

**Texas General Land Office  
Jerry Patterson, Commissioner**

# **Report on Customer Service**

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**June 1, 2014**



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## Introduction

As articulated in its mission statement, the Texas General Land Office serves the schoolchildren, veterans, and all people of Texas by preserving their history, protecting their environment, expanding economic opportunity, and maximizing state revenue through innovative administration and prudent stewardship of state lands and resources. Consistent with that mission and commitment, the General Land Office submits this Report on Customer Service.

### 1. Inventory of External Customers.

The following chart is an inventory of FY 12 and 13 external General Land Office (GLO) customer groups, the sub-groups that make up these customer groups, and a brief description of the services the GLO provides these customers. The inventory is organized by GLO FY 12 and FY 13 strategies.

<b>INVENTORY OF FY 12 &amp; 13 EXTERNAL CUSTOMERS</b>		
<b>Customer Groups (by GLO FY 12 &amp; 13 Strategy)</b>	<b>Customer Sub-Groups</b>	<b>Brief Description Of Services Provided</b>
<p><b><i>ENERGY RESOURCES</i></b></p> <p><b><i>A.1.1 LEASE MANAGEMENT &amp; REVENUE AUDIT</i></b></p> <p><i>Assess state lands revenue potential &amp; manage energy leases/revenues.</i></p>	Lessees of State Oil, Gas, and Other Minerals	The General Land Office (GLO) conducts lease sales and issues oil, gas, and other mineral leases for the development of Permanent School Fund and other state agency land
	Geophysical Permittees	The GLO issues geophysical permits for mineral exploration of Permanent School Fund lands.
	Prospect Permittees	The GLO issues prospect permits for hard mineral exploration of Permanent School Fund and other state agency land.
	Public With Map Questions	The GLO provides mapping expertise and related research to the public.
	Renewable Energy & Alternative Fuel Customers and Lessees	The GLO issues leases for the development of renewable energy resources on Permanent School Fund and other agency lands. The GLO works with a variety of private businesses, governmental agencies, and non-profit organizations to identify opportunities and plan strategies for the advancement of alternatively fueled vehicle purchase and use, infrastructure development, public education and outreach, and legislative initiatives. In addition, the GLO serves as an information and referral source on the issues of, and opportunities for, using natural gas as a vehicular fuel.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
	Border Energy Customers	<p>The GLO coordinates with individuals and entities to discuss the border region's current and future energy needs and their relationship to the environment.</p> <p>The GLO also hosts the annual Border Energy Forum to bring together energy experts, government officials, and business leaders from both sides of the border to discuss the region's current and future energy needs and their relationship to the environment.</p>
	Corps of Engineers (COE) and COE Permit Recipients	The GLO evaluates and issues certain COE Oil Field Development General Permits (OFD GP) on behalf of the U.S. Army Corps of Engineers, Galveston District.
	Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members	The Energy Resources staff provides information and assistance to the Boards for Lease members.
	School Land Board (SLB) Members	The Energy Resources staff provides information and assistance to the SLB members.
	Board for Lease of University Lands Members	The Energy Resources staff provides information and assistance to the Board for Lease of University Lands members.
	Energy Resources Division Payors	The GLO assists in processing payments relating to the instruments issued and services provided by the Energy Resources Division.
<p><b>A.1.2 MARKETING</b></p> <p><i>Promote the sale and use of state-owned energy resources, including renewable energy resources, to maximize the revenues generated by assets.</i></p>	Buyers of the State's Oil, Gas, and Other Minerals Taken-In-Kind	The GLO sells oil, gas, and other minerals received from selected state mineral leases in lieu of cash royalty. In-kind royalty not sold to public institutions may be sold to private parties.
	Buyers of Electricity Through the State Power Program	<p>The GLO converts some oil and gas taken in-kind to electric power for sale to public customers. <b><i>(Until 12/31/2011, the GLO had two contract power providers, Reliant Energy and Cavallo. Reliant's Electric Service Supply Agreement with the GLO expired December 31, 2011, but certain public retail customers will continue to be served by GLO-Reliant until their power contracts expire, but no later than 12/31/15. The General Land Office conducted this year's survey. A copy of that survey is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i></b></p>

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><b>A.1.3 DEFENSE AND PROSECUTION</b></p> <p><b><i>Royalty and Mineral Lease Defense and Prosecution</i></b></p> <p><i>Prosecute for the defense of title to Permanent School Fund lands and the Relinquishment Act, royalty deficiencies, and other mineral lease claims or cases.</i></p>	Internal Customers	This strategy provides funding for defense and prosecution related to royalty and mineral leases.
<p><b>PROFESSIONAL SERVICES</b></p> <p><b>A.1.4 UPLANDS LEASING</b></p> <p><b><i>Uplands Leasing and Inspection</i></b></p> <p><i>Promote and conduct uplands/surface leasing activities for Permanent School Fund and state agency lands.</i></p>	Those Who Were Issued Instruments of the Following Types (New or Renewed)	
	Commercial Leases	The GLO issues commercial leases authorizing the use of state-owned lands for purposes which produce income (e.g., restaurants, hotels, industrial facilities, etc.)
	Surface Leases	The GLO issues surface leases authorizing the use of state-owned lands for agricultural use, timber production, hunting, grazing, recreation, etc.
	Miscellaneous Easements	The GLO issues miscellaneous easements authorizing rights-of-way across state-owned land for oil and gas pipelines, transmission lines, roads, etc.
	Special Documents	The GLO issues special documents for projects not appropriately covered by standard lease or easement contracts.
<p><b>A.1.5 COASTAL LEASING</b></p> <p><b><i>Coastal Leasing and Inspection</i></b></p> <p><i>Promote and conduct coastal leasing activities for Permanent School Fund and state agency lands</i></p>	Those Who Were Issued Instruments of the Following Types (New or Renewed)	
	Special Documents	The GLO issues Special Documents for projects not appropriately covered by standard lease or easement contracts.
	Coastal Easements	The GLO issues coastal easements authorizing the use of state-owned lands for purposes connected with ownership of littoral property, and channel easements to holders of any surface or mineral interest in coastal public land for purposes necessary or appropriate to the use of the interests. Typical structures include docks, shoreline protection structures, and dredged channels.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
	Coastal Leases	The GLO issues coastal leases authorizing the use of state-owned lands for public purposes to: (1) Texas Parks and Wildlife Department (TPWD), or an eligible city or county, for public recreational purposes; (2) TPWD for estuarine preserves; (3) any non-profit, tax-exempt, environmental organization approved by the School Land Board for managing a wildlife refuge; or (4) any scientific or educational organization or institution for conducting scientific research; (5) any eligible city or county for public recreational purposes.
	Structure Registrations	The GLO issues structure registrations authorizing the use of state-owned lands for small structures associated with private property (e.g., a dock).
	Commercial Leases	The GLO issues commercial leases authorizing the use of state-owned lands for purposes which produce income (e.g., restaurants, hotels, marinas, commercial wharfs, service stations, bait stands, etc.).
	Cabin Permits	The GLO issues cabin permits authorizing the use of state-owned lands for GLO fishing cabins that were assigned a permit number prior to the 1973 passage of the Coastal Public Lands Management Act.
	Surface Leases	The GLO issues surface leases authorizing the use of state-owned lands for oil and gas platform sites, projects where no littoral property is involved, etc.
	Permit Assistance Customers	The GLO's Coastal Permit Service Center (PSC) helps small businesses, local municipalities, and individuals with environmental permitting issues along the coast.
	Miscellaneous Easements	The GLO issues miscellaneous easements authorizing rights-of-way across state-owned land for oil and gas pipelines, transmission lines, canals, fiber optic cables, etc.
	School Land Board (SLB) Members	The Professional Services staff provides information and assistance to the SLB members.
<b><i>ASSET MANAGEMENT</i></b>  <b><i>A.2.1 ASSET MANAGEMENT</i></b>  <b><i>PSF &amp; State Agency Real Property Evaluation/Acquisition/ Disposition</i></b>	Buyers of State Land	The GLO strives to upgrade the Permanent School Fund (PSF) inventory by disposing of nonproductive, state-owned land through sealed bid sales and direct land sales. The GLO processes payments relating to the instruments issued and services provided by the Asset Management Division.
	Those Who Traded Land With the GLO	The GLO also strives to upgrade the PSF inventory by disposing of nonproductive, state-owned land through land trades.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>Evaluate Permanent School Fund and state agency land and dispose of selected tracts through sale or trade.</i></p>	Agencies For or With Which the GLO Conducts Real Estate Transactions	The GLO conducts real estate transactions (sales, leases, and trades) related to other state agency lands.
	Real Estate Evaluation Report Customers	By law, the GLO provides the Governor, the LBB, and other officials an annual list of state agency properties that have been identified as unused or underused and a set of recommended real estate transactions.
	School Land Board Members	The Asset Management staff provides information and assistance to the SLB members.
<p><b><i>SURVEYING &amp; APPRAISAL</i></b></p> <p><b><i>A.2.2 SURVEYING AND APPRAISAL</i></b></p> <p><b><i>PSF &amp; State Agency Surveying and Appraisal</i></b></p> <p><i>Provide surveying and appraisal information and support to many GLO strategies, the general public, the School Land Board, and the Veterans Land Board.</i></p> <p><i>Conduct surveys and appraisals on Permanent School Fund and state agency lands.</i></p>	Those Who Contacted or Came to the GLO Surveying Division for Assistance With Surveying and Related Title Questions	The GLO responds to surveying and related title questions.
	School Land Board (SLB) Members for Surveying	The Survey staff provides information and assistance to the SLB members.
	School Land Board (SLB) Members for Appraisal	The Appraisal staff provides information and assistance to the SLB members.
	Veterans Land Board (VLB) Members for Survey	The Survey staff provides information and assistance to the VLB members.
	Veterans Land Board (VLB) Members for Appraisal	The Appraisal staff provides information and assistance to the VLB members.
	State Agencies for Appraisal	The Appraisal staff provides information and assistance to state agencies through Highest and Best Use Analysis and valuation on their real estate portfolios.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><b>A.3.1 ALAMO AND ALAMO COMPLEX</b></p> <p><i>Preserve &amp; Maintain the Alamo and Alamo Complex.</i></p>	Alamo Complex Visitors	The General Public is allowed access to most all the buildings on the Alamo Complex during posted hours of operation. After-hours tours and after-hours events in Alamo Hall are also available for a fee, and must be reserved in advance according to the rental policy outlined by the facility. Visitors are not charged an entrance fee and can enter and exit as often as wanted. There is also a gift shop on the complex to purchase souvenirs and momentos of the visit.
<p><b>COASTAL RESOURCES</b></p> <p><b>B.1.1 COASTAL MANAGEMENT</b></p> <p><i>Protect the environment, promote wise resource use, and create jobs.</i></p>	CMP Grant Recipients and Project Partners	<p>The GLO awards federal Coastal Zone Management Act (CZMA) funds to implement projects and programs regarding: Coastal Natural Hazards Response, Critical Areas Enhancement, Shoreline Access, Waterfront Revitalization and Ecotourism, Development Permit Streamlining/Assistance and Governmental Coordination, Information and Data Availability, Public Education and Outreach.</p> <p>The GLO also coordinates with several private project partners to oversee grant-funded projects to study, protect, and restore wetlands and other habitats, and to address coastal erosion.</p>
	CIAP Grant Recipients and County Representatives	The GLO coordinates with grant recipients and county representatives to oversee the Texas Coastal Impact Assistance Program (CIAP) that supports activities for the conservation, protection, or restoration of coastal areas, including wetlands; Mitigation of damage to fish, wildlife, or natural resources; Planning assistance and the administrative costs to comply with CIAP; Implementation of a federally approved marine, coastal, or comprehensive conservation management plan, and mitigation of the impact of Outer Continental Shelf activities through funding of onshore infrastructure and public service needs.
	Federal Agencies That Submit Activities and Actions for Consistency Review	The GLO reviews federal agency activities and actions affecting the Texas coastal zone to be sure they are consistent with the Coastal Management Program (CMP) goals and policies.
	Coastal Advisory Committee Members	Coastal Resources staff provides information and assistance to the Coastal Advisory Committee members of the CMP.
<p><b>B.1.2 COASTAL EROSION CONTROL GRANTS</b></p> <p><i>Preserve, protect, enhance, and restore coastal natural resources.</i></p>	Those the GLO Partnered With on Coastal Erosion and/or Beach Nourishment Projects.	The Coastal Erosion Planning and Response Act (CEPRA) of 1999 authorizes the GLO to work with other governmental agencies and other public and private partners to design, build, and maintain erosion response projects.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><b><i>OIL SPILL PREVENTION &amp; RESPONSE</i></b></p> <p><b><i>B.2.1 OIL SPILL RESPONSE</i></b></p> <p><i>Develop and implement an oil spill response program to respond quickly and efficiently to oil spills.</i></p>	Emergency Management Coordinators Regarding Oil Spill Issues.	The GLO contacts others and partners with others regarding oil spill issues.
	Port Authorities and Navigation Districts	Identifying and cleaning up abandoned vessels.
<p><b><i>B.2.2 OIL SPILL PREVENTION</i></b></p> <p><i>Develop and implement a comprehensive oil spill prevention program to monitor the integrity of oil transport through Texas coastal waters.</i></p>	Vessel Response Plan Submitters	The GLO randomly audits and reviews oil-carrying vessel response plans and conducts coordinated spill response exercises (drills) with vessel owners and operators under the national Preparedness Response Exercise Program (PREP).
	Oil Handling Facilities	The GLO randomly audits and inspects oil-handling facilities and conducts coordinated spill response exercises (drills) with facility owners and operators under the U.S. Coast Guard's Preparedness Response Exercise Program (PREP).
	RESPONDER E-mail Newsletter Recipients	The GLO prepares and distributes the RESPONDER newsletter via e-mail.
	Discharge Cleanup Organizations (DCO)	Companies and organizations involved in the oil spill recovery industry may apply with the GLO to become state certified as a DCO. Certification allows them to be listed in vessel and facility response plans as "a source of adequate response", and makes them available for the state to hire during state-funded cleanup operations.
	Clean Gulf Participants	Each year, the GLO co-hosts the Clean Gulf Conference and Exhibition. The conference offers exhibits and speakers relevant to the oil and hazardous materials spill prevention, response, and cleanup community.
<p><b><i>VETERANS LAND &amp; HOUSING</i></b></p> <p><b><i>C.1.1 VETERANS LOAN PROGRAMS</i></b></p> <p><i>Provide veterans with benefit information, below-market lending opportunities, and efficient loan services; manage active loan accounts and bond</i></p>	VLB Payors	The General Land Office did not survey individual VLB Payors for the 2014 Customer Service Survey. VLB Housing and Home Improvement loans are serviced by approved lenders, under the oversight of CitiMortgage, Inc., as the program administrator and master servicer. VLB land loans were outsourced to Dovenmuehle Mortgage, Inc. (DMI) in the latter part of the FY 07 year. <b><i>(DMI has hired an independent surveying firm to survey each customer. An example of the independent survey form is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i></b>

