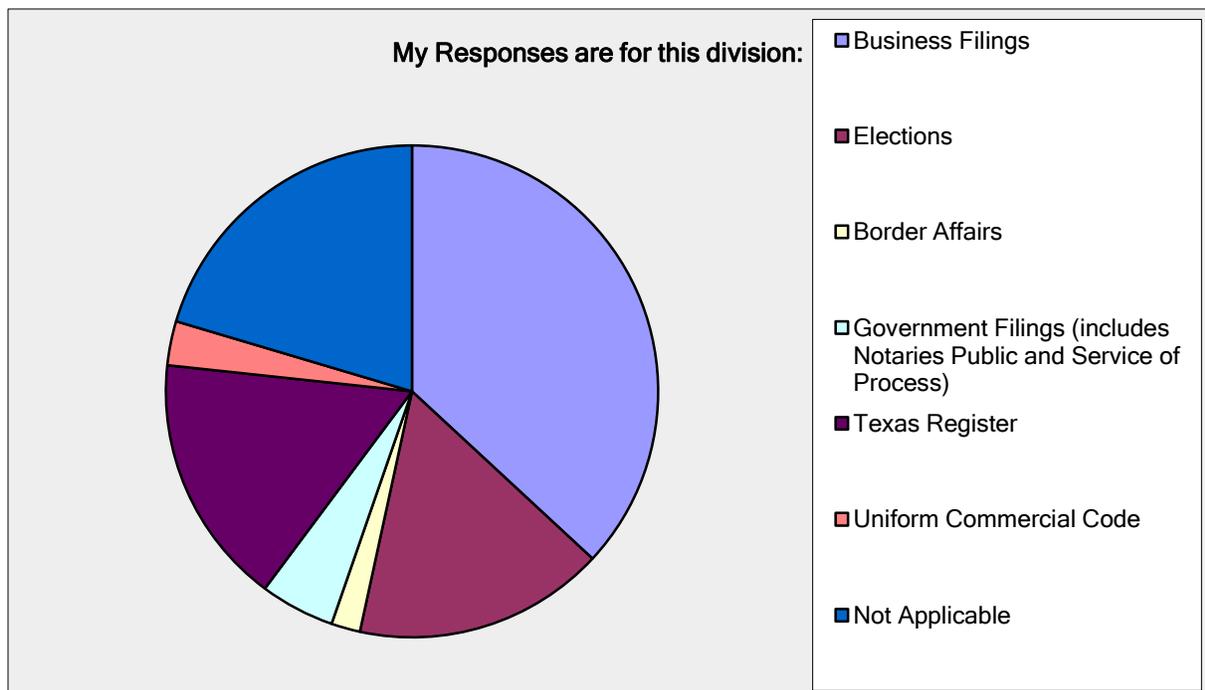


EXHIBIT B

General Overall

2016 Customer Satisfaction Survey

General/Overall							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
Overall, I am satisfied with the services I received.	61	18	4	6	10	1	100
If I had other options, I would still choose to get services from this agency/institution.	57	22	5	4	9	2	99
Overall, I am satisfied with my experience.	61	16	5	7	10	1	100
<i>answered question</i>							101
<i>skipped question</i>							2

