

**Texas General Land Office
George P. Bush, Commissioner**

Report on Customer Service

June 1, 2016



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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 14 and 15 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 14 and FY 15 strategies.

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS		
Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>ENERGY RESOURCES</i></p> <p><i>A.1.1 LEASE MANAGEMENT & REVENUE AUDIT</i></p> <p><i>Assess state lands' revenue potential & 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 infrastructure development, public education and outreach, and legislative initiatives.
	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.

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>ENERGY RESOURCES</i></p> <p><i>A.1.1 LEASE MANAGEMENT & REVENUE AUDIT (cont.)</i></p> <p><i>Assess state lands' revenue potential & manage energy leases/revenues.</i></p>	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><i>A.1.2 ENERGY MARKETING</i></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.
	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>
	Buyers of Electricity Through the State Power Program	The GLO converts some oil and gas taken in-kind to electric power for sale to public customers. <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, the latest in 2017. The General Land Office will conduct the survey).</i>

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>ENERGY RESOURCES</i></p> <p><i>A.1.3 DEFENSE AND PROSECUTION</i></p> <p><i>Royalty and Mineral Lease Defense and Prosecution</i></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><i>PROFESSIONAL SERVICES</i></p> <p><i>A.1.4 UPLANDS LEASING</i></p> <p><i>Uplands Leasing and Inspection</i></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><i>A.1.5 COASTAL LEASING</i></p> <p><i>Coastal Leasing and Inspection</i></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 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p>PROFESSIONAL SERVICES</p> <p>A.1.5 COASTAL LEASING (cont.)</p> <p><i>Coastal Leasing and Inspection</i></p> <p><i>Promote and conduct coastal leasing activities for Permanent School Fund and state agency lands.</i></p>	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.
	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.
	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.
	School Land Board (SLB) Members	The Professional Services staff provides information and assistance to the SLB members.

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p>ASSET MANAGEMENT</p> <p>A.2.1 ASSET MANAGEMENT</p> <p><i>PSF & State Agency Real Property Evaluation/Acquisition/Disposition</i></p> <p><i>Evaluate Permanent School Fund and state agency land and dispose of selected tracts through sale or trade.</i></p>	Buyers of State Land	The GLO strives to increase the value of the Permanent School Fund (PSF) by disposing of certain state-owned tracts through sealed bid sales and direct land sales to interested buyers. The GLO processes payments relating to the instruments issued and services provided by the Asset Management Division.
	Sellers of Real Estate Assets	The GLO strives to augment the size and quality of its Permanent School Fund (PSF) real estate portfolio by taking advantage of select acquisition opportunities on a case-by-case basis.
	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.
	State Agencies for Appraisal	The Appraisal staff provides information and assistance to state agencies through Highest and Best use analysis and valuation of their real estate portfolios.
	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>SURVEYING & APPRAISAL</p> <p>A.2.2 SURVEYING AND APPRAISAL</p> <p><i>PSF & State Agency Surveying and Appraisal</i></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.

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>THE ALAMO</i></p> <p><i>A.3.1 ALAMO AND ALAMO COMPLEX</i></p> <p><i>Preserve & 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 mementos of the visit.
<p><i>COASTAL RESOURCES</i></p> <p><i>B.1.1 COASTAL MANAGEMENT</i></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.
	Coastal Advisory Committee Members	Coastal Resources staff provides information and assistance to the Coastal Advisory Committee members of the CMP.
	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.
<p><i>B.1.2 COASTAL EROSION CONTROL GRANTS</i></p> <p><i>Preserve, protect, enhance, and restore coastal natural resources.</i></p>	Those the GLO Coordinated or 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 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>OIL SPILL PREVENTION & RESPONSE</i></p> <p><i>B.2.1 OIL SPILL RESPONSE</i></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><i>B.2.2 OIL SPILL PREVENTION</i></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 Email Newsletter Recipients	The GLO prepares and distributes the RESPONDER newsletter via email.
	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.

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p>VETERANS LAND & HOUSING</p> <p>C.1.1 VETERANS LOAN PROGRAMS</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>	Recipients of Loans Closed by the VLB	The Veterans Land Board (VLB) provides housing and home improvement loans. Assistance is also provided to veterans to ensure timely and efficient processing of loans.
	Recipients of Loans Serviced by Dovenmuehle Mortgage	The servicing of VLB land loans was outsourced to Dovenmuehle Mortgage Inc. (DMI) the latter part of FY07. <i>(The VLB does not survey these customers. They are surveyed directly by DMI. An example of this survey form is included in this report).</i>
	Those Who Called the VLB Customer Service Center or Were Reached by VLB Outreach Efforts	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>C.1.2 VETERANS HOMES</p> <p>State Veterans Homes</p> <p><i>Administer nursing home facilities to ensure veterans receive quality nursing home care.</i></p>	Texas State Veterans Home Residents and Those Responsible For Payment for Veteran Home Services	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. <i>(Touchstone Communities is responsible for conducting surveys of the residents and family members per our contract. An example of the survey form is included in this report).</i>
<p>C.1.3 VETERANS CEMETERIES</p> <p>State Veterans Cemeteries</p> <p><i>Provide burial sites for Texas veterans, veterans' spouses and dependent children.</i></p>	Texas Veterans Cemeteries (Families of Deceased Veterans)	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. Four cemeteries have been completed in Killeen, Mission, Abilene and Corpus Christi. <i>(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 report).</i>