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>funds to ensure the financial integrity of the program.</i></p>	<p>Recipients of VLB Loans</p>	<p>The General Land Office did not survey individual recipients of VLB Loans for the 2014 Customer Service Survey. The Veterans Land Board provides land, housing, and home improvement loans. Assistance is also provided to veterans to ensure timely and efficient processing of loans. Servicing of VLB land loans was outsourced to Dovenmuehle Mortgage, Inc. (DMI) in the latter part of the FY 07 year. <i>(DMI has hired an independent surveying firm to survey each customer. An example of the independent survey form is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i></p>
	<p>Those Who Called the VLB Customer Service Center or Were Reached by VLB Outreach Efforts.</p>	<p>The Veterans Land Board's Customer Service Center provides service to the public by answering inquiries about the Veterans Land Board (VLB) loan programs and by producing various publications about these programs. VLB also provides outreach and training services to veterans, private lending institutions, and real estate professionals to further their understanding of, and compliance with, the VLB's programs.</p>
<p><b>C.1.2 VETERANS HOMES</b> <b>State Veterans Homes</b></p> <p><i>Administer nursing home facilities to ensure veterans receive quality nursing home care.</i></p>	<p>Texas State Veterans Home Customers. Those Responsible For Payment for Veteran Home Services.</p>	<p>The VLB has constructed State Veterans Homes in Temple, Floresville, Big Spring, Bonham, El Paso, McAllen, Amarillo, and Tyler to offer long-term care for qualified veterans.</p>
<p><b>C.1.3 VETERANS CEMETERIES</b> <b>State Veterans Cemeteries</b></p> <p><i>Provide burial sites for Texas veterans, veterans' spouses, and dependent children.</i></p>	<p>Texas Veterans Cemeteries (Families of Deceased Veterans)</p>	<p>In November 2001, Texas voters approved a constitutional amendment that authorized the creation of up to seven state cemeteries for veterans and their eligible dependents. Through a grant, the U.S. Department of Veterans Affairs will fund up to 100 percent of the construction and equipment costs. The state will own and operate the cemeteries and fund most of the cost of operations. <i>Four cemeteries have been completed in Killeen, Mission, Abilene, and Corpus Christi. (Premier Cemetery Services Corporation is responsible for conducting surveys of the family members responsible for making arrangements for interment. An example of the survey form is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i></p>

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><b><i>DISASTER RECOVERY</i></b></p> <p><b><i>D.1.1 REBUILD HOUSING</i></b></p> <p><i>Single family home repair, reconstruction, new construction, demolition, acquisition, and code enforcement. Multifamily affordable housing rental repair or reconstruction program.</i></p>	Subrecipients (Councils of Government, Counties, or Cities)	The GLO awards Federal HUD Community Development Block Grant (CDBG) funding for housing to subrecipients in declared disaster areas. Disaster Recovery (DR) staff work directly with the subrecipients to provide new or rehabilitated homes to the community's residents in accordance with CDBG regulations.
	Grant Administrators	DR staff members coordinate with Grant Administrators that are hired by the subrecipients to manage their grant funding. The GLO provides assistance and issues guidance as it relates to CDBG regulations in order to oversee grant funded projects and assure the correct use of grant funds.
	Environmental Service Providers	The GLO provides guidance to Environmental Service Providers that are contracted by a subrecipient to complete their environmental clearances. All housing projects must be environmentally cleared by the GLO before funding is released or construction can begin.
	Mobility Counselors	The GLO-DR Program oversees contracts with approved Mobility Counselors to provide Homeowner Opportunity Program (HOP) guidance to applicants as part of the Housing program.
	Builders	<p>The GLO-DR Program provides a list of prequalified builders to subrecipients. The prequalified builders can reconstruct damaged or destroyed homes without having to go through a separate bidding process for each home. The assigned builder then builds the home according to approved, standardized plans.</p> <p>DR staff may also work directly with the builders to facilitate repairs or non-standard plans, such as ADA required features.</p>
	Homeowners	The DR staff assists homeowners with inquiries, complaints, appeals, and any other requests for information or assistance that come directly from Texas homeowners that were impacted by a disaster, or have general program questions.
<p><b><i>D.1.2 REBUILD INFRASTRUCTURE</i></b></p>	Grantees (Councils of Government, Counties, or Cities)	The GLO awards Federal HUD Community Development Block Grant (CDBG) funding to non-housing grantees in declared disaster areas. DR staff works directly with the grantees to provide new or rehabilitated infrastructure, equipment acquisition, or economic development projects in accordance with CDBG regulations.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
	Grant Administrators	DR staff members coordinate with Grant Administrators that are hired by the grantees to manage their grant funding. The GLO provides assistance and issues guidance as it relates to CDBG regulations in order to oversee grant funded projects and assure the correct use of grant funds.
	Environmental Service Providers	The GLO provides guidance to Environmental Service Providers that perform work to provide environmental clearances for all infrastructure projects.
	Engineering Service Providers	The GLO provides guidance to all Engineering Providers to assure that all infrastructure projects meet CDBG standards.
<p><b><i>ARCHIVES AND RECORDS</i></b></p> <p><i>The Archives and Records program area extensively supports the GLO's land and mineral management/leasing and VLB strategies, as well as the general public.</i></p>	Persons Who Contacted or Came to the GLO Archives and Records Division for Duplicates of, or Assistance in Researching, Original Land Grant Documents, Mineral Files, or Other Items From Various Archival Collections Curated by the Division.	The GLO is the steward for 35.5 million documents containing information about land grants and land transactions dating back to the 18th century. These records hold valuable information for a large number of public users, particularly genealogists, surveyors, "land men", attorneys, teachers, tour groups, and historians. The GLO assists these customers by providing information, research, and duplication services.
<p><b><i>LEGAL SERVICES</i></b></p> <p><i>The Legal Services program area provides legal information and support to the School Land Board, Veterans Land Board, and Boards for Lease.</i></p>	Patent Recipients	The GLO issues patents, which convey legal title from the state, to applicants who meet the statutory requirements.
	Certificate of Fact Recipients	Upon request, the GLO prepares Certificates of Fact based on the contents of the original land files and lease records on file in the archives of the agency. These certificates recite the disposition of original grants of land from the governments of Spain, Mexico, the Republic, the State of Texas, and any encumbrances against property in which the state retained an interest.
	Deed of Acquittance Recipients	In order to clear title to acreage that was in excess of the original patent, the GLO issues Deeds of Acquittance to applicants who meet the statutory requirements.
	School Land Board (SLB) Members	Legal Services staff provides information and assistance to the SLB members.
	Veterans Land Board (VLB) Members	Legal Services staff provides information and assistance to the VLB members.

## INVENTORY OF FY 12 & 13 EXTERNAL CUSTOMERS

<b>Customer Groups (by GLO FY 12 &amp; 13 Strategy)</b>	<b>Customer Sub-Groups</b>	<b>Brief Description Of Services Provided</b>
	Board for Lease of University Lands Members	Legal Services staff provides information and assistance to the Board for Lease of University Lands members.
	Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members	Legal Services staff provides information and assistance to the Boards for Lease members.
<p><b><i>OFFICE OF COMMUNICATIONS</i></b></p> <p><i>The Office of Communications operates the GLO's Adopt-A-Beach (AAB) Program.</i></p>	Adopt-A-Beach (AAB) Coordinators	The GLO works closely with the AAB county volunteer coordinators to organize the AAB cleanups that are held in the fall and spring of each year.
<p><b><i>HOLDERS OF GLO-ISSUED INSTRUMENTS WHO WERE NOT PAYORS</i></b></p>	Those Who Had Routine Business With the GLO Pursuant to a Previously Issued Instrument, But Were Not Payors During the Survey Period.	Those who have a GLO-issued instrument may periodically interact with the GLO to handle routine business pursuant to that instrument. Some of them may not submit any payments to the GLO during the survey period.
<p><b><i>BIDDERS AND APPLICANTS</i></b></p>	Those Who Bid or Applied for a GLO Instrument or Service	The GLO accepts and processes many bids and applications for its instruments and services.
<p><b><i>THOSE WHO CALLED OR VISITED THE GLO WITH QUESTIONS OR INFORMATION REQUESTS</i></b></p>	Those Who Called or Visited the GLO to Ask Questions or Request Information	Employees throughout the agency receive requests for information and provide responses. The volume of these contacts varies by division and employee.

