

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

# **Report on Customer Service**

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**June 1, 2018**



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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 16 and FY 17 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 for these customers. The inventory is organized by GLO FY 16 and FY 17 strategies.

| INVENTORY OF FY 16 & 17 EXTERNAL CUSTOMERS                                                                                                                                                       |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                   |
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| Customer Groups<br>(GLO FY 16 & 17 Strategies)                                                                                                                                                   | Customer<br>Sub-Groups                                          | Brief Description of Services Provided                                                                                                                                                                                                                                                                                                                                            |
| <b>ENERGY RESOURCES</b><br><br><b>A.1.1 ENERGY LEASE<br/>MANAGEMENT &amp;<br/>REVENUE AUDIT</b><br><br><i>Assess State Lands' Revenue<br/>Potential &amp; Manage Energy<br/>Leases/Revenues.</i> | Lessees of State Oil, Gas<br>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<br>Questions                                    | The GLO provides mapping expertise and related research to the public.                                                                                                                                                                                                                                                                                                            |
|                                                                                                                                                                                                  | Renewable Energy &<br>Alternative Fuel<br>Customers and Lessees | The GLO issues leases for the development of renewable energy resources on Permanent School Fund and other state agency land.<br>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<br>(COE) and COE Permit<br>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.                                                                                                                                                                                                                        |

|                                                                                                                                                                                                                                                                                |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|                                                                                                                                                                                                                                                                                | 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.                                                                                                                                                                                                                                                                                                                                            |
| <b>A.1.2 ENERGY MARKETING</b><br><br><i>Promote the sale and use of state-owned energy resources, including renewable energy resources, to maximize the revenues generated by assets.</i>                                                                                      | Buyers of the State's Oil, Gas and Other Minerals Taken-In-Kind                          | The GLO sells oil, gas and other minerals received from selected state mineral leases in lieu of cash royalty. In-kind royalty not sold to public institutions may be sold to private parties.                                                                                                                                                                                                                                                                               |
|                                                                                                                                                                                                                                                                                | Buyers of Electricity Through the State Power Program                                    | The GLO converts some 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 customer survey.</i> |
| <b>A.1.3 DEFENSE AND PROSECUTION</b><br><br><i>Royalty and Mineral Lease Defense and Prosecution</i><br><br><i>Prosecute for the defense of title to Permanent School Fund lands and the Relinquishment Act, royalty deficiencies and other mineral lease claims or cases.</i> | Internal Customers                                                                       | This strategy provides funding for defense and prosecution related to royalty and mineral leases.                                                                                                                                                                                                                                                                                                                                                                            |

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| <p><b>A.1.4 COASTAL &amp; UPLANDS LEASING</b></p> <p><i>Coastal and 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> | Uplands Surface Leases          | The GLO issues surface leases authorizing the use of state-owned lands for agricultural use, timber production, hunting, grazing, recreation, etc.                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                   | Uplands Miscellaneous Easements | The GLO issues miscellaneous easements authorizing rights-of-way across state-owned land for oil and gas pipelines, transmission lines, roads, etc.                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                                                                                                                                                                   | Uplands Special Documents       | The GLO issues special documents for projects not appropriately covered by standard lease or easement contracts.                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                                   | Coastal 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.                                                                                                                            |
|                                                                                                                                                                                                                                   | 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), 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. |
|                                                                                                                                                                                                                                   | Coastal 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).                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                                                                                                                                                                                   | Coastal 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.).                                                                                                                                                                                                                                                                                                              |
|                                                                                                                                                                                                                                   | Coastal 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.                                                                                                                                                                                                                                                                                                                  |