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>DISASTER RECOVERY</i></p> <p><i>D.1.1 REBUILD HOUSING</i></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><i>D.1.2 REBUILD INFRASTRUCTURE</i></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 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<p><i>DISASTER RECOVERY</i></p> <p><i>D.1.2 REBUILD INFRASTRUCTURE (cont.)</i></p>	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><i>ARCHIVES & RECORDS</i></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 Program Area 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><i>LEGAL SERVICES</i></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>	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.
	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.
	Patent Recipients	The GLO issues patents, which convey legal title from the state, to applicants who meet the statutory requirements.

INVENTORY OF FY 14 & 15 EXTERNAL CUSTOMERS

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Brief Description Of Services Provided
<i>LEGAL SERVICES (cont.)</i>	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.
<i>OFFICE OF COMMUNICATIONS</i> <i>The Office of Communications operates the GLO's Adopt-A-Beach (AAB) Program</i>	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.
<i>HOLDERS OF GLO-ISSUED INSTRUMENTS WHO WERE NOT PAYORS</i>	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.
<i>BIDDERS AND APPLICANTS</i>	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.
<i>THOSE WHO CALLED OR VISITED THE GLO WITH QUESTIONS OR INFORMATION REQUESTS</i>	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 for 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 2016, those customers who had contact with the GLO in FY 2014 and FY 2015 were surveyed. The Enterprise Technology Solutions 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 Enterprise Technology Solutions 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. The GLO's Customer Service Representative mailed 4,413 surveys and emailed 2,856 surveys in January 2016, resulting in a total of 7,269 customers being surveyed. 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 email using the email 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.

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.

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 and FY 14 and FY 15 members of the Boards and Councils supported by the GLO.



TEXAS GENERAL LAND OFFICE
GEORGE P. BUSH, COMMISSIONER

January 2016

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,

GEORGE P. BUSH
Commissioner, General Land Office

1700 North Congress Avenue, Austin, Texas 78701-1495
P.O. Box 12873, Austin, Texas 78711-2873
512-463-5001 glo.texas.gov

Survey Form – Veterans Land Board Loans Closed by 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

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 - Texas State Veterans Cemeteries

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

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)

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

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.

Survey Form – Touchstone Communities - State Veterans Homes Residents & Family Members

An example survey form is pictured below:



Due Date:

Instructions: Please blacken the circle that best corresponds to how you would rate this community in the following areas. Blacken only one circle for each statement. If a statement does not apply, leave the circles blank. **INCORRECT:** **CORRECT:**

Resident Satisfaction Survey

RATE THIS COMMUNITY ON...	EXCELLENT	GOOD	FAIR	POOR
1. Meeting your choices and preferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The respect shown to you by staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Meeting your need for privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Offering you opportunities for friendships with other residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Offering you opportunities for friendships with staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Offering you meaningful activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Meeting your religious and spiritual needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The quality of care provided by the nurses (RNs/LVNs/LPNs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The quality of care provided by the nursing assistants (CNAs/NAs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The quality of rehabilitation therapy (occupational, physical, speech)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Providing an adequate number of nursing staff to meet care needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Meeting your need for grooming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Keeping you and your family informed about you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The competency of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The staff's care and concern for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Management's responsiveness to your suggestions and concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. How safe the environment feels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. The security of your personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The cleanliness of the room and surroundings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The quality of meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. How enjoyable the dining experience is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The quality of laundry services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. How would you rate your overall satisfaction with this community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. What is your recommendation of this community to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. The simplicity of the admission process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. How welcome you were made to feel during the admission process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. How well you were informed during the admission process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE ANSWER QUESTIONS ON THE REVERSE SIDE

Draft



RATE THIS COMMUNITY ON...	EXCELLENT	GOOD	FAIR	POOR
28. How timely and accurately medications are administered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Providing you with a home-like atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. The accuracy and ease of understanding monthly billing statements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The quality of information shared during the Care Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Background Information