### 2. Information Gathering.

- a. **Overall Approach.** To capture feedback from the agency's external customers, the GLO chose to conduct a survey primarily by mail. Two program areas provided email addresses of a small portion of their customers, and they were surveyed via email. The mailing list used for the survey was based on the customer group inventory depicted above. Since the survey was being conducted in the middle of FY 2014, those customers who had contact with the GLO in FY 2012 and FY 2013 were surveyed. The Information Systems Division of the GLO coordinated with the program areas to determine the total number of customers in these groups. In most cases, these numbers were generated by databases maintained by the relevant program areas. In a small number of cases, the data was collected manually.

Based on the size of the customer groups to be surveyed, the GLO's Customer Service Representative, using the "Statistical Tool Box" provided by the State Auditor's Office (SAO), calculated the target number of customer responses needed (for the agency as a whole and for each customer group) to achieve survey results with a 90 percent confidence level and a 7.5 percent margin of error. To enhance the chance of achieving the desired response rate, confidence level, and margin of error, the GLO mailed seven times the target number of survey responses (as recommended by the SAO).

Within each customer group, the number of responses to be mailed was proportionately allocated to each of the sub-groups of customers. The Information Systems Division then randomly selected the customers to receive a survey from the customers in each sub-group. For the customer groups that had a total population number too small to use a sampling methodology, all customers received a survey. 5,573 surveys were mailed and 4,130 surveys were emailed from January 6, 2014 through January 20, 2014 resulting in a total of 9,703 surveys. Two new program areas submitted email addresses for the survey. The Alamo and Alamo Complex program area submitted only email addresses for the survey, and the Disaster Recovery program area submitted email addresses for one small sub-group. As in the past, one sub-group of customers from the GLO's Oil Spill Division who receive the electronic newsletter the Responder was sent a survey by e-mail using the e-mail address that receives the newsletter. Due to the lack of response from email recipients in the past, all customers in this sub-group were surveyed. Our customers definitely seem to prefer to receive and send their survey cards via the U.S. Postal Service. Proof of this fact is that 23 percent of our mailed surveys were responded to by mail and only 4 percent of the emailed surveys were responded to. Survey responses received by April 28, 2014 were included in the survey results.

To encourage those surveyed to respond, the survey sent by mail was very brief and was printed on a self-addressed, postage-paid, letter envelope-sized post card. All that the customer needed to do was circle the answers and drop the card in any mailbox. The surveys were printed in different colors to correspond to the customer groups that were surveyed.

- b. Improvements Made After the 2012 Survey Process.** After the 2012 customer survey, individuals extensively involved with the survey compiled their suggestions for improvement to the 2014 customer survey. As a result of the review, several improvements for the 2014 survey were made:
- i. The GLO included a few adjustments in order to provide a more complete picture of customer satisfaction:
    - Surveys and reports were updated to reflect the migration of the Customer Group and Program Area, "Renewable Energy", back to A.1.1 Energy Resources. These two sub-groups are listed as "Renewable Energy & Alternative Fuel Customers & Lessees" and "Border Energy Customers".
    - Surveys and reports were updated to reflect that the sub-groups ("Buyers of Electricity Through the State Power Program – Reliant" and "Buyers of Electricity Through the State Power Program – Cavallo") from Energy Resources were again surveyed with questions that were directed toward the relationship and service between the electric companies and the General Land Office. As in the 2012 survey, questions were structured to reflect the questions asked by the independent surveyor that was used by Reliant in the past. The result of "Overall Satisfaction" was included in the "Summary" report data.

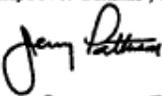
- Surveys and reports were updated to reflect the addition of two new program Areas, “Alamo & Alamo Complex” and “Disaster Recovery”. The addition of these program areas produced one customer subgroup for the Alamo & Alamo Complex and a total of ten subgroups for the Disaster Recovery program area.
  - Surveys and reports were updated to reflect the separation of the Veterans Land Board into two separate program areas “Veterans Land and Housing” and “Veterans Homes and Cemeteries”. These two program areas have separate deputy commissioners and operate independently.
  - Surveys and reports were updated to reflect the replacement of the subgroup “Coastal Coordination Council” with the “Coastal Advisory Committee” in the Coastal Resources program area.
  - Since the Texas State Veterans Homes are such an important Customer Service area of the Veterans Homes and Cemeteries and the General Land Office, it was again decided that in order to better serve all of our customers, we should survey every customer responsible for payment of Veterans Home services instead of using the “Statistical Tool Box” method of random sampling recommended by the State Auditor’s Office (SAO).
- ii. The GLO Employee Compliments page prepared by the Customer Service Representative and located on the GLO Intranet has proven to be a successful instrument in the implementation of GLO customer service initiatives throughout the agency.
- This page is available to each employee to add compliments regarding individual co-workers.
  - This page is also linked to the GLO Internet Website. Through this link our public customers are able to submit compliments regarding GLO employees. GLO employees are able to see compliments submitted by both co-workers and our public customers.
- iii. The Customer Service page on the GLO’s Internet prepared by the Customer Service Representative facilitates the implementation of GLO customer service initiatives. This page contains links to:
- a Customer Service Guide that explains the detail of the GLO’s customer service programs and serves as a resource for the network of customer service representatives throughout the agency,
  - the most recent GLO Customer Service Report,
  - the current GLO customer inventory and survey plan, and
  - customer service FAQs.
- iv. The 2014 survey cards were mailed early in January 2014 to allow ample time to receive survey responses before the report is prepared.
- v. After the 2012 survey, the GLO’s Customer Service Representative and the Information Systems Deputy met separately with each Deputy involved in the survey process to review the 2012 process and discuss ways to improve the data collection process for the 2014 survey.

c. Survey Card, Cover Letter, and Survey Forms. An example survey card is pictured below:



## Customer Service Survey

The General Land Office is committed to customer service of the highest quality. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for helping us serve you better.



Jerry Patterson, Commissioner

**Area Surveyed:  
Archives and Records**

**Please rate the General Land Office's service by circling one of the following numbers:**

**1=Poor    2=Fair    3=Good    4=Excellent**

1) <b>Staff:</b> (knowledge, helpfulness, accountability, courtesy, etc.)	1	2	3	4
2) <b>Timeliness of Service:</b> (wait time, times available)	1	2	3	4
3) <b>Communication:</b> (clarity, content, access, courtesy)	1	2	3	4
4) <b>Publications:</b> (accuracy, helpfulness, presentation)	1	2	3	4
5) <b>Facilities:</b> (access, location, signs, cleanliness, etc.)	1	2	3	4
6) <b>Internet site:</b> (ease of use, content)	1	2	3	4
7) <b>Complaint handling:</b> (ease, responsiveness, timeliness)	1	2	3	4

**Overall, were you satisfied with the service you received from the General Land Office?**

Yes     No

**Additional comments and suggestions:**

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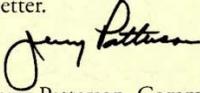
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**You can also contact the GLO at 800-998-4GLO  
or [www.glo.state.tx.us](http://www.glo.state.tx.us)**

An example of the survey card sent to “Buyers of Electricity – Reliant” and “Buyers of Electricity – Cavallo” is pictured below:

 **Customer Service Survey**

The General Land Office is committed to customer service of the highest quality. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for helping us serve you better.

  
Jerry Patterson, Commissioner

**Area Surveyed:**  
**Energy Resources**  
Buyers of Electricity – **Reliant Energy**

Please rate the GLO State Power Program and Reliant Energy by circling one of the following numbers:

**1=Poor 2=Fair 3=Good 4=Excellent**

1) **Customer Focus:** 1 2 3 4  
(knowledge, helpfulness, accountability, courtesy, etc.)

2) **Ease of Doing Business With:** 1 2 3 4  
(wait time, times available)

3) **Knowledge of Your Business:** 1 2 3 4

4) **Choice of Energy Products:** 1 2 3 4

5) **Competitive Pricing:** 1 2 3 4

6) **Quality of Customer Service:** 1 2 3 4

7) **Problem Solving:** 1 2 3 4

**Overall, were you satisfied with the GLO State Power Program and Reliant Energy?**  
 Yes  No

**Additional comments and suggestions:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**You can also contact the GLO at 800-998-4GLO or [www.glo.texas.gov](http://www.glo.texas.gov)**

The following depicts the letter from the Commissioner of the General Land Office that was mailed with each survey card sent to GLO customers. A similar letter was written specifically for Veterans Land Board customers, State Veterans Home customers, and FY 12 and 13 members of the Boards and Councils supported by the GLO.

TEXAS



GENERAL LAND OFFICE

JERRY PATTERSON, COMMISSIONER

January 2014

Dear General Land Office Customer:

As part of my continuing effort to improve the performance of the General Land Office, and as required by state law, I am seeking your input about the quality of our services. I have enclosed a short survey to find out how you think the General Land Office is performing and how we can improve. The survey contains a few brief questions and space for any comments or suggestions you may have.

You were selected for the survey because our records indicate that you have had contact with the General Land Office in the last two years. The area in the General Land Office with which our records show you had contact is indicated on the top of the survey card. If you dealt with more than one area in the General Land Office, you may receive a survey card to give your feedback about each area. If you would like to give additional feedback about any other part of the General Land Office, please feel free to add your comments in the space provided at the bottom of the card.

Please take a moment to fill out this survey and mail it back to me. The postage has been prepaid, so you can drop it in any mailbox. Thank you for your time and feedback.

Sincerely,

A handwritten signature in black ink that reads "Jerry Patterson". The signature is written in a cursive style.

JERRY PATTERSON  
Commissioner, General Land Office

EG/may

Enclosure: Survey Card

Stephen F. Austin Building • 1700 North Congress Avenue • Austin, Texas 78701-1495

Post Office Box 12873 • Austin, Texas 78711-2873

512-463-5001 • 800-998-4GLO

**Survey Form – Dovenmuehle Mortgage, Inc.** An example survey form is printed below:



**Texas Veterans Land Board**  
Loan Servicing  
1 Corporate Drive • Suite 360  
Lake Zurich, IL 60047-8945

Toll Free: 866.654.6354  
Fax: 847.574.7659  
[www.texasveterans.com](http://www.texasveterans.com)

May 15, 20XX  
Loan Number: XXXXXXXXXXXX

If you have the name of the representative you spoke with, please  
Enter the name here: \_\_\_\_\_.

**SATISFACTION SURVEY**

Please indicate your level of satisfaction in the following areas:

	Highest		Average			Lowest	
1. Professionalism and courtesy of the Representative.	7	6	5	4	3	2	1
2. Knowledge and expertise of the Representative.	7	6	5	4	3	2	1
3. Ability to answer your questions clearly and completely.	7	6	5	4	3	2	1
4. Ability to resolve your inquiry or issue completely.	7	6	5	4	3	2	1
5. Overall satisfaction with service quality.	7	6	5	4	3	2	1

Comments or suggestions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

Thank you for your feedback!