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                               | Coastal 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.                                                                                                                               |
|                                                                                                                                                                                                                                               | Coastal 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.                                                                                                                           |
|                                                                                                                                                                                                                                               | Coastal Miscellaneous Easements                                      | The GLO issues miscellaneous easements authorizing rights-of-way across state-owned land for oil and gas pipelines, transmission lines, canals, fiber optic cables, etc.                                                                                                                   |
|                                                                                                                                                                                                                                               | School Land Board (SLB) Members                                      | The GLO staff provides information and assistance to the SLB members.                                                                                                                                                                                                                      |
|                                                                                                                                                                                                                                               |                                                                      |                                                                                                                                                                                                                                                                                            |
| <b>A.2.1 ASSET MANAGEMENT</b><br><br><i>PSF &amp; State Agency Real Property Evaluation/ Acquisition/Disposition</i><br><br><i>Evaluate Permanent School Fund and state agency land and dispose of selected tracts through sale or trade.</i> | Buyers of State Land                                                 | The GLO strives to increase the value of the Permanent School Fund (PSF) by utilizing comprehensive marketing methods such as multi-media, sealed bid sales, brokers and direct sales. The goal is to dispose of under performing real estate and achieve premium prices for other assets. |
|                                                                                                                                                                                                                                               | Sellers of Real Estate Assets                                        | The GLO strives to improve return performance 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.                                                                                                                                                                     |
|                                                                                                                                                                                                                                               | Agencies for or with Which the GLO Conducts Real Estate Transactions | The GLO conducts real estate transactions (sales, leases and trades) related to other state agency lands.                                                                                                                                                                                  |
|                                                                                                                                                                                                                                               | Real Estate Evaluation Report Customers                              | The Texas Natural Resources Code, Sec. 31.1571 entrusts the GLO with providing 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 (SLB) Members                                      | The Asset Management staff provides recommendations regarding acquisitions and dispositions to assist the SLB members in making informed decisions.                                                                                                                                        |

|                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p><b>A.2.2 SURVEYING AND APPRAISAL</b></p> <p><i>PSF &amp; State Agency Surveying and Appraisal</i></p> <p><i>The Surveying and Appraisal Division provides surveying and appraisal information and support to many GLO strategies, the general public, the School Land Board and the Veterans Land Board.</i></p> <p><i>Conduct Surveys and Appraisals on Permanent School Fund and state agency lands.</i></p> | Those Who Contacted or Came to the GLO Surveying Division for Assistance with Surveying and Related Title Questions | 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 Surveying                                                                     | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>A.3.1 Preserve &amp; Maintain</b></p> <p><i>Preserve &amp; Maintain the Alamo and Alamo Complex.</i></p>                                                                                                                                                                                                                                                                                                    | General Alamo Visitors                                                                                              | <p>The Alamo grounds are open to the public during normal hours of operation.</p> <ul style="list-style-type: none"> <li>• General admission is free.</li> <li>• Souvenirs and refreshments are available at the gift shop and café on the grounds.</li> <li>• The Living History Encampment offers free interactive period programming and informative history talks.</li> <li>• The Long Barracks and Exhibition Hall are temporary exhibit spaces where visitors can enjoy a deeper Alamo learning experience free of charge.</li> <li>• Visitors may purchase audio and guided walking tours. Discounts are available for school groups and military.</li> </ul> |
| <p><b>B.1.1 COASTAL MANAGEMENT</b></p> <p><i>Protect the Environment, Promote Wise Resource Use and Create Jobs.</i></p>                                                                                                                                                                                                                                                                                          | Coastal Management Program (CMP) Grant Recipients and Project Partners                                              | The GLO awards federal Coastal Zone Management Act (CZMA) funds to implement projects and programs regarding: Coastal Natural Hazards Response, Critical Areas Enhancement, Public Access, Water/Sediment Quantity and Quality Improvements, Waterfront Revitalization and Ecotourism, Permit Streamlining/Assistance, Governmental Coordination and Local Planning Assistance. The GLO also coordinates with various project partners to study, protect, and restore wetlands and other habitats and to address coastal erosion.                                                                                                                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                   | Federal Agencies that Submit Activities and Actions for Consistency Review                                          | The GLO reviews federal agency activities and actions affecting the Texas coastal zone to ensure consistency with the CMP goals and policies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|                                                                                                                                                                                                   | Coastal Coordination Advisory Committee Members                                                                     | Coastal Resources staff provides information and assistance to the Coastal Coordination Advisory Committee members of the CMP.                                                                                                                                                                                                           |
| <b><i>B.1.2 COASTAL EROSION CONTROL GRANTS</i></b><br><br><i>Preserve, protect, enhance and restore coastal natural resources.</i>                                                                | The GLO Coordinated or Partnered with Various Project Partners 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.                                                                                                                 |
| <b><i>Adopt-A-Beach (AAB) Program</i></b>                                                                                                                                                         | 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.                                                                                                                                                                                         |
| <b><i>B.2.1 OIL SPILL RESPONSE</i></b><br><br><i>Develop and implement an oil spill response program to respond quickly and efficiently to oil spills.</i>                                        | Emergency Management Coordinators Regarding Oil Spill Issues                                                        | The GLO contacts and partners with others regarding oil spill issues.                                                                                                                                                                                                                                                                    |
|                                                                                                                                                                                                   | Port Authorities and Navigation Districts                                                                           | Identifying and cleaning up abandoned vessels and responding to oil spills.                                                                                                                                                                                                                                                              |
| <b><i>B.2.2 OIL SPILL PREVENTION</i></b><br><br><i>Develop and implement a comprehensive oil spill prevention program to monitor the integrity of oil transport through Texas coastal waters.</i> | 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).                                                                                                   |
|                                                                                                                                                                                                   | 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 a state-funded cleanup operation. |
|                                                                                                                                                                                                   | 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.                                                                                                                          |