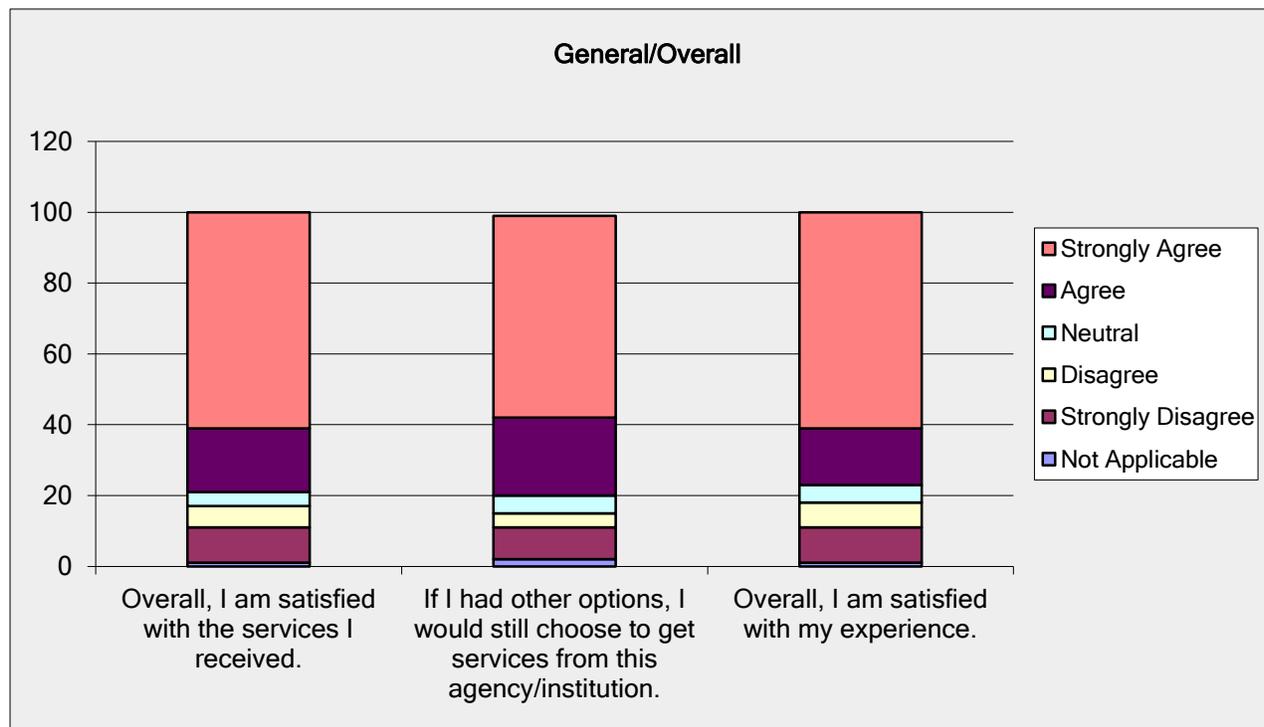


EXHIBIT C

Facilities

2016 Customer Satisfaction Survey

Facilities							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
The location of services was convenient (parking, public transportation, distance, etc.).	11	4	5	0	1	77	98
The facility where I received services was clean, orderly, and I could easily find my way around in it.	9	5	7	0	1	77	99
The facility is open during reasonable hours.	15	10	6	0	1	66	98
<i>answered question</i>							99
<i>skipped question</i>							4