**Survey Form – Premier Cemetery Services Corporation. An example survey form is pictured below:**

**AT THE CEMETERY**

**STAFF**

1. When you arrived at the Committal Shelter, how quickly were you greeted by the staff?  
 Less than 2 minutes       2 minutes to 5 minutes       Over 5 minutes
  
2. Did you or a family member receive the Next of Kin information packet?       Yes       No
  
3. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding and 5 is Average, please rate the staff on the following areas. Please rate each item independently and do not let a rating of one item impact the rating of another item. It is common for people to rate their experience 8 or 9 in some areas, but only 2 or 3 in others.
 

a. Compassion & Integrity of the Cemetery Staff	1	2	3	4	5	6	7	8	9	10	n/a
b. Staff Appearance – Cemetery Representative	1	2	3	4	5	6	7	8	9	10	n/a
c. Staff Appearance-Maintenance Staff	1	2	3	4	5	6	7	8	9	10	n/a
d. Responsiveness to your Questions or Concerns	1	2	3	4	5	6	7	8	9	10	n/a
e. Assistance in planning of the burial (i.e., explanation of Interment Options and Monuments-uprights, flat niche cover, etc.)	1	2	3	4	5	6	7	8	9	10	n/a
f. Staff’s attention to detail	1	2	3	4	5	6	7	8	9	10	n/a
g. Telephone courtesy	1	2	3	4	5	6	7	8	9	10	n/a
h. The Staff Overall	1	2	3	4	5	6	7	8	9	10	n/a

**ARRANGING THE BURIAL SERVICE AT THE CEMETERY**

4. Was the scheduled time honored?       Yes       No
  
5. Services provided by the Cemetery: Using the 1 to 10 scale, please rate the arrangements on the following items.
 

a. Clarity of information regarding the burial	1	2	3	4	5	6	7	8	9	10	n/a
b. Clarity of information on eligibility requirements	1	2	3	4	5	6	7	8	9	10	n/a
c. Availability of service time you requested	1	2	3	4	5	6	7	8	9	10	n/a
d. Clarity of information regarding burial space	1	2	3	4	5	6	7	8	9	10	n/a
e. The Burial Service Overall	1	2	3	4	5	6	7	8	9	10	n/a
  
6. Using the same 1 to 10 scale, please rate the burial service on the following items.
 

a. Placement of Casket or Urn at the committal shelter	1	2	3	4	5	6	7	8	9	10	n/a
b. Placement of flowers during the committal services	1	2	3	4	5	6	7	8	9	10	n/a
c. Handling of remains from vehicle to the committal shelter	1	2	3	4	5	6	7	8	9	10	n/a
d. Transportation inside of Cemetery	1	2	3	4	5	6	7	8	9	10	n/a
e. Parking inside of Cemetery	1	2	3	4	5	6	7	8	9	10	n/a
f. Appearance of the grave after the interment	1	2	3	4	5	6	7	8	9	10	n/a
g. General Appearance of the cemetery	1	2	3	4	5	6	7	8	9	10	n/a

7. Did you experience any problems at Central Texas State Veterans Cemetery?

Yes  No

8. Was this problem resolved to your satisfaction?

Yes  No

If your answer is no, please explain

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9. Thinking of all aspects of the cemetery, please rate your overall experience using the same 1 to 10 scale.

1 2 3 4 5 6 7 8 9 10 n/a

**GENERAL SUMMARY AT THE CEMETERY**

10. Do you have any comments, however small, about the arrangements or any suggestions about how our burial services could be improved? (Please comment on any scores of 8 or less to provide feedback on how we may better serve our veterans and their families)

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11. If asked, would you recommend the burial services of Central Texas State Veterans Cemetery to other Veterans?

Definitely would not  Probably would not  Probably would  Definitely would

12. How important were the following in your choice of Central Texas State Veterans Cemetery?

- a. Being a Veteran  Not Important  Very Important
- b. Location of Cemetery  Not Important  Very Important
- c. Reputation  Not Important  Very Important

13. How much impact did the following have in your making arrangements with Central Texas State Veterans Cemetery?

- a. Existing Pre-Registration  Not Important  Very Important
- b. Being a Veteran  Not Important  Very Important
- c. Veteran Organization  Not Important  Very Important
- d. Past Experience  Not Important  Very Important

**MILITARY FUNERAL HONORS**

14. Military Funeral Honors are normally provided by the U. S. Department of Defense. In some cases, volunteers from Veterans Service Organizations provide or augment Military Funeral Honors. Were Military Funeral Honors requested?

Yes     No     n/a

15. How well did the Military Funeral Honors unit perform its duty? Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding and 5 is Average, please rate the performance of the Military Funeral Honors Unit.

1   2   3   4   5   6   7   8   9   10   n/a

16. Comments on the performance of the Military Funeral Honors unit.

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**AT THE FUNERAL HOME**

Although the cemetery and funeral home you chose are not related, the cemetery attempts to collect data on the quality of information and services you receive from the funeral home and provide feedback to them to improve services.

17. Did the Funeral Director explain the burial options available at the cemetery     Yes     No

18. Did the Funeral Director explain that to avoid interfering with other scheduled interments, that the time allotted for the pre-committal service at the cemetery must be limited to 30-45 minutes?     Yes     No

19. Did the Funeral Director explain that the Funeral Home requests Military Funeral Honors and Chaplain (if necessary) for Veterans funerals?     Yes     No

20. Did the Funeral Director explain what headstones or markers would be used at the cemetery?     Yes     No

21. Did the Funeral Director explain Department of Defense practices regarding Military Funeral Honors?  
 Yes     No

22. Comments on the Funeral Home Information and Services.

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**GENERAL INFORMATION**

Federal statutes require that we report certain demographic data to the VA, to ensure that there is no discrimination in the services we provide.

23. The deceased person was:  White  Hispanic or Latino  
 Black or African-American  Native Hawaiian or Pacific Islander  
 Asian  Native Indian or Alaska Native
24. The deceased person was:  Male  Female
25. What type of service did you have?  Secular (non-religious)  Catholic  
 Buddhist  Hindu  
 Protestant  Jewish  
 Islamic  Other
26. What is your relation to the deceased?  
 Spouse/Significant other  Parent  Grandparent  Aunt/Uncle  Cousin  
 Son/Daughter  Friend  Niece/Nephew  Other
27. Are you:  Male  Female
28. Are you:  White  Hispanic or Latin  
 Black or African-American  Native Hawaiian or Pacific Islander  
 Asian  Native Indian or Alaska Native
29. Which of the following best describes you.....(mark all that apply)  
 I have made pre-registration arrangements  
 I have purchased property with another cemetery  
 I am making payments on cemetery property  
 I am a Veteran  
 I am a retired Veteran
30. Did someone clearly explain Eligibility requirements for Veterans Cemeteries  
 Yes  No
31. Were you made aware of the floral policies at the cemetery?  
 Yes  No
32. Are you aware of Information provided by the Kiosk located in our Public Information Center?  
 Yes  No

**Thank you for taking the time to participate in this important study.**

**d. Customer Groups and Sub-Groups Surveyed.** The following chart lists the customer group inventory for the GLO, specifies to whom surveys were sent, and explains why any given group or sub-group was not surveyed.

<b>CUSTOMER SATISFACTION SURVEY APPROACH</b>		
<b>Customer Groups (by GLO FY 12 &amp; 13 Strategy)</b>	<b>Customer Sub-Groups</b>	<b>Who Was Surveyed?</b>
<p><b><i>ENERGY RESOURCES</i></b></p> <p><b><i>A.1.1 ENERGY LEASE MANAGEMENT &amp; REVENUE AUDIT</i></b></p> <p><i>Assess State Lands' Revenue Potential &amp; Manage Energy Leases/Revenues</i></p>	Lessees of State Oil, Gas and Other Minerals	Those who were issued new leases in FY 12 & 13.
	Geophysical Permittees	Those who were issued new or renewed geophysical permits in FY 12 & 13.
	Prospect Permittees	Those who were issued new or renewed prospect permits in FY 12 & 13.
	Public With Map Questions	Those to whom the GLO provided mapping expertise and related research in FY 12 & 13.
	Renewable Energy & Alternative Fuel Customers and Lessees	Those to whom the GLO issued leases for the development of renewable energy resources on Permanent School Fund and other agency lands in FY 12 & 13.
	Border Energy Customers	Those to whom the GLO coordinated or partnered with regarding border energy issues and those who attended the GLO Border Energy Forum in FY 12 & 13.
	Corps of Engineers (COE) and COE Permit Recipients	Those to whom the GLO issued COE permits in FY 12 & 13 and Specific Corps of Engineers customers.
	Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members	Members of these Boards in FY 12 & 13.
	School Land Board (SLB) Members	Members of the School Land Board in FY 12 & 13.

## CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Who Was Surveyed?
	Board for Lease of University Lands Members	Members of this Board in FY 12 & 13.
	Energy Resources Division Payors	Those who submitted payment to the GLO in FY 12 & 13 relating to an instrument issued or a service provided by the Energy Resources Division and whose names and addresses were captured by the program area in the ordinary course of business.
<b>A.1.2 MARKETING</b>  <i>Promote the sale and use of state-owned energy resources, including renewable energy resources, to maximize the revenues generated by assets.</i>	Buyers of the State's Oil, Gas, or Other Minerals Taken In-Kind	Those public and private payors who bought any in-kind oil, gas, or other minerals in FY 12 & 13.
	Buyers of Electricity Through the State Power Program - Reliant Energy and Cavallo Energy	Those customers who purchased electric power indirectly from the GLO through Reliant Energy and Cavallo Energy in FY 12 & 13.
<b>A.1.3 DEFENSE AND PROSECUTION</b>  <b><i>Royalty and Mineral Lease Defense and Prosecution</i></b>  <i>Prosecute for the defense of title to Permanent School Fund lands and the Relinquishment Act, royalty deficiencies, and other mineral lease claims or cases.</i>	Internal Customers	There is no direct customer for this strategy; GLO is merely enforcing and protecting the State's rights. Therefore, no customer group was surveyed for this strategy.
<b>PROFESSIONAL SERVICES</b>  <b>A.1.4 UPLANDS LEASING</b>  <i>Promote and conduct uplands/surface leasing activities for Permanent School Fund and state agency lands.</i>	Those Who Were Issued Instruments of the Following Types (New or Renewed)	
	Commercial Leases	Those who received one or more of these instruments in FY 12 & 13.
	Surface Leases	Those who received one or more of these instruments in FY 12 & 13.
	Miscellaneous Easements	Those who received one or more of these instruments in FY 12 & 13.
	Special Documents	Those who received one or more of these instruments in FY 12 & 13.
<b>A.1.5 COASTAL LEASING</b>  <b><i>Uplands Leasing and Inspection</i></b>	Those Who Were Issued Instruments of the Following Types (New or Renewed)	
	Special Documents	Those who received one or more of these instruments in FY 12 & 13.

## CUSTOMER SATISFACTION SURVEY APPROACH

<b>Customer Groups (by GLO FY 12 &amp; 13 Strategy)</b>	<b>Customer Sub-Groups</b>	<b>Who Was Surveyed?</b>
<i>Promote and conduct coastal leasing activities for the Permanent School Fund and state agency lands.</i>	Coastal Easements	Those who received one or more of these instruments in FY 12 & 13.
	Coastal Leases	Those who received one or more of these instruments in FY 12 & 13.
	Permit Assistance Customers	Customers served by Permit Assistance Group in FY 12 & 13.
	Structure Registrations	Those who received one or more of these instruments in FY 12 & 13.
	Commercial Leases	Those who received one or more of these instruments in FY 12 & 13.
	Cabin Permits	Those who received one or more of these instruments in FY 12 & 13.
	Surface Leases	Those who received one or more of these instruments in FY 12 & 13.
	Miscellaneous Easements	Those who received one or more of these instruments in FY 12 & 13.
	School Land Board (SLB) Members	Members of this Board in FY 12 & 13.
<b>A.2.1 ASSET MANAGEMENT</b>  <b><i>PSF &amp; State Agency Real Estate Management &amp; Disposition</i></b>  <i>Evaluate Permanent School Fund and state agency land and dispose of selected tracts through sale or trade.</i>	Buyers of State Land	Those who bought state land from the GLO in FY 12 & 13.
	Those Who Traded Land With the GLO	Those who traded land with the GLO in FY 12 & 13.
	Agencies For or With Which the GLO Conducts Real Estate Transactions	Agencies for or with which the GLO conducted real estate transactions in FY 12 & 13.
	Real Estate Evaluation Report Customers	Those to whom the GLO sent Real Estate Evaluation Reports in FY 12 & 13.
	School Land Board (SLB) Members	Members of this Board in FY 12 & 13..

## CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><b><i>SURVEYING AND APPRAISAL</i></b></p> <p><b><i>A.2.2 SURVEYING AND APPRAISAL</i></b></p> <p><b><i>PSF &amp; State Agency Surveying and Appraisal</i></b></p> <p><i>The Surveying and Appraisal Division provides surveying and appraisal information and support to many GLO strategies, the general public, the School Land Board, and the Veterans Land Board.</i></p> <p><i>Conduct surveys and appraisals on Permanent School Fund and state agency lands.</i></p>	Those Who Contacted or came to the GLO Surveying Division for Assistance With Surveying and Related Title Questions.	Those the Surveying Division helped with surveying/title questions in FY 12 & 13.
	School Land Board (SLB) Members for Surveying	School Land Board Members during FY 12 & 13.
	School Land Board (SLB) Members for Appraisal	School Land Board Members during FY 12 & 13.
	Veterans Land Board (VLB) Members for Surveying	Veterans Land Board Members during FY 12 & 13.
	Veterans Land Board (VLB) Members for Appraisal	Veterans Land Board Members during FY 12 & 13.
<p><b><i>A.3.1 ALAMO AND ALAMO COMPLEX</i></b></p> <p><i>Preserve and maintain the Alamo and Alamo Complex</i></p>	Alamo Complex Visitors	Those who visited the Alamo during FY 12 & 13.
<p><b><i>COASTAL RESOURCES</i></b></p> <p><b><i>B.1.1 COASTAL MANAGEMENT</i></b></p> <p><i>Protect the Environment, Promote Wise Resource Use, and Create Jobs</i></p>	CMP Grant Recipients and Project Partners	CMP Grant recipients and project partners in FY 12 & 13.
	CIAP Grant Recipients and County Representatives	Customers receiving CIAP Grants and County Representatives involved in FY 12 & 13.
	Coastal Advisory Council (CAC)	Coastal Advisory Council (CAC) Members in FY 12 & 13.
	Federal Agencies that Submit Activities and Actions for Consistency Review	Those federal agencies whose activities and actions were reviewed by the GLO for consistency in FY 12 & 13.
<p><b><i>B.1.2 COASTAL EROSION CONTROL GRANTS</i></b></p> <p><i>Preserve, protect, enhance, and restore coastal natural resources.</i></p>	Local Governments and NGOs the GLO Partnered With on Coastal Erosion and/or Beach Nourishment Projects.	Those the GLO coordinated or partnered with on coastal erosion and/or beach nourishment projects in FY 12 & 13.

## CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><b><i>OIL SPILL PREVENTION AND RESPONSE</i></b></p> <p><b><i>B.2.1 OIL SPILL RESPONSE</i></b></p> <p><i>Develop and implement an oil spill response program to respond quickly and efficiently to oil spills.</i></p>	Emergency Management Coordinators regarding Oil Spill issues	Those the GLO contacted or with whom the GLO partnered regarding oil spill issues in FY 12 & 13.
	Port Authorities and Navigation Districts	Those the GLO coordinated or partnered with in identifying and cleaning up abandoned vessels in FY 12 & 13.
<p><b><i>OIL SPILL PREVENTION AND RESPONSE</i></b></p> <p><b><i>B.2.2 OIL SPILL PREVENTION</i></b></p> <p><i>Develop and implement a comprehensive oil spill prevention program to monitor the integrity of oil transport through Texas coastal waters.</i></p>	Vessel Response Plan Submitters	Vessel owners regulated within FY 12 & 13
	Oil Handling Facilities	Facility owners regulated in FY 12 & 13.
	RESPONDER E-Mail Newsletter Recipients	Those to whom the GLO sent the RESPONDER newsletter via e-mail in FY 12 & 13.
	Discharge Cleanup Organizations (DCO)	Those discharge cleanup organizations that were certified by the Oil Spill Division in FY 12 & 13.
	Clean Gulf Participants	Those who attended the Clean Gulf Conference in FY 12 & 13 (excluding those participating solely as vendors).
<p><b><i>VETERANS LAND AND HOUSING</i></b></p> <p><b><i>C.1.1 VETERANS LOAN PROGRAMS</i></b></p> <p><i>Provide veterans with benefit information, below market lending opportunities, and efficient loan services; manage active loan accounts and bond funds to ensure the financial integrity of the program.</i></p>	VLB Payors	The General Land Office did not survey individual VLB Payors for the 2014 Customer Service Survey. VLB Housing and Home Improvement loans are serviced by approved lenders, under the oversight of CitiMortgage, Inc., as the program administrator and master servicer. VLB land loans were outsourced to Dovenmuehle Mortgage, Inc. (DMI) in the latter part of the FY 07 year. <b><i>(DMI has hired an independent surveying firm to survey each customer. An example of the independent survey form is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i></b>

## CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Who Was Surveyed?
	Recipients of VLB Loans	The General Land Office did not survey individual recipients of VLB Loans for the 2014 Customer Service Survey. The Veterans Land Board provides land, housing, and home improvement loans. Assistance is also provided to veterans to ensure timely and efficient processing of loans. VLB land loans were outsourced to Dovenmuehle Mortgage, Inc. (DMI) in the latter part of the FY 07 year. <i>(DMI has hired an independent surveying firm to survey each customer. An example of the independent survey form is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i>
	Those who called the VLB Customer Service Center or were reached by VLB outreach efforts inquiring about Loan Programs, Veterans Homes, and Veterans Cemeteries.	Those who called the VLB Customer Service Center or were reached by VLB outreach efforts in FY 12 & 13.
<p><b><i>C.1.2 VETERANS HOMES</i></b> <b><i>State Veterans Homes</i></b></p> <p><i>Administer nursing home facilities to ensure veterans receive quality nursing home care.</i></p>	Texas State Veterans Home (TSVH) Customers/those responsible for Payment for Veterans Home Services	Those responsible for payment for Texas State Veterans Home Services (TSVH) from 9/1/11 through 8/31/13. <i>(All responsible parties were surveyed.)</i>
<p><b><i>C.1.3 VETERANS CEMETERIES</i></b> <b><i>State Veterans Cemeteries</i></b></p> <p><i>Provide burial sites for Texas Veterans, veterans' spouses, and dependent children.</i></p>	Texas State Veterans Cemeteries Customers (Families of Deceased Veterans)	Four cemeteries have been completed in Killeen, Mission, Abilene, and Corpus Christi. <i>(Premier Cemetery Services Corporation, the contract operator, is responsible for conducting surveys of the family members responsible for making arrangements for interment. An example of the survey form is included in this 2014 Customer Service Report to the Legislative Budget Board.)</i>

## CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><b><i>DISASTER RECOVERY</i></b></p> <p><b><i>D.1.1 REBUILD HOUSING</i></b></p> <p><i>Single family home repair, reconstruction, new construction, demolition, acquisition, and code enforcement. Multifamily affordable housing rental repair or construction program.</i></p>	Subrecipients (Councils of Government, Counties, or Cities)	Those who were awarded Federal HUD Community Development Block Grant (CDBG) funding for housing in declared disaster areas in FY 12 & 13.
	Grant Administrators	Those Grant Administrators who were provided assistance and issues guidance as it related to CDBG regulations in FY 12 & 13.
	Environmental Service Providers	Those Environmental Service Providers who were provided guidance for environmental clearances & cleared by the GLO before funding was released or construction was begun.
	Mobility Counselors	Those approved Mobility Counselors who provided Homeowner Opportunity (HOP) guidance to applicants as part of the Housing program in FY 12 & 13.
	Builders	Those prequalified builders hired by subrecipients to reconstruct damaged or destroyed homes in FY 12 & 13.
	Homeowners	Those homeowners who were assisted with inquiries, complaints, appeals, and any other requests for information or assistance that come directly from homeowners who were impacted by a disaster, or have general program questions in FY 12 & 13.
<p><b><i>D.1.2 REBUILD INFRASTRUCTURE</i></b></p>	Grantees (Councils of Government, Counties, or Cities)	Those awarded Federal HUD Community Development Block Grant (CDBG) funding for non-housing in declared disaster areas in FY 12 & 13.
	Grant Administrators	Those Grant Administrators who were provided assistance and issues guidance as it related to CDBG regulations for infrastructure projects in FY 12 & 13.

## CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 12 & 13 Strategy)	Customer Sub-Groups	Who Was Surveyed?
	Environmental Service Providers	Those Environmental Service Providers who performed worked with GLO to provide environmental clearances for all infrastructure projects in FY 12 & 13.
	Engineering Service Providers	Those Engineering Service Providers who worked with GLO to assure that all infrastructure projects met CDBG standards in FY 12 & 13.
<p><b>ARCHIVES AND RECORDS</b></p> <p><i>The Archives and Records program area extensively supports the GLO's land and mineral management/ leasing and VLB strategies, as well as the general public.</i></p>	Persons who contacted or came to the GLO Archives and Records Division for duplicates of, or assistance in researching, original land grant documents, mineral files, or other items from various archival collections curated by the program area.	Those who visited or ordered materials from Archives and Records in FY 12 & 13.
<p><b>LEGAL SERVICES</b></p> <p><i>The Legal Services program area provides legal information and support to the School Land Board, Veterans Land Board, Coastal Coordination Council, and Boards for Lease.</i></p>	Patent Recipients	Those who received one or more of these instruments in FY 12 & 13.
	Deed of Acquittance Recipients	Those who received one or more of these instruments in FY 12 & 13.
	Certificate of Fact Recipients	Those who received a Certificate of Fact in FY 12 & 13.
	School Land Board (SLB) Member	School Land Board Members during FY 12 & 13.
	Veterans Land Board (VLB) Members	Veterans Land Board Members during FY 12 & 13.
	Coastal Advisory Council (CAC) Members	Coastal Advisory Council members during FY 12 & 13.
	Board for Lease of University Lands Members	Board for Lease of University Lands Members during FY 12 & 13.
	Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members	Members of these Boards in FY 12 & 13.

## CUSTOMER SATISFACTION SURVEY APPROACH

<b>Customer Groups (by GLO FY 12 &amp; 13 Strategy)</b>	<b>Customer Sub-Groups</b>	<b>Who Was Surveyed?</b>
<p><b><i>OFFICE OF COMMUNICATIONS</i></b></p> <p><i>The Office of Communications operates the GLO's Adopt-A-Beach (AAB) Program</i></p>	<p>Adopt-A-Beach (AAB) Coordinators</p>	<p>AAB Coordinators for FY 12 &amp; 13.</p>
<b>Groups That Were Not Surveyed</b>		
<p><b><i>HOLDERS OF GLO-ISSUED INSTRUMENTS WHO ARE NOT PAYORS</i></b></p>	<p>Those who had routine business with the GLO pursuant to a previously issued instrument, but were not payors during the survey period</p>	<p>None. The survey focused on those who in FY 12 &amp; 13 (1) received a GLO-issued instrument <u>or</u> (2) submitted payment to the GLO and whose names and addresses were captured by the program areas in the ordinary course of business.</p>
<p><b><i>BIDDERS AND APPLICANTS</i></b></p>	<p>Those who bid or applied for a GLO instrument or service</p>	<p>None. The survey focused on those involved in all phases of a transaction with the GLO, not on mere applicants.</p>

e. **Customer Satisfaction Survey Process Summary.** The following chart shows, for each customer group and the agency as a whole, the number of FY 12 & 13 customers identified, the target number of responses needed to achieve the desired confidence level and margin of error, the number of survey cards mailed, the number of responses received, and the response rate. Those groups that were surveyed using a sample methodology are bolded in the chart.