32. How long have you lived at this community? *(Blacken the circle of the highest category)*
- less than 1 month 1 to 3 months 3 to 6 months
 6 months to 1 year 1 to 3 years 3 or more years
33. Who visits you most often?
- spouse child brother or sister grandchild friend another person
34. How often does this person visit you?
- less than once a year once a year once every 3 months
 once a month or more once a week or more almost daily
35. How many nursing homes did you (or your family) visit before choosing this community?
- none only this one two three four five or more
36. What is the most important reason you (or your family) chose this community?
- convenient location good reputation doctor's or hospital's recommendation
 relative's or friend's recommendation insurance requirement other reason
37. What is your gender?
- female male
38. What is your age?
- 19 or under 20 to 29 30 to 39 40 to 49 50 to 59
 60 to 69 70 to 79 80 to 89 90 or older
39. How is this survey being completed?
- by myself (without assistance) with assistance from community staff
 with assistance from a family member or friend with assistance from another resident
 with assistance from another person

**Please mail the survey using the pre-addressed, postage-paid envelope enclosed.
THANK YOU!**

c. 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.

CUSTOMER SATISFACTION SURVEY APPROACH		
Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><i>ENERGY RESOURCES</i></p> <p><i>A.1.1 LEASE MANAGEMENT & REVENUE AUDIT</i></p> <p><i>Assess state lands' revenue potential & manage energy leases/revenues.</i></p>	Lessees of State Oil, Gas and Other Minerals	Those who were issued new leases in FY 14 & 15.
	Geophysical Permittees	Those who were issued new or renewed geophysical permits in FY 14 & 15.
	Prospect Permittees	Those who were issued new or renewed prospect permits in FY 14 & 15.
	Public With Map Questions	Those to whom the GLO provided mapping expertise and related research in FY 14 & 15.
	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 14 & 15.
	Corps of Engineers (COE) and COE Permit Recipients	Those to whom the GLO issued COE permits in FY 14 & 15 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 14 & 15.
	School Land Board (SLB) Members	Members of the School Land Board in FY 14 & 15.
	Board for Lease of University Lands Members	Members of this Board in FY 14 & 15.
	Energy Resources Division Payors	Those who submitted payment to the GLO in FY 14 & 15 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.

CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p>A.1.2 ENERGY MARKETING</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	Those public and private payors who brought any in-kind oil, gas or other minerals in FY 14 & 15.
	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 14 & 15.
	Buyers of Electricity Through the State Power Program	Those customers who purchased electric power indirectly from the GLO through Reliant Energy and Cavallo Energy in FY 14 & 15.
<p>A.1.3 DEFENSE AND PROSECUTION</p> <p>Royalty and Mineral Lease Defense and Prosecution</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	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.
<p>PROFESSIONAL SERVICES</p> <p>A.1.4 UPLANDS LEASING</p> <p>Uplands Leasing and Inspection</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	Those who received one or more of these instruments in FY 14 & 15.
	Surface Leases	Those who received one or more of these instruments in FY 14 & 15.
	Miscellaneous Easements	Those who received one or more of these instruments in FY 14 & 15.
	Special Documents	Those who received one or more of these instruments in FY 14 & 15.
<p>A.1.5 COASTAL LEASING</p> <p>Coastal Leasing and Inspection</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	Those who received one or more of these instruments in FY 14 & 15.
	Coastal Easements	Those who received one or more of these instruments in FY 14 & 15.

CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p>PROFESSIONAL SERVICES</p> <p>A.1.5 COASTAL LEASING (cont.)</p> <p>Coastal Leasing and Inspection</p> <p><i>Promote and conduct coastal leasing activities for Permanent School Fund and state agency lands.</i></p>	Coastal Leases	Those who received one or more of these instruments in FY 14 & 15.
	Structure Registrations	Those who received one or more of these instruments in FY 14 & 15.
	Commercial Leases	Those who received one or more of these instruments in FY 14 & 15.
	Cabin Permits	Those who received one or more of these instruments in FY 14 & 15.
	Surface Leases	Those who received one or more of these instruments in FY 14 & 15.
	Miscellaneous Easements	Those who received one or more of these instruments in FY 14 & 15.
	Permit Assistance Customers	Those who received one or more of these instruments in FY 14 & 15.
	School Land Board (SLB) Members	Members of this Board in FY 14 & 15.
<p>ASSET MANAGEMENT</p> <p>A.2.1 ASSET MANAGEMENT</p> <p>PSF & State Agency Real Property Evaluation/Acquisition/Disposition</p> <p><i>Evaluate Permanent School Fund and state agency land and dispose of selected tracts through sale or trade.</i></p>	Buyers of State Land	Those who bought state land from the GLO in FY 14 & 15.
	Sellers of Real Estate Assets	Those who sold investment property to the GLO in FY 14 & 15.
	Those Who Traded Land With the GLO	Those who traded land with the GLO in FY 14 & 15.
	State Agencies for Appraisal	Those State Agencies that were helped by the GLO Appraisal Division in FY 14 & 15.
	Real Estate Evaluation Report Customers	Those to whom the GLO sent Real Estate Evaluation Reports in FY 14 & 15.
	School Land Board Members	Members of the School Land Board in FY 14 & 15.
<p>SURVEYING & APPRAISAL</p> <p>A.2.2 SURVEYING AND APPRAISAL</p> <p>PSF & State Agency Surveying and Appraisal</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 14 & 15.
	School Land Board (SLB) Members for Surveying	Members of this Board in FY 14 & 15.
	School Land Board (SLB) Members for Appraisal	Members of this Board in FY 14 & 15.

CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<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>	Veterans Land Board (VLB) Members for Survey	Members of this Board in FY 14 & 15.
	Veterans Land Board (VLB) Members for Appraisal	Members of this Board in FY 14 & 15.
<p>THE ALAMO</p> <p>A.3.1 ALAMO AND ALAMO COMPLEX</p> <p><i>Preserve & Maintain the Alamo and Alamo Complex.</i></p>	Alamo Complex Visitors	Those who visited the Alamo in FY 14 & 15. <i>(The GLO was unable to obtain contact information from visitors to the Alamo in FY 14 & 15. We are currently surveying Alamo customers and will provide this data in the next GLO Report on Customer Service).</i>
<p>COASTAL RESOURCES</p> <p>B.1.1 COASTAL MANAGEMENT</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 14 & 15.
	CIAP Grant Recipients and County Representatives	Customers receiving CIAP Grants and County Representatives involved in FY 14 & 15.
	Coastal Advisory Committee Members	Coastal Advisory Council (CAC) Members in FY 14 & 15.
	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 14 & 15.
<p>B.1.2 COASTAL EROSION CONTROL GRANTS</p> <p><i>Preserve, protect, enhance and restore coastal natural resources.</i></p>	Those the GLO Coordinated or 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 14 & 15.
<p>OIL SPILL PREVENTION & RESPONSE</p> <p>B.2.1 OIL SPILL RESPONSE</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 14 & 15.
	Port Authorities and Navigation Districts	Those the GLO coordinated or partnered with in identifying and cleaning up abandoned vessels in FY 14 & 15.

CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><i>B.2.2 OIL SPILL PREVENTION</i></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 14 & 15.
	Oil Handling Facilities	Facility owners regulated in FY 14 & 15.
	RESPONDER Email Newsletter Recipients	Those to whom the GLO sent the RESPONDER newsletter via email in FY 14 & 15.
	Discharge Cleanup Organizations (DCO)	Those discharge cleanup organizations that were certified by the Oil Spill Division in FY 14 & 15.
	Clean Gulf Participants	Those who attended the Clean Gulf Conference in FY 14 & 15 (excluding those participating solely as vendors).
<p><i>VETERANS LAND & HOUSING</i></p> <p><i>C.1.1 VETERANS LOAN PROGRAMS</i></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>	Recipients of Loans Closed by the VLB	Recipients of VLB Housing and Home Improvement Loans in FY 14 & 15.
	Recipients of Loans Serviced by Dovenmuehle Mortgage (DMI)	Recipients of VLB Land Loans in FY 14 & 15 <i>(The VLB does not survey these customers. They are surveyed directly by DMI).</i>
	Those Who Called the VLB Customer Service Center or Were Reached by VLB Outreach Efforts	Those who called the VLB Customer Service Center or were reached by VLB outreach efforts in FY 14 & 15.
<p><i>C.1.2 VETERANS HOMES State Veterans Homes</i></p> <p><i>Administer nursing home facilities to ensure veterans receive quality nursing home care.</i></p>	Texas State Veterans Home Residents and Those Responsible For Payment for Veteran Home Services	Family Members and Residents of Texas State Veterans Homes (TSVH) in FY 14 & 15. <i>(Touchstone Communities is responsible for conducting surveys of the residents and family members per our contract).</i>
<p><i>C.1.3 VETERANS CEMETERIES State Veterans Cemeteries</i></p> <p><i>Provide burial sites for Texas veterans, veterans' spouses and dependent children.</i></p>	Texas Veterans Cemeteries (Families of Deceased Veterans)	Family Members of deceased veterans who were responsible for making arrangements for interment at the Texas State Veterans Cemeteries. <i>(Premier Cemetery Services Corporation is responsible for conducting surveys of the family members responsible for making arrangements for interment).</i>

CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><i>DISASTER RECOVERY</i></p> <p><i>D.1.1 REBUILD HOUSING</i></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)	Those who were awarded Federal HUD Community Development Block Grant (CDBG) funding for housing in declared disaster areas in FY 14 & 15.
	Grant Administrators	Those Grant Administrators who were provided assistance and issue guidance as it related to CDBG regulations in FY 14 & 15.
	Environmental Service Providers	Those Environmental Service Providers who were provided with guidance for environmental clearances and were cleared by the GLO before funding was released or construction began.
	Mobility Counselors	Those approved Mobility Counselors who provided Homeowner Opportunity Program (HOP) guidance to applicants as part of the Housing Program in FY 14 & 15.
	Builders	Those prequalified builders hired by subrecipients to reconstruct damaged or destroyed homes in FY 14 & 15.
	Homeowners	Those homeowners who were assisted with inquiries, complaints, appeals and any other assistance that came directly from homeowners who were impacted by a disaster or had general program questions in FY 14 & 15.
<p><i>D.1.2 REBUILD INFRASTRUCTURE</i></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 14 & 15.
	Grant Administrators	Those Grant Administrators who were provided assistance and issued guidance as it related to CDBG regulations for infrastructure projects in FY 14 & 15.
	Environmental Service Providers	Those Environmental Service Providers who worked with the GLO to provide environmental clearances for all infrastructure projects in FY 14 & 15.
	Engineering Service Providers	Those Engineering Service Providers who worked with the GLO to assure that all infrastructure projects met CDBG standards in FY 14 & 15.

CUSTOMER SATISFACTION SURVEY APPROACH

Customer Groups (by GLO FY 14 & 15 Strategy)	Customer Sub-Groups	Who Was Surveyed?
<p><i>ARCHIVES & RECORDS</i></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 Program Area for Duplicates of, or Assistance in Researching Original Land Grant Documents, Mineral Files or Other Items From Various Archival Collections Curated by the Division	Those who visited the Archives and Records or ordered materials in FY 14 & 15.
<p><i>LEGAL SERVICES</i></p> <p><i>The Legal Services Program Area provides legal information and support to the School Land Board, Veterans Land Board, Boards for Lease.</i></p>	School Land Board (SLB) Members	Members of this Board in FY 14 & 15.
	Veterans Land Board (VLB) Members	Members of this Board in FY 14 & 15.
	Board for Lease of University Lands Members	Members of this Board in FY 14 & 15.
	Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members	Members of this Board in FY 14 & 15.
	Patent Recipients	Those who received one or more of these instruments in FY 14 & 15.
	Certificate of Fact Recipients	Those who received one or more of these instruments in FY 14 & 15.
	Deed of Acquittance Recipients	Those who received one or more of these instruments in FY 14 & 15.
<p><i>OFFICE OF COMMUNICATIONS</i></p> <p><i>The Office of Communications operates the GLO's Adopt-A-Beach (AAB) Program</i></p>	Adopt-A-Beach (AAB) Coordinators	AAB Coordinators for FY 14 & 15.
<p><i>HOLDERS OF GLO-ISSUED INSTRUMENTS WHO WERE NOT PAYORS</i></p>	Those Who Had Routine Business With the GLO Pursuant to a Previously Issued Instrument, but Were Not Payors During the Survey Period	This group was not surveyed. The survey focused on those who in FY 14 & 15 (1) received a GLO-issued instrument or (2) submitted payment to the GLO and whose names and addresses were captured by the program areas in the ordinary course of business.
<p><i>BIDDERS AND APPLICANTS</i></p>	Those Who Bid or Applied for a GLO Instrument or Service	This group was not surveyed. The survey focused on those involved in all phases of a transaction with the GLO, not on mere applicants.

d. Customer Satisfaction Survey Process Summary. The following chart shows, for each customer group and the agency as a whole, the number of FY 14 & 15 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.

CUSTOMER SATISFACTION SURVEY PROCESS SUMMARY					
Strategy	Number of FY 14 & 15 External Customers Identified	Target Number of Responses for 90% Confidence Level & 7.5% Margin of Error	Number of Surveys Mailed or Emailed (7 x Target Number or All)	Number of Responses Received	Response Rate
ENERGY RESOURCES LEASE MANAGEMENT	4,400	75	661	134	20%
ENERGY RESOURCES MARKETING	505	68	505	118	23%
PROFESSIONAL SERVICES UPLANDS LEASING	704	56	429	90	21%
PROFESSIONAL SERVICES COASTAL LEASING	7,277	60	563	115	20%
ASSET MANAGEMENT	112	49	112 (ALL)	31	28%
SURVEYING & APPRAISAL	77	34	77 (ALL)	24	31%
COASTAL RESOURCES COASTAL MANAGEMENT	129	41	129 (ALL)	27	21%
COASTAL RESOURCES EROSION GRANTS	25	17	25 (ALL)	8	32%
OIL SPILL PREVENTION & RESPONSE - RESPONSE	52	28	52 (ALL)	13	25%
OIL SPILL PREVENTION & RESPONSE - PREVENTION	4,196	60	2,905	232	8%
VETERANS LAND BOARD VETERANS LOAN PROGRAMS	38,694	89	630	56	9%
DISASTER RECOVERY REBUILD HOUSING	2,012	86	654	83	13%
DISASTER RECOVERY INFRASTRUCTURE	263	67	263	69	26%
ARCHIVES & RECORDS	4,482	22	175	32	18%
LEGAL SERVICES	48	25	48(ALL)	17	36%
OFFICE OF COMMUNICATIONS ADOPT-A-BEACH	41	14	41(ALL)	20	49%
GLO TOTAL	63,017	791	7,269	1,069	15%

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. The results in these 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 column 8 (the overall satisfaction question), the scale is: 4=yes, customer is satisfied and 1=no, customer is not satisfied. The results in column 8 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, 2016**.