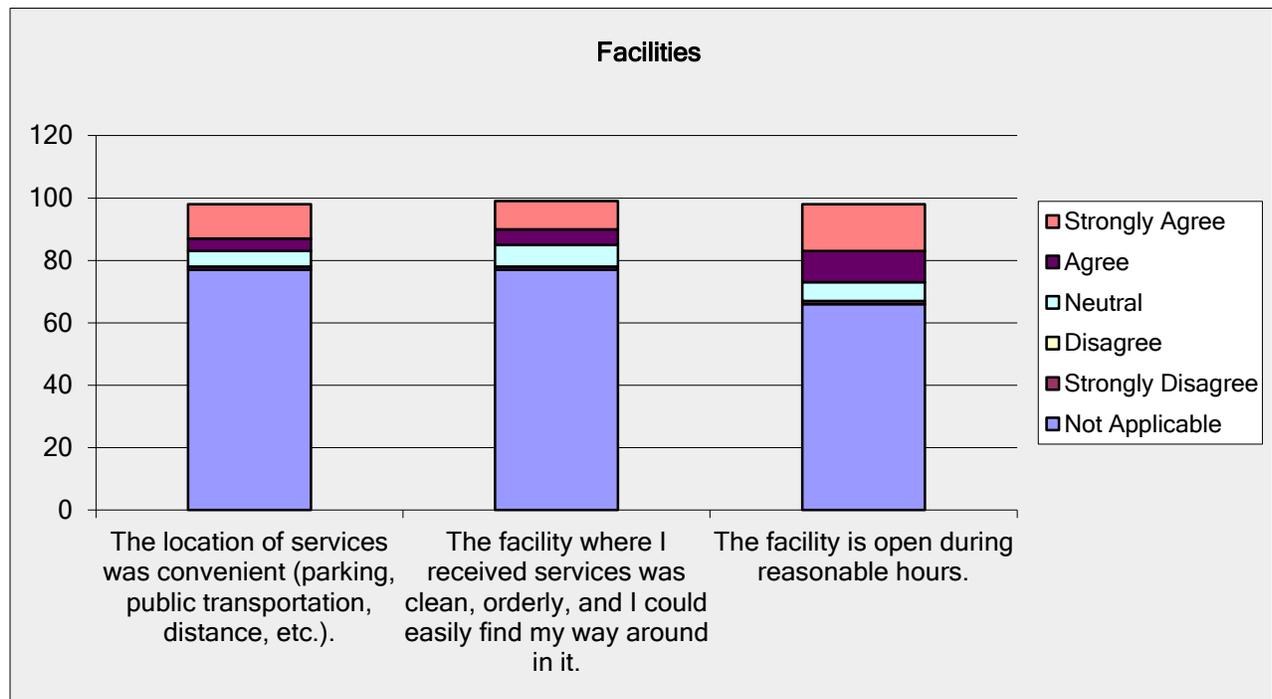


EXHIBIT D

Staff

2016 Customer Satisfaction Survey

Staff							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
The staff members were able to answer my questions.	51	15	4	1	6	20	97
The staff members were courteous.	54	13	6	0	4	21	98
The staff members were knowledgeable and helpful.	52	14	4	2	4	20	96
Staff members were knowledgeable and demonstrated a willingness to assist.	55	12	5	1	5	20	98
Staff members identified themselves or wore a name tag.	45	12	3	0	3	35	98
<i>answered question</i>							98
<i>skipped question</i>							5