<b>CUSTOMER SATISFACTION SURVEY PROCESS SUMMARY</b>					
<b>Strategy</b>	<b>Number of FY 12 &amp; 13 External Customers Identified</b>	<b>Target Number of Responses for 90% Confidence Level &amp; 7.5% Margin of Error</b>	<b>Number of Surveys Mailed or E-mailed</b>	<b>Number of Responses Received</b>	<b>Response Rate</b>
<b>ENERGY RESOURCES</b> A.1.1 LEASE MANAGEMENT & REVENUE AUDIT	<b>1,325</b>	<b>58</b>	<b>430</b>	<b>103</b>	<b>24%</b>
<b>ENERGY RESOURCES</b> A.1.2 MARKETING (INCLUDES RELIANT & CAVALLO)	640	55	640	115	18%
<b>PROFESSIONAL SERVICES</b> A.1.4 UPLANDS LEASING	<b>735</b>	<b>40</b>	<b>322</b>	<b>66</b>	<b>21%</b>
<b>PROFESSIONAL SERVICES</b> A.1.5 COASTAL LEASING	<b>6,934</b>	<b>43</b>	<b>335</b>	<b>79</b>	<b>24%</b>
<b>ASSET MANAGEMENT</b> A.2.1 ASSET MANAGEMENT	163	68	163 (ALL)	22	14%
<b>SURVEYING AND APPRAISAL</b> A.2.2 SURVEYING AND APPRAISAL	40	14	40 (ALL)	11	28%
<b>ALAMO &amp; ALAMO COMPLEX</b> A.3.1 ALAMO COMPLEX VISITORS	<b>51,097</b>	<b>119</b>	<b>840</b>	<b>11</b>	<b>1%</b>
<b>COASTAL RESOURCES</b> B.1.1 MANAGEMENT	100	50	100 (ALL)	31	31%
<b>COASTAL RESOURCES</b> B.1.2 COASTAL EROSION GRANTS	21	17	21(ALL)	9	43%
<b>OIL SPILL PREVENTION &amp; RESPONSE</b> B.2.1 OIL SPILL RESPONSE	51	27	51 (ALL)	10	20%

## CUSTOMER SATISFACTION SURVEY PROCESS SUMMARY

Strategy	Number of FY 12 & 13 External Customers Identified	Target Number of Responses for 90% Confidence Level & 7.5% Margin of Error	Number of Surveys Mailed or E-mailed	Number of Responses Received	Response Rate
<b>OIL SPILL PREVENTION &amp; RESPONSE</b> B.2.2 OIL SPILL PREVENTION	4,191	60	3,393	159	5%
<b>VETERANS LAND BOARD</b> C.1.2 VETERANS HOMES	1,077	83	1,077 (ALL)	431	40%
<b>VETERANS LAND BOARD</b> COMMUNICATION CENTER	<b>18,097</b>	<b>89</b>	<b>630</b>	<b>51</b>	<b>8%</b>
<b>DISASTER RECOVERY</b> D.1.1 REBUILD HOUSING	<b>2,420</b>	<b>114</b>	<b>827</b>	<b>110</b>	<b>13%</b>
<b>DISASTER RECOVERY</b> D.1.2 INFRASTRUCTURE	263	82	263 (ALL)	74	28%
<b>ARCHIVES AND RECORDS</b>	<b>4,685</b>	<b>60</b>	<b>455</b>	<b>105</b>	<b>23%</b>
<b>LEGAL SERVICES</b>	83	39	83 (ALL)	29	35%
<b>OFFICE OF COMMUNICATIONS</b>	33	18	33 (ALL)	12	36%
<b>GLO TOTAL</b>	<b>91,955</b>	<b>61</b>	<b>9,703</b>	<b>1,428</b>	<b>15%</b>

### 3. Survey Results.

The following table shows the survey results for each survey question (i.e., each statutory customer service quality element) by customer group. An additional column was added for the surveying of the Texas State Veterans Homes (TSVH - VLB) in order to tabulate customer response to the food served at each individual home. For columns 1-7 or 1-8 (TSVH), the scale is: 4=excellent, 3=good, 2=fair, and 1=poor. The results in those columns show for each survey question (a) the average rating received, (b) the total number of responses, (c) the number of respondents who gave a “good” or “excellent” rating for the question, (d) the percentage of respondents who gave a “good” or “excellent” rating for the question, and (e) the margin of error for that data.

For columns 8 & 9 (the overall satisfaction question), the scale is: 4=yes, customer is satisfied and 1=no, customer is not satisfied. The results in columns 8 & 9 depict (a) the average rating received, (b) the total number of responses, (c) the number of respondents who expressed overall satisfaction with the GLO, (d) the percentage of respondents who expressed overall satisfaction with the GLO, and (e) the margin of error

for that data. For any given question, a survey card that did not answer the question was not counted in the calculations. The survey response data reflects the feedback provided on survey responses received through **April 28, 2014**.

## CUSTOMER SURVEY RESULTS

CUSTOMER GROUP (STRATEGY)	1. STAFF	2. TIMELINES	3. COMMUNI- CATION	4. PUBLICATIONS	5. FACILITIES	6. INTERNET SITE	7. COMPLAINT HANDLING	8. OVERALL SATISFACTION
<b>AGENCY OVERALL</b> <b>Population = 91,955</b>								
Average rating	3.7	3.4	3.6	4.3	6.5	6.5	5.1	3.6
Number of responses	1328	1323	1339	1225	1055	1025	1034	1393
Number of "good" or "excellent" responses (question 8: #yes)	1240	1149	1198	1087	972	873	869	1254
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>93.4%</b>	<b>86.8%</b>	<b>89.5%</b>	<b>88.7%</b>	<b>92.1%</b>	<b>85.2%</b>	<b>84.0%</b>	<b>90.0%</b>
Margin of error	1.1%	1.5%	1.4%	1.5%	1.4%	1.8%	1.9%	1.3%
<b>A.1.1 Energy Resources – Lease Management &amp; Revenue Audit</b> <b>A.1.2 Marketing</b> <b>Population = 1,965</b>								
Average rating	3.8	3.6	3.7	3.4	3.5	3.3	3.6	3.9
Number of responses	152	152	151	138	94	138	117	149
Number of "good" or "excellent" responses (question 8: #yes)	151	144	145	124	89	114	110	146
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>96.3%</b>	<b>94.7%</b>	<b>96.0%</b>	<b>89.9%</b>	<b>94.7%</b>	<b>82.6%</b>	<b>94.0%</b>	<b>98.0%</b>
Margin of error (For the Customer Group/Strategy)	1.0%	2.9%	2.5%	4.1%	3.7%	5.1%	3.5%	1.8%
<b>A.1.4 Professional Services Uplands Leasing</b> <b>A.1.5 Professional Services Coastal Leasing</b> <b>Population 7,669</b>								
Average rating	3.7	3.5	3.6	3.5	3.6	3.4	3.5	3.9
Number of responses	140	140	140	119	86	105	96	141
Number of "good" or "excellent" responses (question 8: #yes)	138	127	135	112	81	94	84	137
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>98.6%</b>	<b>90.7%</b>	<b>96.4%</b>	<b>94.1%</b>	<b>94.2%</b>	<b>89.5%</b>	<b>87.5%</b>	<b>97.2%</b>
Margin of error (For the Customer Group/Strategy)	1.6%	4.0%	2.6%	3.5%	4.1%	4.9%	5.5%	2.3%
<b>A.2.1 Asset Management</b> <b>Population = 163</b>								
Average rating	3.6	3.5	3.4	3.2	3.4	3.2	3.3	3.9
Number of responses	22	22	22	20	15	17	15	22
Number of "good" or "excellent" responses (question 8: #yes)	21	21	21	16	15	14	14	21
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>95.5%</b>	<b>95.5%</b>	<b>95.5%</b>	<b>80.0%</b>	<b>100%</b>	<b>82.4%</b>	<b>93.3%</b>	<b>95.5%</b>
Margin of error (For the Customer Group/Strategy)	6.8%	6.8%	6.8%	13.8%	14.3%	14.4%	10.1%	6.8%
<b>A.2.2 Survey &amp; Appraisal</b> <b>Population = 40</b>								
Average rating	4.0	3.8	4.0	3.9	3.7	3.7	3.9	4.0
Number of responses	11	11	11	8	9	10	8	11
Number of "good" or "excellent" responses (question 8: #yes)	11	11	11	8	8	10	8	11
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>88.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Margin of error (For the Customer Group/Strategy)	18.9%	18.9%	18.9%	25.1%	15.2%	20.6%	25.1%	18.9%

<b>CUSTOMER GROUP (STRATEGY)</b>	<b>1. STAFF</b>	<b>2. TIMELINES</b>	<b>3. COMMUNICATION</b>	<b>4. PUBLICATIONS</b>	<b>5. FACILITIES</b>	<b>6. INTERNET SITE</b>	<b>7. COMPLAINT HANDLING</b>	<b>8. OVERALL SATISFACTION</b>
<b>A.3.1 Alamo &amp; Alamo Complex</b> Population = 51,097								
Average rating	3.4	3.3	3.5	3.5	3.6	3.3	N/A	4.0
Number of responses	10	10	11	11	11	3	N/A	11
Number of "good" or "excellent" responses (question 8: #yes)	9	9	10	10	10	3	N/A	11
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>90.0%</b>	<b>90.0%</b>	<b>90.9%</b>	<b>90.9%</b>	<b>90.9%</b>	<b>100.0%</b>	<b>N/A</b>	<b>100.0%</b>
Margin of error (For the Customer Group/Strategy)	15.6%	15.6%	14.3%	14.3%	14.3%	53.6%	N/A	18.9%
<b>B.1.1 Coastal Resources Management</b>								
<b>B.1.2 Coastal Erosion Control Grants</b> Population = 119								
Average rating	<b>3.8</b>	<b>3.6</b>	<b>3.6</b>	<b>3.5</b>	<b>3.4</b>	<b>3.4</b>	<b>3.5</b>	<b>3.8</b>
Number of responses	40	40	40	34	28	37	33	39
Number of "good" or "excellent" responses (question 8: #yes)	38	35	36	33	27	33	30	37
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>95.0%</b>	<b>87.5%</b>	<b>90.0%</b>	<b>97.1%</b>	<b>96.4%</b>	<b>89.2%</b>	<b>90.9%</b>	<b>94.9%</b>
Margin of error (For the Customer Group/Strategy)	4.6%	7.0%	6.4%	4.0%	5.1%	7.0%	7.0%	4.8%
<b>B.2.1 Oil Spill Prevention</b>								
<b>B.2.2 Oil Spill Response</b> Population = 4,242								
Average rating	<b>3.7</b>	<b>3.6</b>	<b>3.7</b>	<b>3.5</b>	<b>3.4</b>	<b>3.3</b>	<b>3.6</b>	<b>3.9</b>
Number of responses	159	152	162	155	102	155	87	168
Number of "good" or "excellent" responses (question 8: #yes)	156	148	159	152	99	139	84	165
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>98.1%</b>	<b>97.4%</b>	<b>98.1%</b>	<b>98.1%</b>	<b>97.1%</b>	<b>89.7%</b>	<b>96.6%</b>	<b>98.2%</b>
Margin of error (For the Customer Group/Strategy)	1.7%	2.1%	1.7%	1.8%	2.7%	4.0%	3.2%	1.7%
<b>C.1.1 Veterans Land &amp; Housing</b> Population = 18,097								
Average rating	3.6	3.4	3.6	3.4	3.5	3.5	3.3	3.8
Number of responses	50	49	49	46	34	39	31	48
Number of "good" or "excellent" responses (question 8: #yes)	47	42	43	39	30	35	24	44
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>94.0%</b>	<b>85.7%</b>	<b>87.8%</b>	<b>84.8%</b>	<b>88.2%</b>	<b>89.7%</b>	<b>77.4%</b>	<b>91.7%</b>
Margin of error (For the Customer Group/Strategy)	5.5%	8.2%	7.7%	8.7%	9.1%	8.0%	12.3%	6.6%
<b>C.1.2 Veterans Homes</b>								
<b>C.1.3 Veterans Cemeteries</b> Population = 1,077								
Average rating	<b>3.4</b>	<b>3.1</b>	<b>3.2</b>	<b>3.2</b>	<b>3.5</b>	<b>3.1</b>	<b>3.0</b>	<b>3.8</b>
Number of responses	426	424	430	395	425	234	403	421
Number of "good" or "excellent" responses (question 8: #yes)	375	336	349	326	385	183	307	389
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>88.0%</b>	<b>79.2%</b>	<b>81.2%</b>	<b>82.5%</b>	<b>90.6%</b>	<b>78.2%</b>	<b>76.2%</b>	<b>92.4%</b>
Margin of error (For the Customer Group/Strategy)	2.0%	2.5%	2.4%	2.5%	1.8%	3.9%	2.8%	1.7%