CUSTOMER GROUP (STRATEGY)	1. STAFF	2. TIMELINESS	3. COMMUNICATION	4. PUBLICATIONS	5. FACILITIES	6. INTERNET SITE	7. COMPLAINT HANDLING	8. OVERALL SATISFACTION
AGENCY OVERALL Population = 63,017								
Average rating	3.7	3.5	3.6	3.4	3.4	3.3	3.4	3.9
Number of responses	1055	1046	1057	963	785	893	830	1008
Number of "good" or "excellent" responses (question 8: # yes)	1005	961	992	873	732	797	759	967
Percentage of "good" or "excellent" responses (question 8: % yes)	95.3%	91.9%	93.9%	90.7%	93.2%	89.2%	91.4%	95.9%
Margin of error (For the Customer Group/Strategy)	1.0%	1.4%	1.2%	1.5%	1.5%	1.7%	1.6%	1.0%
Energy Resources A.1.1 Lease Management & Revenue Audit A.1.2 Marketing Population = 4,905								
Average rating	3.7	3.5	3.6	3.4	3.4	3.3	3.5	3.9
Number of responses	250	249	251	214	168	191	188	234
Number of "good" or "excellent" responses (question 8: # yes)	241	234	239	194	152	167	177	227
Percentage of "good" or "excellent" responses (question 8: % yes)	96.4%	94.0%	95.2%	90.7%	90.5%	87.4%	94.1%	97.0%
Margin of error (For the Customer Group/Strategy)	1.9%	2.4%	2.1%	3.2%	3.7%	3.9%	2.8%	1.8%
Professional Services A.1.4 Uplands Leasing A.1.5 Coastal Leasing Population = 7,981								
Average rating	3.7	3.5	3.6	3.4	3.5	3.5	3.5	3.9
Number of responses	201	203	204	178	128	153	147	196
Number of "good" or "excellent" responses (question 8: # yes)	193	187	193	161	124	141	136	189
Percentage of "good" or "excellent" responses (question 8: % yes)	96.0%	92.1%	94.6%	90.4%	96.9%	92.2%	92.5%	96.4%
Margin of error (For the Customer Group/Strategy)	2.5%	3.1%	2.6%	3.6%	2.5%	3.5%	3.5%	2.1%

Shaded Results = Met the SAO Recommended Target of a 7.5% Margin of Error

CUSTOMER GROUP (STRATEGY)	1. STAFF	2. TIMELINESS	3. COMMUNICATION	4. PUBLICATIONS	5. FACILITIES	6. INTERNET SITE	7. COMPLAINT HANDLING	8. OVERALL SATISFACTION
A.2.1 Asset Management Population = 112								
Average rating	3.6	3.4	3.5	3.1	3.4	3.1	3.4	3.9
Number of responses	31	29	30	26	22	24	18	29
Number of "good" or "excellent" responses (question 8: # yes)	29	26	29	22	20	20	17	28
Percentage of "good" or "excellent" responses (question 8: % yes)	93.5%	89.7%	96.7%	84.6%	90.9%	83.3%	94.4%	96.6%
Margin of error (For the Customer Group/Strategy)	6.1%	8.0%	4.6%	10.2%	9.0%	11.0%	8.1%	4.8%
A.2.2 Surveying & Appraisal Population = 77								
Average rating	3.8	3.7	3.8	3.4	3.5	3.2	3.7	4.0
Number of responses	24	24	24	21	17	22	15	24
Number of "good" or "excellent" responses (question 8: # yes)	24	23	24	19	16	19	15	24
Percentage of "good" or "excellent" responses (question 8: % yes)	100%	95.8%	100%	90.5%	94.1%	86.4%	100%	100%
Margin of error (For the Customer Group/Strategy)	9.2%	5.6%	9.2%	9.0%	8.3%	10.1%	14.3%	9.2%
Coastal Resources								
B.1.1 Management								
B.1.2 Coastal Erosion Grants Population = 154								
Average rating	3.6	3.2	3.4	3.1	3.4	3.1	3.4	3.7
Number of responses	34	34	35	31	25	31	26	35
Number of "good" or "excellent" responses (question 8: # yes)	31	29	31	26	23	25	23	32
Percentage of "good" or "excellent" responses (question 8: % yes)	91.2%	85.3%	88.6%	83.9%	92.0%	80.6%	88.5%	91.4%
Margin of error (For the Customer Group/Strategy)	7.0%	8.8%	7.8%	9.7%	8.2%	10.4%	9.4%	6.8%