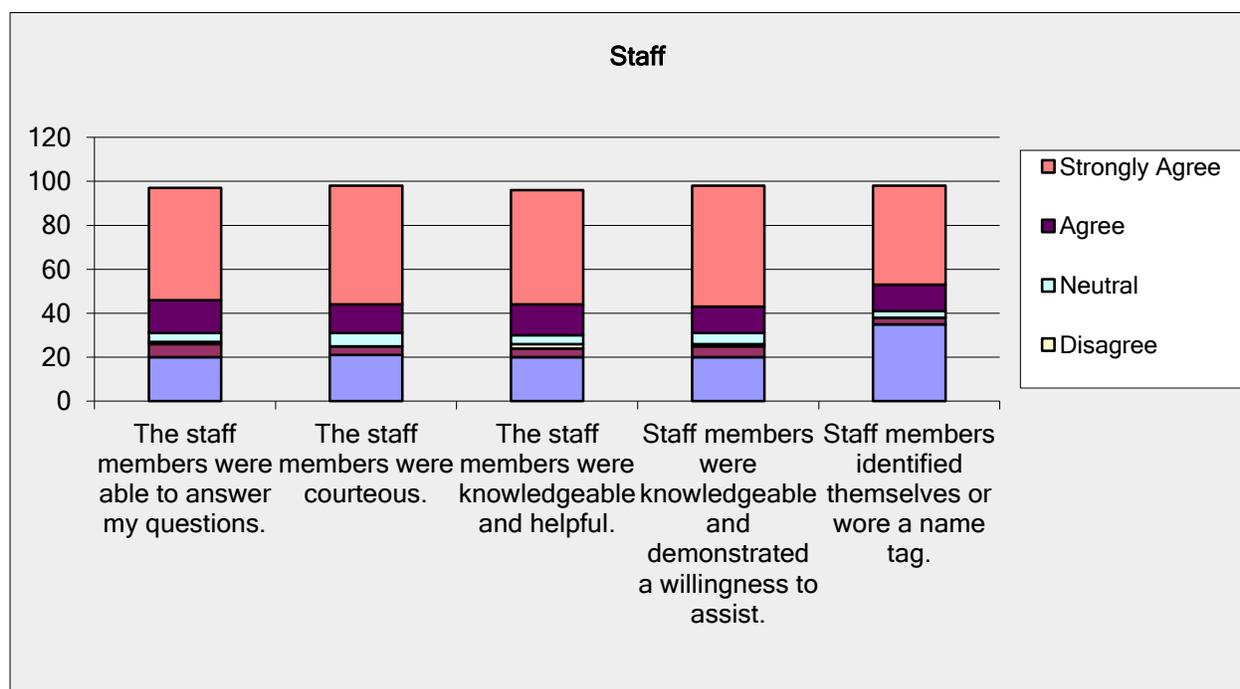


EXHIBIT E

Communications

2016 Customer Satisfaction Survey

Communications:							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
I received the information I needed to obtain services.	54	18	3	4	10	8	97
I was given clear explanations about services available to me.	49	16	4	3	9	16	97
I was given a clear explanation about the materials needed to receive services.	43	16	4	0	9	24	96
My telephone call, e-mail, or letter was routed to the proper person	51	14	4	1	4	23	97
<i>answered question</i>							97
<i>skipped question</i>							6

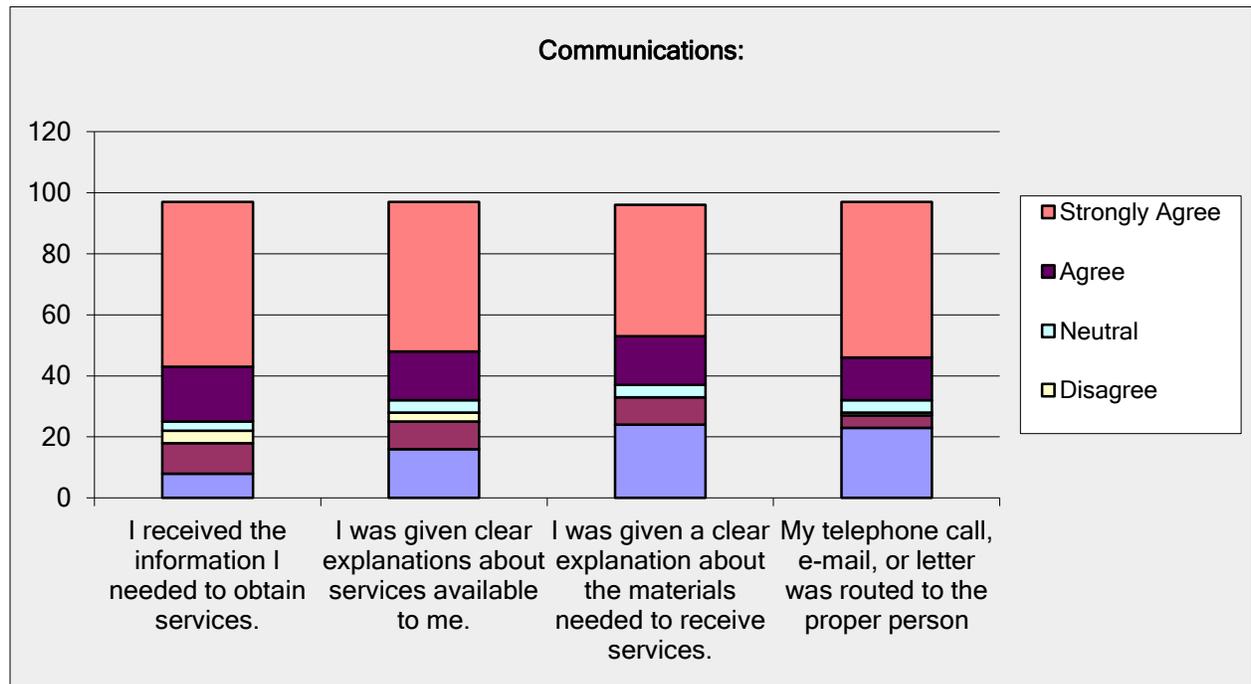


EXHIBIT F

Internet Sites

2016 Customer Satisfaction Survey

Internet Sites:							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
I am able to access information about the services I need using the Internet.	39	23	4	7	15	10	98
The website was easy to use and well organized.	35	22	7	5	15	14	98
The website contained clear and accurate information on events, services, and contact information.	36	16	8	7	13	17	97
<i>answered question</i>							98
<i>skipped question</i>							5