<b>CUSTOMER GROUP (STRATEGY)</b>	<b>1. STAFF</b>	<b>2. TIMELINES</b>	<b>3. COMMUNICATION</b>	<b>4. PUBLICATIONS</b>	<b>5. FACILITIES</b>	<b>6. INTERNET SITE</b>	<b>7. COMPLAINT HANDLING</b>	<b>8. OVERALL SATISFACTION</b>
<b>D.1.1 Rebuild Housing</b>								
<b>D.1.2 Rebuild Infrastructure</b>								
Average rating	4.0	3.0	4.0	10.0	23.0	25.0	14.0	2.0
Number of responses	180	181	180	174	161	159	170	182
Number of "good" or "excellent" responses (question 8: #yes)	158	141	148	147	140	127	138	156
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>87.8%</b>	<b>77.9%</b>	<b>82.2%</b>	<b>84.5%</b>	<b>87.0%</b>	<b>79.9%</b>	<b>81.2%</b>	<b>85.7%</b>
Margin of error (For the Customer Group/Strategy)	3.9%	4.9%	4.5%	4.4%	4.2%	5.1%	4.8%	4.1%
<b>Archives &amp; Records (Multiple Strategies) Population = 4,685</b>								
Average rating	<b>3.9</b>	<b>3.8</b>	<b>3.8</b>	<b>3.8</b>	<b>3.7</b>	<b>3.5</b>	<b>3.7</b>	<b>3.9</b>
Number of responses	97	101	102	90	62	92	45	100
Number of "good" or "excellent" responses (question 8: #yes)	96	99	101	86	60	87	43	98
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>99.0%</b>	<b>98.0%</b>	<b>99.0%</b>	<b>95.6%</b>	<b>96.8%</b>	<b>94.6%</b>	<b>95.6%</b>	<b>98.0%</b>
Margin of error (For the Customer Group/Strategy)	1.7%	2.3%	1.6%	3.5%	3.7%	3.9%	5.0%	2.3%
<b>Legal Services (Multiple Strategies) Population = 83</b>								
Average rating	<b>3.8</b>	<b>3.3</b>	<b>3.7</b>	<b>3.6</b>	<b>3.6</b>	<b>3.3</b>	<b>3.4</b>	<b>3.9</b>
Number of responses	29	29	29	23	18	24	19	28
Number of "good" or "excellent" responses (question 8: #yes)	28	24	28	22	18	22	17	27
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>96.6%</b>	<b>82.8%</b>	<b>96.6%</b>	<b>95.7%</b>	<b>100.0%</b>	<b>91.7%</b>	<b>89.5%</b>	<b>96.4%</b>
Margin of error (For the Customer Group/Strategy)	4.5%	9.3%	4.5%	6.0%	12.1%	7.8%	10.2%	4.7%
<b>Office of Communications (Adopt-A-Beach) Population = 33</b>								
Average rating	<b>3.8</b>	<b>3.7</b>	<b>3.8</b>	<b>3.7</b>	<b>3.6</b>	<b>3.4</b>	<b>3.6</b>	<b>4.0</b>
Number of responses	12	12	12	12	10	12	10	12
Number of "good" or "excellent" responses (question 8: #yes)	12	12	12	12	10	12	10	12
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Margin of Error (For the Customer Group/Strategy)	17.5%	17.5%	17.5%	17.5%	20.6%	17.5%	20.6%	17.5%
<b>Energy Resources</b>	<b>1. CUSTOMER FOCUS</b>	<b>2. EASE OF DOING BUSINESS WITH</b>	<b>3. KNOWLEDGE OF YOUR BUSINESS</b>	<b>4. CHOICE OF ENERGY PRODUCTS</b>	<b>5. COMPETITIVE PRICING</b>	<b>6. QUALITY OF CUSTOMER SERVICE</b>	<b>7. PROBLEM SOLVING</b>	<b>8. OVERALL SATISFACTION</b>
<b>Buyers of Electricity Reliant &amp; Cavallo</b>								
<b>A.1.2 Marketing (Population (213) Included in A.1.2 Marketing)</b>								
Average rating	<b>3.5</b>	<b>3.6</b>	<b>3.5</b>	<b>3.6</b>	<b>3.6</b>	<b>3.7</b>	<b>3.6</b>	<b>4.0</b>
Number of responses	65	64	65	63	65	65	64	61
Number of "good" or "excellent" responses (question 8: # yes)	62	62	60	59	61	62	62	60
Percentage of "good" or "excellent" responses (question 8: % yes)	<b>95.4%</b>	<b>96.9%</b>	<b>92.3%</b>	<b>93.7%</b>	<b>93.8%</b>	<b>95.4%</b>	<b>96.9%</b>	<b>98.4%</b>
Margin of Error (For the Customer Group/Strategy)	4.2%	3.5%	5.4%	5.0%	4.8%	4.2%	3.5%	2.6%

#### 4. Analysis of Findings.

- a. **Summary of Findings.** The State Auditor’s Office advises that for any customer group and question with a 7.5 percent margin of error or less, one can conclude that the percentage of customers who gave a favorable response is a valid and reliable estimate of the opinion of the entire population of customers. Results that reflect a margin of error of 7.5 percent or less are shaded on the Customer Survey Results chart. For these results, the percentages of those who answered questions with favorable responses range from a low of 76.2 percent to a high of 100 percent (compared to a range of 60.0 percent to 100 percent in the 2012 survey).

For any question in a customer group that received only favorable responses, the appropriate statistical test is a Compliance Inference Test. In those cases, the percentage shown in the margin of error row of the Customer Survey Results chart reflects the upper error limit percentage for the data.

The results that are not shaded on the chart did not meet the target 7.5 percent margin of error. Six divisions did not reflect the 7.5 percent or less margin of error in various categories. While these results cannot be extrapolated to the respective populations, the results still provide very helpful feedback. This information, including the comments provided, is being shared with the deputies for their review and consideration.

Overall, these survey results are very favorable, especially considering the fact that the GLO often must act as a large landowner and a regulator. GLO employees have carried out their duties in a very satisfactory manner.

The following are the overall results from the survey of FY 12 & 13 GLO customers:

- i. **Survey cards and emails were mailed to 9,703 of the 91,955 GLO customers identified.** The sample size needed for the 2014 survey was calculated using the SAO’s statistical toolbox program and data from the 2012 survey. The resulting sample size needed was higher than the 2012 sample by 2,203 surveys. 91,955 customers were identified for the 2014 survey. The increase in the number of customers is due to the addition of the two new program areas “Alamo & Alamo Complex” and “Disaster Recovery”, increasing the total number of customers by 53,780.
- ii. **1,275 customer survey cards were received (a response rate of 23 percent), and 153 email responses were received (a response rate of 4 percent) for a total of 1,428 responses received. The response rate for mailed and emailed surveys combined was 15 percent. In addition, twelve of the eighteen customer groups had a response rate that met or exceeded 20 percent, and fifteen of the eighteen customer groups’ response rates were at least 13 percent. Three customer groups had a response rate below 10 percent. Those group’s response rates were 1 percent, 5 percent, and 8 percent.** The response rate for the 2012 survey was 28 percent and fifteen of the seventeen customer groups had a response rate of at least 13 percent. On an agency-wide basis, the 1,428 responses received exceeded the 61 responses required to hit the target precision of +/-7.5 percent. Due in part to this excellent response rate, the agency's results for the eight statutory customer service quality elements had margins of error ranging from 1.1 percent to 1.9 percent.

- iii. **14.9 percent (211) of the survey respondents identified ways to improve service delivery** (compared to 7.1 percent (97) in the 2012 survey).
- iv. **43.9 percent (627) of the survey respondents offered comments** in addition to the numeric rating (compared to 42.5 percent (583) in the 2012 survey).
- v. **90 percent (1,388) of the survey respondents expressed overall satisfaction** with services rendered by the GLO (compared to 95 percent (1,297) in the 2012 survey).
- vi. **The percentages of respondents indicating an “excellent” or “good” rating in the statutory customer service quality elements are as follows:**

<b>Staff:</b>	<b>93.4 percent</b>
<b>Timeliness:</b>	<b>86.8 percent</b>
<b>Communication:</b>	<b>89.5 percent</b>
<b>Publications:</b>	<b>88.7 percent</b>
<b>Facilities:</b>	<b>92.1 percent</b>
<b>Internet Site:</b>	<b>85.2 percent</b>
<b>Complaint Handling:</b>	<b>84.0 percent</b>

The results met the GLO performance measure targets for these eight statutory customer service quality elements. The GLO defines a favorable response as either a "good" or an "excellent" rating or an indication of overall satisfaction with the GLO's services. The differences between the 2012 and 2014 survey results for the categories of Staff, Timeliness, Facilities, Publications, Internet Site, and Complaint Handling are not statistically significant. (That is, variations in results between 2012 and 2014 surveys for these questions were within the 2012 margins of error.)

For the percentage of favorable results that changed from the 2012 survey in a statistically significant manner, all categories were slightly lower for the 2014 survey. The category of Staff stayed the same, Timeliness decreased by 1.0 percent, Communications decreased by 1.4 percent, Publications decreased by 2.6 percent, Facilities decreased by 2.9 percent, Internet Site decreased by 3.7 percent, and Complaint Handling decreased by 3.0 percent.

- vii. The cost per customer surveyed was \$.57 (the cost for the 2012 survey was \$.60). This decreased cost was due to the fact that survey cards were not mailed to Mexico this time. The cards were distributed and collected at the Border Energy Forum this year in San Antonio. As a result 32 survey cards were collected, far exceeding previous years when no or very few cards were received.
- b. Improvements to be made in response to this survey.** Many respondents offered comments in addition to the ratings requested on the survey card. If a customer was somehow identified on a survey card and requested a reply, asked a question, made a complaint, or otherwise indicated a need for a response, a copy of the survey card was forwarded to the relevant GLO program area to provide a response. The Customer Service Representative tracked these assignments to monitor the timeliness of responses. All of these

respondents were contacted directly and/or letters of response were sent within ten working days.

To help program managers interpret the survey results and improve the operation of their areas, the GLO's Customer Service Representative will provide all GLO senior staff members a detailed analysis of the 2014 customer service survey results for their areas, including each comment received and the data reflected on a customer group and sub-group level. (Similar feedback was provided after the 2002, 2004, 2006, 2008, 2010, and 2012 surveys.)

To give GLO employees feedback and encouragement about the level of customer service they are providing, the GLO's Customer Service Representative will inform employees about the results from the 2014 Customer Service Survey. Those employees who received specific praise as part of the survey will also be recognized. In addition, a link to this entire Customer Service Report has been added to the GLO's Intranet home page. (These steps were also taken after the 2002, 2004, 2006, 2008, 2010, and 2012 surveys.)