Shaded Results = Met the SAO Recommended Target of a 7.5% Margin of Error

CUSTOMER GROUP (STRATEGY)	1. STAFF	2. TIMELINESS	3. COMMUNICATION	4. PUBLICATIONS	5. FACILITIES	6. INTERNET SITE	7. COMPLAINT HANDLING	8. OVERALL SATISFACTION
Oil Spill Prevention & Response								
B.2.1 Oil Spill Response								
B.2.2 Oil Spill Prevention								
Population = 4,248								
Average rating	3.6	3.5	3.5	3.4	3.4	3.3	3.4	3.9
Number of responses	243	232	239	237	220	232	221	237
Number of "good" or "excellent" responses (question 8: # yes)	233	221	226	225	207	212	206	230
Percentage of "good" or "excellent" responses (question 8: % yes)	95.9%	95.3%	94.6%	94.9%	94.1%	91.4%	93.2%	97.0%
Margin of error (For the Customer Group/Strategy)	2.0%	2.2%	2.3%	2.3%	2.6%	2.9%	2.7%	1.8%
Veterans Land Board								
C.1.1 Veterans Loan Programs								
Population = 38,694								
Average rating	3.7	3.6	3.7	3.4	3.7	3.5	3.5	3.9
Number of responses	56	56	55	50	33	46	35	51
Number of "good" or "excellent" responses (question 8: # yes)	53	55	53	46	31	42	33	50
Percentage of "good" or "excellent" responses (question 8: % yes)	94.6%	98.2%	96.4%	92.0%	93.9%	91.3%	94.3%	98.0%
Margin of error (For the Customer Group/Strategy)	4.9%	2.9%	4.1%	6.3%	6.8%	6.8%	6.5%	3.1%
Disaster Recovery								
D.1.1 Rebuild Housing								
D.1.2 Rebuild Infrastructure								
Population = 2,275								
Average rating	3.5	3.2	3.4	3.3	3.4	3.3	3.2	3.7
Number of responses	148	150	150	142	126	132	135	136
Number of "good" or "excellent" responses (question 8: # yes)	134	122	131	120	116	114	109	124
Percentage of "good" or "excellent" responses (question 8: % yes)	90.5%	81.3%	87.3%	84.5%	92.1%	86.4%	80.7%	91.2%
Margin of error (For the Customer Group/Strategy)	3.8%	5.0%	4.3%	4.8%	3.9%	4.7%	5.4%	3.9%

Shaded Results = Met the SAO Recommended Target of a 7.5% Margin of Error

CUSTOMER GROUP (STRATEGY)	1. STAFF	2. TIMELINESS	3. COMMUNICATION	4. PUBLICATIONS	5. FACILITIES	6. INTERNET SITE	7. COMPLAINT HANDLING	8. OVERALL SATISFACTION
Archives & Records (Multiple Strategies) Population = 4,482								
Average rating	3.8	3.6	3.7	3.5	3.5	3.5	3.7	3.9
Number of responses	31	32	32	31	23	31	20	32
Number of "good" or "excellent" responses (question 8: # yes)	31	31	31	29	21	30	20	31
Percentage of "good" or "excellent" responses (question 8: % yes)	100%	96.9%	96.9%	93.5%	91.3%	96.8%	100%	96.9%
Margin of error (For the Customer Group/Strategy)	7.2%	5.0%	5.0%	7.2%	9.6%	5.2%	10.9%	5.0%
Legal Services (Multiple Strategies) Population = 48								
Average rating	3.8	3.1	3.6	3.5	3.3	3.0	3.2	3.6
Number of responses	17	17	17	13	8	12	9	14
Number of "good" or "excellent" responses (question 8: # yes)	16	13	15	11	7	8	7	12
Percentage of "good" or "excellent" responses (question 8: % yes)	94.1%	76.5%	88.2%	84.6%	87.5%	66.7%	77.8%	85.7%
Margin of error (For the Customer Group/Strategy)	7.5%	13.6%	10.3%	14.0%	17.6%	19.3%	20.5%	12.9%
Office of Communications (Adopt-A-Beach) Population = 41								
Average rating	4.0	4.0	4.0	3.9	3.8	3.7	3.9	4.0
Number of responses	20	20	20	20	15	19	16	20
Number of "good" or "excellent" responses (question 8: # yes)	20	20	20	20	15	19	16	20
Percentage of "good" or "excellent" responses (question 8: % yes)	100%	100%	100%	100%	100%	100%	100%	100%
Margin of error (For the Customer Group/Strategy)	10.9%	10.9%	10.9%	10.9%	14.3%	11.5%	13.5%	10.9%