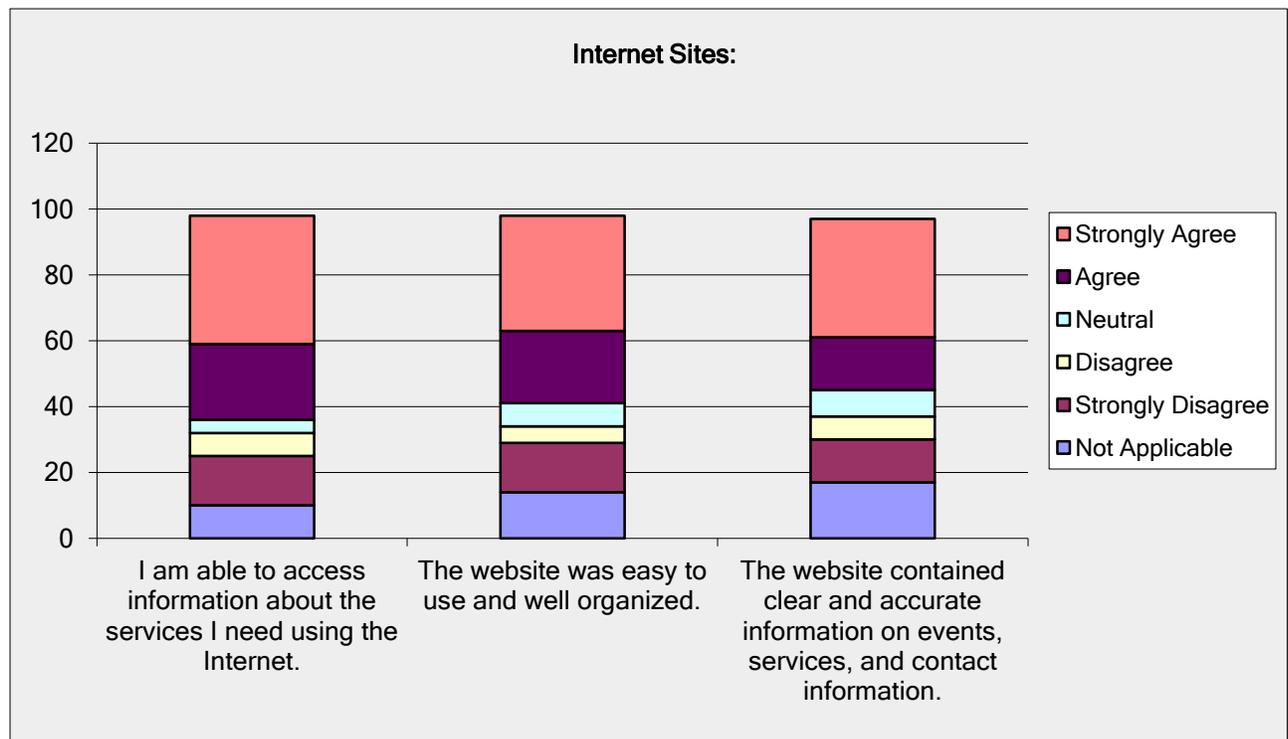


EXHIBIT G

Complaint Handling Process

2016 Customer Satisfaction Survey

Complaint Handling Process:							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
I know how to make a complaint regarding services at this agency/institution.	19	10	17	2	6	43	97
If I complained, I believe it would be addressed in a reasonable manner.	26	13	12	0	6	40	97
<i>answered question</i>							97
<i>skipped question</i>							6