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| <b>C.1.1 VETERANS LOAN PROGRAMS</b><br><br><i>Provide veterans and other eligible beneficiaries efficient and effective management for VLB land, home and home improvement loans; provides timely benefit information, for low interest lending opportunities; oversees the administration and servicing of active loan accounts and manages the fiscal year budget appropriated bond funds to ensure the financial and operational integrity of the program</i> | Recipients of Loans Originated by the VLB                                                                                   | The Veterans Land Board (VLB) originates land and home improvement loans to Texas Veterans.                                                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Recipients of Loans Purchased on Behalf of VLB by the Contracted Housing Loan Program Administrator with Oversight by VLB   | Gateway Mortgage administers the housing loan program through participating mortgage lenders that provide housing loans to Texas Veterans.                                                                                                                                                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Recipients of Land Loans Serviced by Contracted Third Party with Oversight by VLB                                           | The contracted loan servicer Dovenmuehle Mortgage, Inc. (DMI) performs mortgage loan servicing for all land program loans with oversight by VLB. DMI is responsible for conducting surveys for customers of the VLB. An example of this survey can be found on page 14.                                                                                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Recipients of the Housing and Home Improvement Loan Programs are Serviced by Contracted Third Parties with Oversight by VLB | <p>Housing loans are serviced by approved lenders with oversight by Nationstar Mortgage the master loan servicer.</p> <p>Home improvement program loans are serviced by Gateway Mortgage the contracted program administrator.</p> <p>Oversight of the contracted program administrator and the contracted master loan servicer is performed by VLB.</p>             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Those who Called the VLB Statewide Texas Veterans Call Service Center or were Reached by VLB Outreach Efforts               | The Veterans Land Board (VLB) operates a joint statewide Texas Veterans Call Service Center that provides service to veterans, military members and their families. The Veterans Call Service Center actively performs outbound calls to veterans and responds to incoming call inquiries. VLB also provides marketing and outreach to further promote VLB programs. |
| <b>C.1.2 VETERANS HOMES</b><br><i>State Veterans Homes</i><br><br><i>Administer nursing home facilities to ensure veterans receive quality nursing home care.</i>                                                                                                                                                                                                                                                                                                | Texas State Veterans Home Customers/ 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. Touchstone Communities is responsible for conducting surveys for customers of the Veteran Homes. An example of this survey can be found on page 19.                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Veterans Land Board (VLB) Members                                                                                           | The VLB staff provides information and assistance to the VLB members.                                                                                                                                                                                                                                                                                                |