Shaded Results = Met the SAO Recommended Target of a 7.5% Margin of Error

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 80.7 percent to a high of 100 percent (compared to a range of 76.2 percent to 100 percent in the 2014 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 deputy directors 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 14 & 15 GLO customers:

i. **Survey cards and emails were mailed to 7,269 of the 63,017 GLO customers identified.** The sample size needed for the 2016 survey was calculated using the SAO's statistical toolbox program and data from the 2014 survey. The resulting sample size needed was lower than the 2014 sample by 2,434 surveys. The decrease in the number of customers is due to the fact that we did not send surveys to all of the Texas State Veterans Homes residents and families, as they had already been surveyed by Touchstone Communities. The total number of customers identified in 2016 was further reduced by the lack of customer contact data for Alamo visitors. By excluding these two groups, the number of GLO customers identified in 2016 was reduced by 28,938. This decrease was offset however, by the addition of Veterans Land Board land loan customers.

ii. **826 customer survey cards were received (a response rate of 19 percent), and 243 email responses were received (a response rate of 9 percent) for a total of 1,069 responses received. The response rate for mailed and emailed surveys combined was 15 percent. In addition, twelve of the seventeen customer groups had a response rate that met or exceeded 20 percent, and fourteen of the eighteen customer groups' response rates were at least 13 percent. Only two customer groups had a response rate below 10 percent. Those groups' response rates were 8 percent and 9 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 1.0 percent to 1.7 percent.

- iii. **4.6 percent of the survey respondents identified ways to improve service delivery** (down from 14.9 percent in the 2014 survey). *Note: Over 50 percent of the respondents who recommended improvements in 2014 were in the Texas State Veterans Homes customer group. This customer group was not surveyed in 2016.*
- iv. **32.3 percent of the survey respondents offered comments** in addition to the numeric rating (compared to 43.9 percent in the 2014 survey).
- v. **95.9 percent of the survey respondents expressed overall satisfaction** with services rendered by the GLO (compared to 90 percent in the 2014 survey).
- vi. **The percentages of respondents indicating an “excellent” or “good” rating in the statutory customer service quality elements are as follows:**

Staff:	95.3 percent
Timeliness:	91.9 percent
Communication:	93.9 percent
Publications:	90.7 percent
Facilities:	93.2 percent
Internet Site:	89.2 percent
Complaint Handling:	91.4 percent

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.

All category percentages increased for the 2016 survey, with some being significantly higher. The category of Staff increased by 1.9 percent, Timeliness increased by 5.1 percent, Communications increased by 4.4 percent, Publications increased by 2 percent, Facilities increased by 1.1 percent, Internet Site increased by 4 percent, and Complaint Handling increased by 7.4 percent.

- vii. The cost per customer surveyed was \$.76 (the cost for the 2014 survey was \$.57). This increased cost was due to the fact that the GLO no longer has an in-house quick copy, so the copying, printing and cutting of the survey cards had to be outsourced.

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 2016 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, 2012 and 2014 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 2016 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, 2012 and 2014 surveys.)

As noted above, favorable results were received for all categories when compared to the 2014 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 2018 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 2018 survey. We will be looking into a more cost effective way to conduct the survey in 2018. Email response rates have continued to increase over the last several surveys. Survey programs have also become more user-friendly, which makes surveying our customers by email a more viable and cost effective alternative.

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 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: Agency-wide survey cards received. These cards are agency-wide 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 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 Agency-Wide Customer Survey That The Customer Would Like A Response.**

Short Definition: Percentage of GLO responses (to external written complaints or agency-wide 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 agency-wide customer survey divided by the total number of responses to those submitting an external written complaint to the GLO or indicating on an agency-wide 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: Agency-wide survey cards received. These cards are agency-wide 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: Agency-wide survey cards received. These cards are agency-wide 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 agency-wide customer surveys mailed.

Purpose/Importance: To measure the volume of agency-wide surveys sent.

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

Method of Calculation: The sum of all agency-wide 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 agency-wide 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 2017 & 2018. The following lists the GLO’s Estimated Performance for its FY 2017 & 2018 customer service measures:

MEASURES	TARGETS
GLO-SPECIFIC MEASURES:	
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 agency-wide customer survey that the customer would like a response to his or her comments.	95%
STANDARD MEASURES:	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received.	95%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery.	5%
Number of Customers Surveyed.	7,269
Number of Customers Served.	63,017
Cost Per Customer Surveyed.	\$.76
Number of Customers Identified.	63,017
Number of Customer Groups Inventoried.	16

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 2016 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.