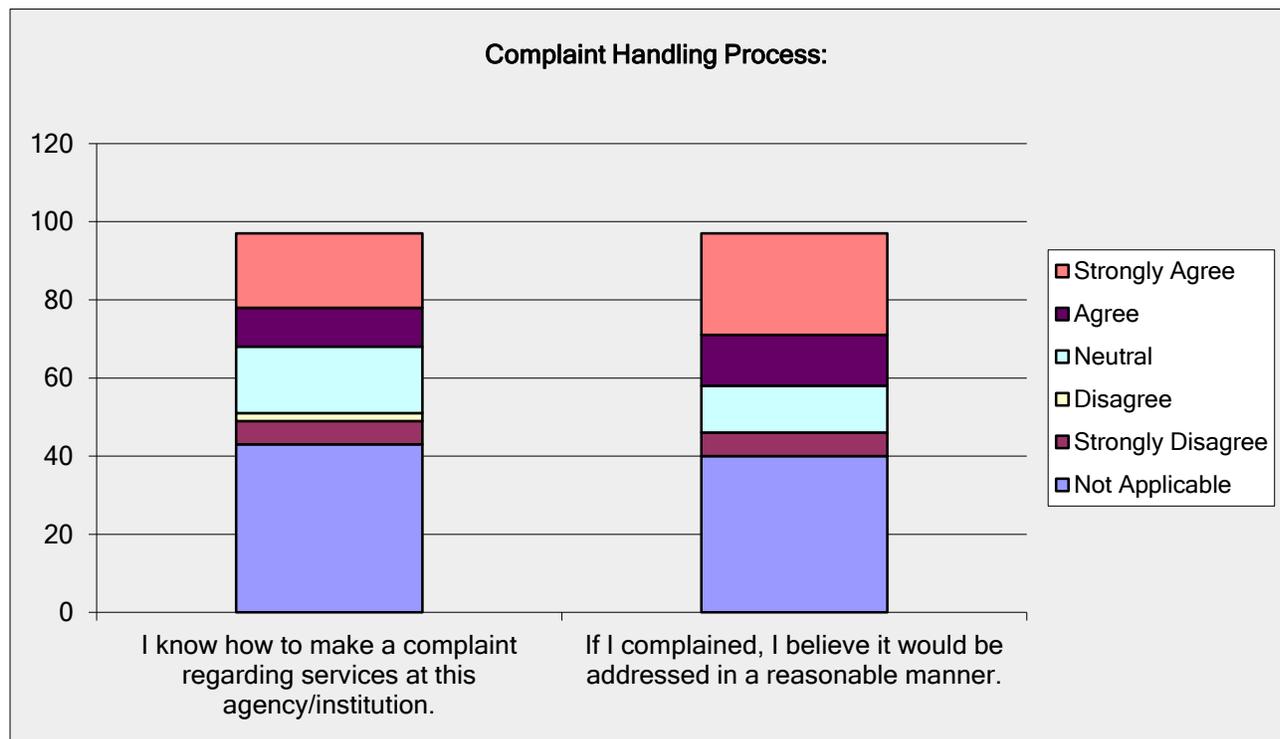


EXHIBIT H

Timeliness

2016 Customer Satisfaction Survey

Timeliness:							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.	51	16	4	2	5	20	98
The time I waited to receive services was reasonable.	49	18	3	3	4	23	100
The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.	49	16	4	3	4	24	100
<i>answered question</i>							100
<i>skipped question</i>							3