|                                                                                                                                                                                                                                      |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p><b>C.1.3 VETERANS CEMETERIES</b><br/> <i>State Veterans' Cemeteries</i></p> <p><i>Provide burial sites for Texas veterans, veterans' spouses and dependent children.</i></p>                                                      | <p>Texas Veterans Cemeteries (Families of Deceased Veterans)</p>  | <p>In November 2001, Texas voters approved a constitutional amendment that authorized the creation of up to seven state cemeteries for veterans and their eligible dependents. Through a grant, the U.S. Department of Veterans Affairs will fund up to 100 percent of the construction and equipment costs. The state will own and operate the cemeteries and fund most of the cost of operations. Four cemeteries have been completed in Killeen, Mission, Abilene and Corpus Christi. Premier Cemetery Services Corporation is responsible for conducting surveys for customers of the Veterans Cemeteries. A copy of this survey can be found on page 15.</p> |
| <p><b>D.1.1 REBUILD HOUSING</b></p> <p><i>Single family home repair, reconstruction, new construction, demolition, acquisition and code enforcement. Multifamily affordable housing rental repair or reconstruction program.</i></p> | <p>Subrecipients (Councils of Government, Counties or Cities)</p> | <p>The GLO-Community Development and Revitalization (GLO-CDR) Program awards Federal HUD Community Development Block Grant – Disaster Recovery (CDBG-DR) funding for housing to subrecipients in declared disaster areas. GLO-CDR staff work directly with the subrecipients to provide new or rehabilitated homes to the community's residents in accordance with CDBG-DR regulations.</p>                                                                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                                      | <p>Grant Administrators</p>                                       | <p>GLO-CDR Program staff members coordinate with Grant Administrators that are hired by the subrecipients to manage their grant funding. The GLO-CDR Program provides assistance and issues guidance as it relates to CDBG-DR regulations in order to oversee grant funded projects and assure the correct use of grant funds.</p>                                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                      | <p>Environmental Service Providers</p>                            | <p>The GLO-CDR Program 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-CDR Program before funding is released or construction can begin.</p>                                                                                                                                                                                                                                                                                                                                                               |
|                                                                                                                                                                                                                                      | <p>Mobility Counselors</p>                                        | <p>The GLO-CDR Program oversees contracts with approved Mobility Counselors to provide Homeowner Opportunity Program (HOP) guidance to applicants as part of the Housing program.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