As noted above, favorable results were received for all categories when compared to the 2012 results. The GLO has worked diligently to improve all areas of its customer service. The GLO will continue to provide training opportunities for all GLO employees about how to communicate with and handle complaints from our external customers so that we may continue to improve in all of these areas.

- c. **Improvements To Be Made for the 2014 Survey.** After performing seven customer surveys in the last fourteen years, the GLO has somewhat refined its survey process and included all the relevant customer groups. As a result, fewer changes will be needed for the 2016 survey.

## 5. Performance Measure Information.

- a. **Agency-Specific Customer Service Performance Measure Information.** In addition to the required standard customer service performance measures, the GLO has designated the following additional performance measures related to customer service:

- i. **Percentage Of Surveyed Customer Respondents Expressing An "Excellent" Or A "Good" Rating For The Following Categories Of Service:**

- Staff**
- Timeliness**
- Communication**
- Publications**
- Facilities**
- Internet site, and**
- Complaint Handling.**

**Short Definition:** For each of these seven categories of service, the percentage of customer service surveys received that expressed satisfaction (by giving either a "good" or "excellent" rating).

**Purpose/Importance:** To measure overall satisfaction with specific aspects of the GLO's customer service.

**Source/Collection of Data:** Agencywide survey cards received. These cards are agencywide surveys that are sent to many GLO customers. These surveys are printed on postage-paid postcards that can be dropped in any mailbox. A copy of the survey card is included in the GLO's "Compact with Texans".

**Method of Calculation:** For each of the seven categories (eighth category added to Texas State Veterans Homes Surveys for rating quality of food) of service: the number of GLO customer surveys received with an "excellent" or a "good" rating for the question divided by the total number of GLO customer surveys received that answered the question.

**Data Limitations:** Because the GLO transacts business as the manager of state land and resources, the GLO has the duty to negotiate the best deal possible for the state and to enforce statutes and rules designed to protect the state's interests and resources. In these cases, some individuals with whom the GLO negotiates or who the GLO regulates may not feel "satisfied" with the GLO's services, even though the agency is carrying out its duty to the state as a whole. To the extent these individuals respond to the GLO's surveys, this measure may not be an accurate gauge of the agency's true performance. Other measures of the agency's activities may provide a better indication of how well the GLO performs its proprietary and regulatory functions.

A cut-off date that falls approximately three months after the survey cards are mailed is set after which survey cards received are not included in survey response statistics.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

ii. **Percentage Of Complaint/Survey Responses Sent Within Ten Working Days After The Receipt Of An External Written Complaint To The GLO Or An Indication On A GLO Agencywide Customer Survey That The Customer Would Like A Response.**

**Short Definition:** Percentage of GLO responses (to external written complaints or agencywide survey cards requesting a response) that are mailed within ten working days after the receipt of the complaint or request.

**Purpose/Importance:** To measure the agency's responsiveness to external written complaints and survey feedback that requests a response.

**Source/Collection of Data:** The GLO's Customer Service Representative tracks the timeliness of agency responses to external written complaints and survey response requests.

**Method of Calculation:** The total number of responses mailed within ten working days after the GLO's receipt of an external written complaint or a request for a response on a

GLO agencywide customer survey divided by the total number of responses to those submitting an external written complaint to the GLO or indicating on an agencywide customer survey that they would like a response. The term “working days” does not include days the agency is closed, but it does include holidays requiring skeleton crew staffing. Anonymous complaints are not included in the calculation.

Consistent with the GLO’s “Compact With Texans”, this customer service measure does not measure response time to complaints and requests regarding matters:

- (1) involving litigation, legislation, policy, administrative hearings, or agency employment actions,
- (2) otherwise subject to other resolution procedures, or
- (3) outside the realm of the agency’s control or jurisdiction.

**Data Limitations:** Designated staff in GLO Program Areas provide data regarding complaints and when responses are mailed.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

**b. Standard Customer Service Performance Measures.** The following are the GLO’s definitions for the standard customer service performance measures:

**i. Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received.**

**Short Definition:** The percentage of customer service surveys received that expressed overall satisfaction with the GLO’s services.

**Purpose/Importance:** To measure overall customer satisfaction with the GLO’s services.

**Source/Collection of Data:** Agencywide survey cards received. These cards are agencywide surveys that are sent to GLO customers. These surveys are printed on postage-paid postcards that can be dropped in any mailbox. A copy of the survey card is included in the GLO’s “Compact with Texans”.

**Method of Calculation:** The number of survey cards received that indicated overall satisfaction divided by the total number of survey cards received that answered the overall satisfaction question.

**Data Limitations:** Because the GLO transacts business as the manager of state land and resources, the GLO has the duty to negotiate the best deal possible for the state and to enforce statutes and rules designed to protect the state’s interests and resources. In these cases, some individuals with whom the GLO negotiates or who the GLO regulates may not feel “satisfied” with the GLO’s services, even though the agency is carrying out its duty to the state as a whole. To the extent these individuals respond to the GLO’s

surveys, this measure may not be an accurate gauge of the agency's true performance.

Other measures of the agency's activities may provide a better indication of how well the GLO performs its proprietary and regulatory functions.

A cut-off date that falls approximately three months after the survey cards are mailed is set after which survey cards received are not included in survey response statistics.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

ii. **Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery.**

**Short Definition:** The percentage of customer service surveys received that identified ways to improve service.

**Purpose/Importance:** To measure surveyed GLO customers' participation in identifying ways the GLO may improve its services.

**Source/Collection of Data:** Agencywide survey cards received. These cards are agencywide surveys that are sent to many GLO customers. These surveys are printed on postage-paid postcards that can be dropped in any mailbox. A copy of the survey card is included in the GLO's "Compact with Texans".

**Method of Calculation:** The number of survey cards received that identified ways to improve service divided by the total number of survey cards received.

**Data Limitations:** Other than providing the opportunity to respond to the survey, the extent to which our customers identify ways to improve service is largely outside the agency's control. A cut-off date that falls approximately three months after the survey cards are mailed is set after which survey cards received are not included in survey response statistics.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

iii. **Number of Customers Surveyed.**

**Short Definition:** The total number of agencywide customer surveys mailed.

**Purpose/Importance:** To measure the volume of agencywide surveys sent.

**Source/Collection of Data:** The GLO's Customer Service Representative oversees the mailing of the agencywide surveys and keeps track of the number of surveys mailed.

**Method of Calculation:** The sum of all agencywide customer service survey cards mailed.

**Data Limitations:** This number does not include those surveys re-mailed because of address, postage, or other delivery problems.

This number is dictated by: (1) the population size of each customer group and (2) SAO input regarding sampling methodology and the number of customers to sample. For customer service purposes, the agency seeks to perform a statistically valid survey and does not have a preference as to whether the number of surveys mailed is a higher or lower number.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

iv. **Number of Customers Served.**

**Short Definition:** The total number of customers in the customer sub-groups surveyed.

**Purpose/Importance:** To measure the total population of customers in the surveyed customer sub-groups.

**Source/Collection of Data:** Personnel in the relevant Program Areas of the GLO provide these numbers. In most cases, these numbers are generated by databases maintained by the relevant Program Areas. In some cases, the data is collected manually.

**Method of Calculation:** The sum of all customers identified by the Program Areas in each customer sub-group surveyed.

**Data Limitations:** Personnel in the relevant Program Areas collect this data. This measure depends on the actual customer populations. For customer service purposes, the agency does not have a preference as to whether it is a higher or lower number.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

v. **Cost Per Customer Surveyed.**

**Short Definition:** The survey cost to the agency per survey mailed.

**Purpose/Importance:** To measure the cost per survey of a customer service survey process.

**Source/Collection of Data:** Personnel responsible for printing and mailing the survey cards maintain a record of expenses incurred throughout the survey project.

**Method of Calculation:** Total postage, paper, envelope, and label cost of mailing a survey divided by the total number of agencywide customer surveys mailed (measure #3). This statistic includes the postal cost for survey cards received after the cut-off date for the Customer Service Report.

**Data Limitations:** This cost does not include employee time, overhead costs, or costs associated with agency responses to survey comments or questions. Postage, paper, envelope, and label costs are largely out of the agency's control.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Lower than targeted

vi. **Number of Customers Identified.**

**Short Definition:** The total number of customers in the customer groups selected to be surveyed.

**Purpose/Importance:** To measure the total population of customers selected to be surveyed.

**Source/Collection of Data:** Personnel in the relevant Program Areas of the GLO provide these numbers. In most cases, these numbers are generated by databases maintained by the relevant Program Areas. In some cases, the data is collected manually.

**Method of Calculation:** The sum of all customers identified by the Program Areas in each customer sub-group surveyed (measure #4) and the estimated number of customers in the sub-groups and groups who were selected for survey, but were not surveyed because of data collection problems.

**Data Limitations:** Personnel in the relevant Program Areas collect this data. The populations for the sub-groups and groups that were not surveyed because of data problems are estimates provided by the relevant Program Areas. These estimates are based on staff experience, judgment, and notes. They may contain duplicates.

This measure depends on actual and estimated customer populations. For customer service purposes, the agency does not have a preference as to whether it is a higher or lower number.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

vii. **Number of Customer Groups Inventoried.**

**Short Definition:** The number of customer groups: (a) surveyed, (b) selected for survey but not surveyed because of data collection problems, and (c) identified but not selected for survey.

**Purpose/Importance:** Provides the total number of customer groups that were considered for surveying purposes.

**Source/Collection of Data:** These groups were identified based on input from the relevant Program Areas.

**Method of Calculation:** The sum of the number of customer groups: (a) surveyed, (b) selected for survey but not surveyed because of data collection problems, and (c) identified but not selected for survey.

**Data Limitations:** To explain the “(c)” group referred to above, three groups of customers were identified, but were not selected for survey:

1. The survey focuses on the public the GLO serves and not on customers that are governmental bodies, Boards, Agencies, Councils, etc.
2. The survey focuses on surveying customers who have, during the survey period, received a GLO-issued instrument or submitted payment to the GLO pursuant to a previously issued instrument. The survey does not focus on surveying those who have had other routine business with the GLO pursuant to a previously issued instrument.
3. The survey focuses on those parties who were involved in all phases of a transaction with the GLO, not on mere applicants or bidders.
4. The survey focuses on those areas that receive a volume of calls and questions from the public high enough to justify keeping track of the names and addresses of the contacts and not on all calls and questions from the public that are received throughout the agency. The decision to track calls and questions is made by agency management.

This measure depends on the number of actual customer groups. For customer service purposes, the agency does not have a preference as to whether it is a higher or lower number.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than targeted

c. **Estimated Performance for FY 2014 & 2015.** The following lists the GLO’s Estimated Performance for its FY 2014 & 2015 customer service measures:

MEASURES	TARGETS
<b>GLO-SPECIFIC MEASURES:</b>	
Percentage of the returned GLO customer surveys with an “excellent” or a “good” rating for the following categories of service:  Staff (Q#1) Timeliness (Q#2) Communication (Q#3) Publications (Q#4) Facilities (Q#5) Internet site (Q#6), and Complaint Handling (Q#7).	80%
Percentage of complaint/survey responses sent within ten working days of the receipt of a written complaint to the GLO or an indication on a GLO agencywide customer survey that the customer would like a response to his or her comments.	95%
<b>STANDARD MEASURES:</b>	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received.	90%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery.	10%
Number of Customers Surveyed.	9,703
Number of Customers Served.	91,955
Cost Per Customer Surveyed.	\$.57
Number of Customers Identified.	91,955
Number of Customer Groups Inventoried.	15

### Conclusion

In striving to fulfill its mission of serving the people of Texas, the GLO remains committed to providing quality customer service. The results of the 2014 customer service satisfaction survey indicate that the employees of the GLO are succeeding in that effort. Through continued emphasis on its customer service initiatives, the agency will continue to evaluate and improve its service delivery, both internally and externally.