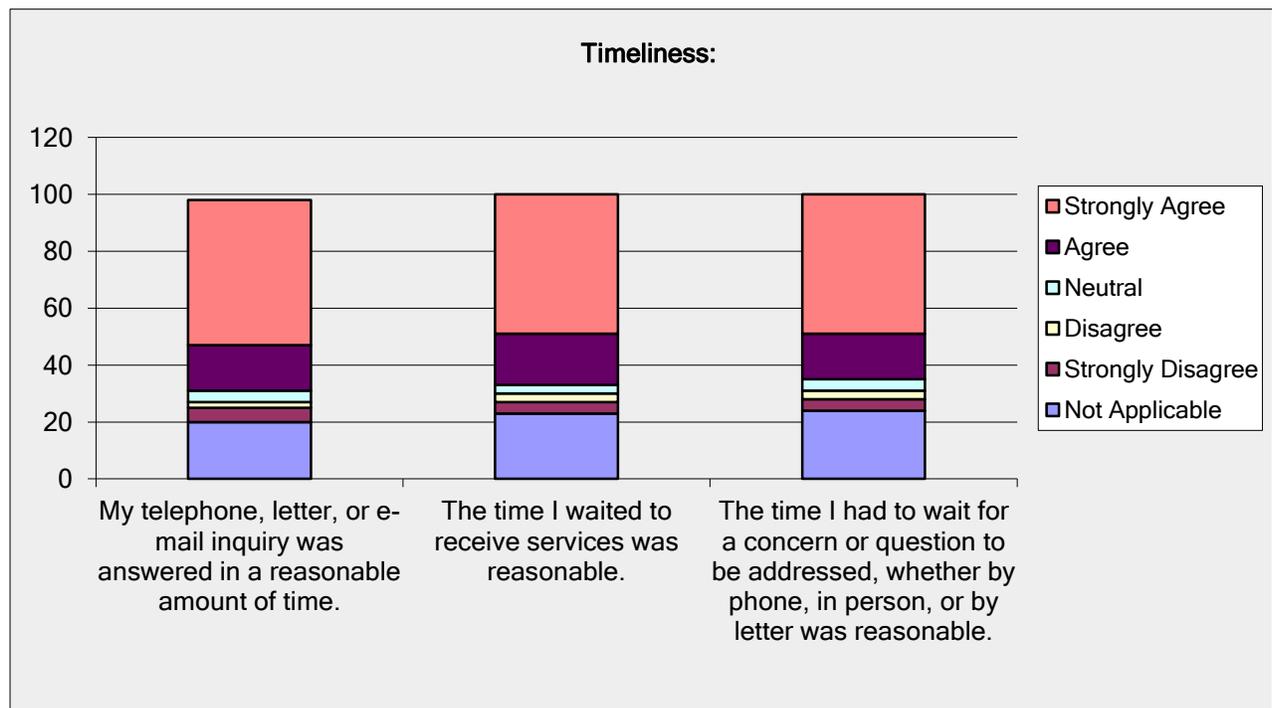
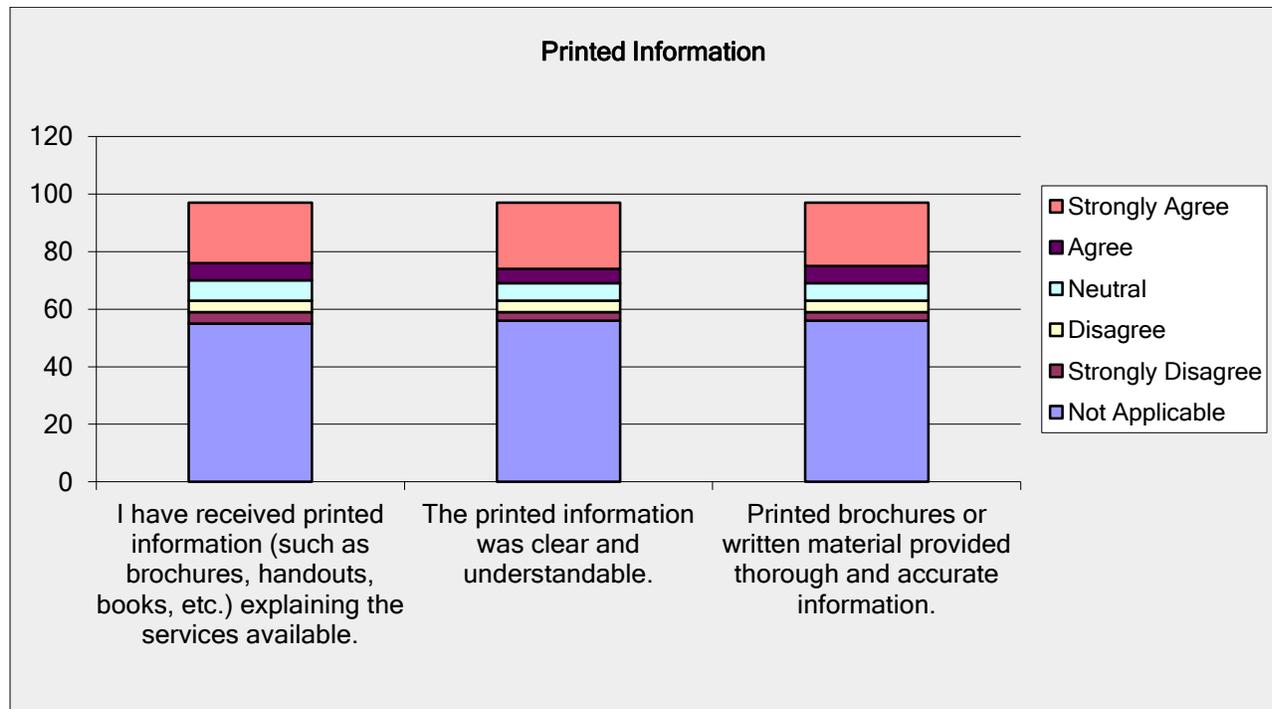