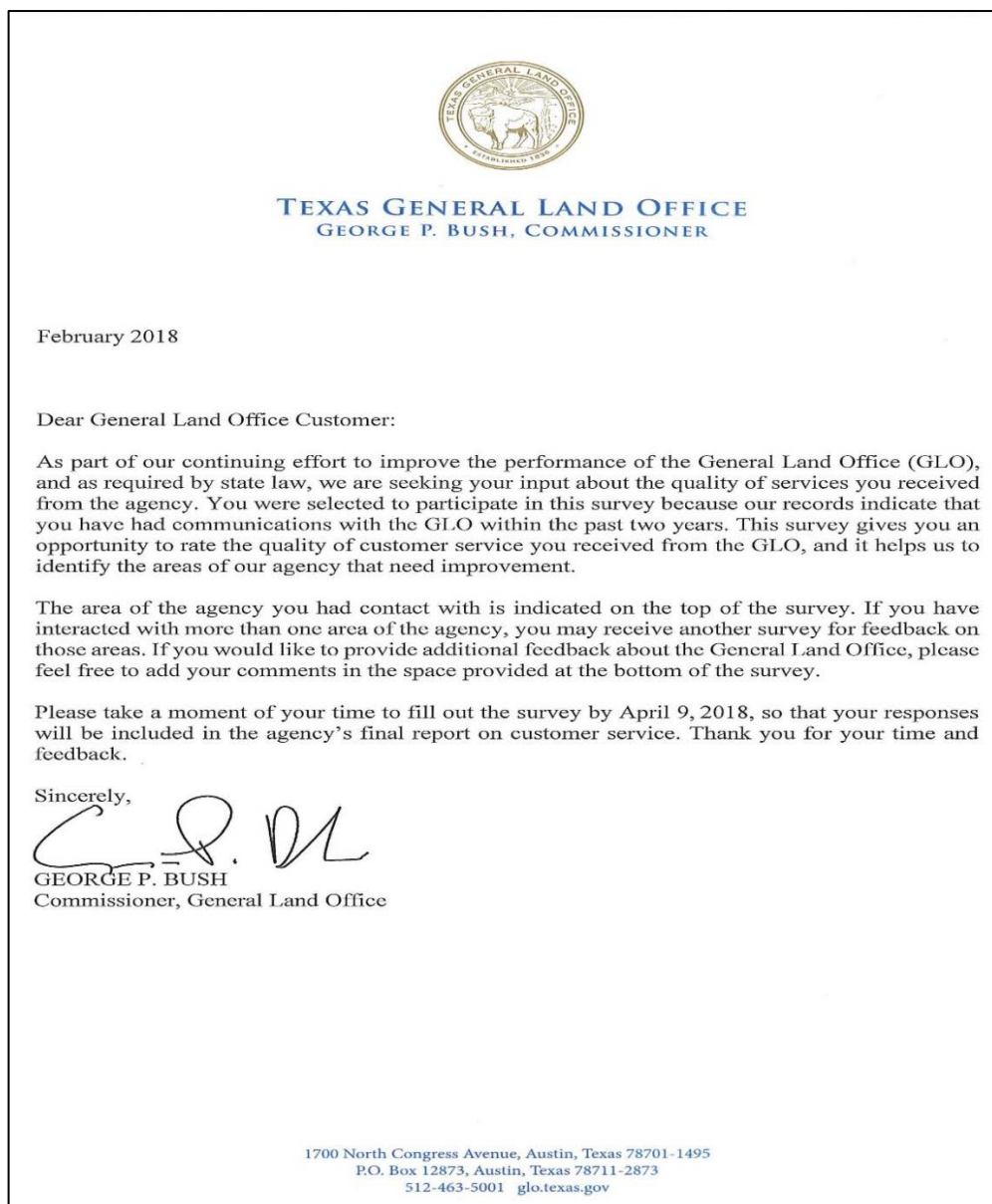
|                                            |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                            | Builders                                              | <p>The GLO-CDR 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>GLO-CDR Program staff may also work directly with the builders to facilitate repairs or non-standard plans, such as ADA required features.</p> |
|                                            | Homeowners                                            | The GLO-CDR Program staff assists homeowners that were impacted by a disaster with their inquiries, complaints, appeals or any other requests for information they may have.                                                                                                                                                                                                                                                                                             |
| <b><i>D.1.2 REBUILD INFRASTRUCTURE</i></b> | Grantees (Councils of Government, Counties or Cities) | The GLO-CDR Program awards Federal HUD Community Development Block Grant – Disaster Recovery (CDBG-DR) funding to non-housing grantees in declared disaster areas. GLO-CDR staff works directly with the grantees to provide new or rehabilitated infrastructure, equipment acquisition or economic development projects in accordance with CDBG-DR regulations.                                                                                                         |
|                                            | Grant Administrators                                  | GLO-CDR Program staff members coordinate with Grant Administrators that are hired by the grantees to manage their grant funding. The GLO-CDR Program provides assistance and issues guidance as it relates to CDBG-DR regulations in order to oversee grant funded projects and assure the correct use of grant funds.                                                                                                                                                   |
|                                            | Environmental Service Providers                       | The GLO-CDR Program provides guidance to Environmental Service Providers that perform work to provide environmental clearances on all infrastructure projects.                                                                                                                                                                                                                                                                                                           |
|                                            | Engineering Service Providers                         | The GLO-CDR Program provides guidance to all Engineering Providers to assure that all infrastructure projects meet CDBG-DR standards.                                                                                                                                                                                                                                                                                                                                    |

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| <p><b>ARCHIVES &amp; RECORDS</b></p> <p><i>The Archives and Records Program Area extensively supports the GLO's land and mineral management/leasing and VLB strategies, as well as the general public.</i></p> | <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, maps, mineral files or other items from various archival collections curated by the Program Area.</p> | <p>The GLO is the steward of 36 million documents and maps containing information about land grants and land transactions dating back to the 18th century. These records support all land ownership in Texas, and hold valuable information for a large number of public users, particularly surveyors, "land men," attorneys, teachers, genealogists, historians and numerous tour groups. The GLO assists these customers by providing information, research, and duplication services, as well provide educational resources for students, teachers and the general public.</p> |
| <p><b>OFFICE OF GENERAL COUNSEL</b></p> <p><i>The Office of General Counsel Program Area provides legal information and support to the School Land Board, Veterans land Board, Boards for Lease.</i></p>       | <p>GLO Divisions</p>                                                                                                                                                                                                                                               | <p>Office of General Counsel staff provide legal advice and assistance to all GLO divisions.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                | <p>School Land Board (SLB) Members</p>                                                                                                                                                                                                                             | <p>Office of General Counsel staff provide legal advice and assistance to the SLB members.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                | <p>Veterans Land Board (VLB) Members</p>                                                                                                                                                                                                                           | <p>Office of General Counsel staff provide legal advice and assistance to the VLB members.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                | <p>Board for Lease of University Lands Members</p>                                                                                                                                                                                                                 | <p>Office of General Counsel staff provide legal advice and assistance to the Board for Lease of University Lands members.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                | <p>Texas Parks &amp; Wildlife and Texas Department of Criminal Justice Boards for Lease Members</p>                                                                                                                                                                | <p>Office of General Counsel staff provide legal advice and assistance to the Boards for Lease members.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                | <p>Patent Recipients</p>                                                                                                                                                                                                                                           | <p>The GLO issues patents, which convey legal title from the State, to applicants who meet the statutory requirements. Office of General Counsel staff assist in the preparation of these patents.</p>                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                | <p>Certificate of Fact Recipients</p>                                                                                                                                                                                                                              | <p>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. Office of General Counsel staff assist in the preparation of these certificates.</p>                                                                                                  |
|                                                                                                                                                                                                                | <p>Deed of Acquittance Recipients</p>                                                                                                                                                                                                                              | <p>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. Office of General Counsel staff assist in the preparation of these deeds.</p>                                                                                                                                                                                                                                                                                                                                       |

## 2. Information Gathering.

As part of our continuing effort to improve the performance of the General Land Office (GLO), and as required by state law, the agency gathered input about the quality of services customers received from the agency by conducting an electronic survey. Through databases maintained by the agency program areas, the Enterprise Technology Solutions Division generated the total number of external customers who had communications with the GLO in FY 2016 and FY 2017. The survey gave these customers the opportunity to provide feedback and rate the quality of customer service they received from the GLO. The survey results helped identify the areas of the agency that need improvement.

- Customer Service letter shown below was emailed to GLO customers along with a link to the survey.



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

C. D. M.

**Area Surveyed:**

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

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

☐ Yes    ☐ No

**Additional comments and suggestions:**

12

## Electronic Survey Form

General Land Office - Asset Management (Real Estate Evaluation Report Customers)

#1

COMPLETE

**Collector:** Email Invitation 1 (Email)  
**Started:** Tuesday, March 06, 2018 3:37:10 PM  
**Last Modified:** Tuesday, March 06, 2018 3:37:53 PM  
**Time Spent:** 00:00:42  
**Email:** kenneth.i.ming@tjld.texas.gov  
**IP Address:** 204.65.143.200