EXHIBIT I

Printed Information

2016 Customer Satisfaction Survey

Printed Information							
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.	21	6	7	4	4	55	97
The printed information was clear and understandable.	23	5	6	4	3	56	97
Printed brochures or written material provided thorough and accurate information.	22	6	6	4	3	56	97
<i>answered question</i>							98
<i>skipped question</i>							5



Secretary of State Customer Satisfaction Survey

My Responses are for:

- Business Filings Elections Border Affairs
- Government Filings (includes Notaries Public and Service of Process)
- Texas Register Uniform Commercial Code Not Applicable

I. GENERAL/OVERALL:

Overall, I am satisfied with the services I received.

- strongly agree agree neutral disagree strongly disagree not applicable

If I had other options, I would still choose to get services from this agency/institution.

- strongly agree agree neutral disagree strongly disagree not applicable

Overall, I am satisfied with my experience.

- strongly agree agree neutral disagree strongly disagree not applicable

II. FACILITIES:

The location of services was convenient (parking, public transportation, distance, etc.).

- strongly agree agree neutral disagree strongly disagree not applicable

The facility where I received services was clean, orderly, and I could easily find my way around in it.

- strongly agree agree neutral disagree strongly disagree not applicable

The facility is open during reasonable hours.

- strongly agree agree neutral disagree strongly disagree not applicable

III. STAFF:

The staff members were able to answer my questions.

- strongly agree agree neutral disagree strongly disagree not applicable

The staff members were courteous.

<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
The staff members were knowledgeable and helpful.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
Staff members were knowledgeable and demonstrated a willingness to assist.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
Staff members identified themselves or wore a name tag.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable

IV. COMMUNICATIONS:

I received the information I needed to obtain services.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
I was given clear explanations about services available to me.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
I was given a clear explanation about the materials needed to receive services.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
My telephone call, e-mail, or letter was routed to the proper person.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable

V. INTERNET SITES:

I am able to access information about the services I need using the Internet.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable
The website was easy to use and well organized.
<input type="radio"/> strongly agree <input type="radio"/> agree <input type="radio"/> neutral <input type="radio"/> disagree <input type="radio"/> strongly disagree <input checked="" type="radio"/> not applicable

The website contained clear and accurate information on events, services, and contact information.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

VI. COMPLAINT HANDLING PROCESS:

I know how to make a complaint regarding services at this agency/institution.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

If I complained, I believe it would be addressed in a reasonable manner.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

VII. TIMELINESS:

My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

The time I waited to receive services was reasonable.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

VIII. PRINTED INFORMATION:

I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.

strongly agree
 agree
 neutral
 disagree
 strongly disagree
 not applicable

The printed information was clear and understandable.

COMMENTS:

strongly agree agree neutral disagree strongly disagree not applicable

Printed brochures or written material provided thorough and accurate information.

strongly agree agree neutral disagree strongly disagree not applicable

--- **OR** ---

Notice: This survey is used for informational purposes only. For immediate assistance please visit our [Key Contacts](#) page.

The actual survey can be viewed online by visiting <https://www.surveymonkey.com/r/TexasSecretaryofState>

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