Page 1: Texas General Land Office | George P. Bush, Commissioner

**Q1** Please rate your experience for each of the 7 categories provided in the list below.

|                                                                |           |
|----------------------------------------------------------------|-----------|
| Staff:(knowledge, helpfulness, accountability, courtesy, etc.) | Excellent |
| Timeliness of Service:(wait time, times available)             | Excellent |
| Communication:(clarity, content, access, courtesy)             | Excellent |
| Publications:(accuracy, helpfulness, presentation)             | Good      |
| Facilities:(access, location, signs, cleanliness, etc.)        | Good      |
| Internet Site:(ease of use, content)                           | Good      |
| Complaint Handling:(ease, responsiveness, timeliness)          | Excellent |

**Q2** Overall, were you satisfied with the service you received from the General Land Office? Yes

**Q3** Additional comments and suggestions: Respondent skipped this question

## Survey Form – Veterans Land Board Loans Closed by Dovenmuehle Mortgage, Inc.



### 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: \_\_\_\_\_

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

Thank you for your feedback!



## Survey Form – Premier Cemetery Services Corporation - Texas State Veterans Cemeteries

### 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<br>(i.e., explanation of Interment Options and Monuments-uprights,<br>flat niche cover, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| f. Staff's attention to detail                                                                                                        | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| g. Telephone courtesy                                                                                                                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| h. The Staff Overall                                                                                                                  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |

### ARRANGING THE BURIAL SERVICE AT THE CEMETERY

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

|                                                       |   |   |   |   |   |   |   |   |   |    |     |
|-------------------------------------------------------|---|---|---|---|---|---|---|---|---|----|-----|
| a. Clarity of information regarding the burial        | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| b. Clarity of information on eligibility requirements | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| c. Availability of service time you requested         | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| d. Clarity of information regarding burial space      | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| e. The Burial Service Overall                         | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |

  
6. Using the same 1 to 10 scale, please rate the burial service on the following items.

|                                                              |   |   |   |   |   |   |   |   |   |    |     |
|--------------------------------------------------------------|---|---|---|---|---|---|---|---|---|----|-----|
| a. Placement of Casket or Urn at the committal shelter       | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| b. Placement of flowers during the committal services        | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| c. Handling of remains from vehicle to the committal shelter | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| d. Transportation inside of Cemetery                         | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |

|                                                |   |   |   |   |   |   |   |   |   |    |     |
|------------------------------------------------|---|---|---|---|---|---|---|---|---|----|-----|
| e. Parking inside of Cemetery                  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| f. Appearance of the grave after the interment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |
| g. General Appearance of the cemetery          | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | n/a |

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

\_\_\_\_\_Yes      \_\_\_\_\_No

8. Was this problem resolved to your satisfaction?

\_\_\_\_\_Yes      \_\_\_\_\_No

If your answer is no, please explain

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

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

#### GENERAL SUMMARY AT THE CEMETERY

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

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

\_\_\_\_\_Definitely would not    \_\_\_\_\_Probably would not    \_\_\_\_\_Probably would    \_\_\_\_\_Definitely would

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

|                         |                    |                     |
|-------------------------|--------------------|---------------------|
| a. Being a Veteran      | _____Not Important | _____Very Important |
| b. Location of Cemetery | _____Not Important | _____Very Important |
| c. Reputation           | _____Not Important | _____Very Important |

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

|                              |                    |                     |
|------------------------------|--------------------|---------------------|
| a. Existing Pre-Registration | _____Not Important | _____Very Important |
| b. Being a Veteran           | _____Not Important | _____Very Important |
| c. Veteran Organization      | _____Not Important | _____Very Important |
| d. Past Experience           | _____Not Important | _____Very Important |

## MILITARY FUNERAL HONORS

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

\_\_\_\_ Yes      \_\_\_\_ No      \_\_\_\_ n/a

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

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

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

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## AT THE FUNERAL HOME

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

17. Did the Funeral Director explain the burial options available at the cemetery      \_\_\_\_ Yes      \_\_\_\_ No
18. Did the Funeral Director explain that to avoid interfering with other scheduled interments, that the time allotted for the pre-committal service at the cemetery must be limited to 30-45 minutes?      \_\_\_\_ Yes      \_\_\_\_ No
19. Did the Funeral Director explain that the Funeral Home requests Military Funeral Honors and Chaplain (if necessary) for Veterans funerals?      \_\_\_\_ Yes      \_\_\_\_ No
20. Did the Funeral Director explain what headstones or markers would be used at the cemetery?      \_\_\_\_ Yes      \_\_\_\_ No
21. Did the Funeral Director explain Department of Defense practices regarding Military Funeral Honors?  
\_\_\_\_ Yes      \_\_\_\_ No

22. Comments on the Funeral Home Information and Services.

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## GENERAL INFORMATION

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

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

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

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



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!**

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

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                                                            |                                                                                          |                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                                                              | <b>Customer<br/>Sub-Groups</b>                                                           | <b>Who Was Surveyed?</b>                                                                                                                                                                                                                         |
| <b><i>ENERGY<br/>RESOURCES</i></b><br><br><b><i>A.1.1 LEASE<br/>MANAGEMENT &amp;<br/>REVENUE AUDIT</i></b><br><br><i>Assess state lands' revenue potential<br/>&amp; manage energy leases/revenues.</i> | Lessees of State Oil, Gas and Other Minerals                                             | Those who were issued new leases in FY 16 & 17.                                                                                                                                                                                                  |
|                                                                                                                                                                                                         | Geophysical Permittees                                                                   | Those who were issued new or renewed geophysical permits in FY 16 & 17.                                                                                                                                                                          |
|                                                                                                                                                                                                         | Prospect Permittees                                                                      | Those who were issued new or renewed prospect permits in FY 16 & 17.                                                                                                                                                                             |
|                                                                                                                                                                                                         | Public with Map Questions                                                                | Those to whom the GLO provided mapping expertise and related research in FY 16 & 17.                                                                                                                                                             |
|                                                                                                                                                                                                         | 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 16 & 17.                                                                                             |
|                                                                                                                                                                                                         | Corps of Engineers (COE) and COE Permit Recipients                                       | Those to whom the GLO issued COE permits in FY 16 & 17 and specific Corps of Engineers customers.                                                                                                                                                |
|                                                                                                                                                                                                         | Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members | Board Members in FY 16 & 17.                                                                                                                                                                                                                     |
|                                                                                                                                                                                                         | School Land Board (SLB) Members                                                          | School Land Board Members in FY 16 & 17.                                                                                                                                                                                                         |
|                                                                                                                                                                                                         | Board for Lease of University Lands Members                                              | Board Members in FY 16 & 17.                                                                                                                                                                                                                     |
|                                                                                                                                                                                                         | Energy Resources Division Payors                                                         | Those who submitted payment to the GLO in FY 16 & 17 relating to an instrument issued or a service provided by the Energy Resources Division and whose names and addresses were captured by the program area in the ordinary course of business. |

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                                                                                                                                            |                                                                 |                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                                                                                                                                              | <b>Customer<br/>Sub-Groups</b>                                  | <b>Who Was Surveyed?</b>                                                                                                |
| <b>A.1.2 ENERGY<br/>MARKETING</b><br><br><i>Promote the sale and use of state-owned energy resources, including renewable energy resources, to maximize the revenues generated by assets.</i>                                                                                           | Buyers of the State's Oil, Gas and Other Minerals Taken-In-Kind | Public and private payors who brought any in-kind oil, gas or other minerals in FY 16 & 17.                             |
|                                                                                                                                                                                                                                                                                         | Buyers of Electricity Through the State Power Program           | Customers who purchased electric power indirectly from the GLO through Reliant Energy and Cavallo Energy in FY 16 & 17. |
| <b>A.1.3 DEFENSE AND<br/>PROSECUTION</b><br><br><b>Royalty and Mineral Lease<br/>Defense and Prosecution</b><br><br><i>Prosecute for the defense of title to Permanent School Fund lands and the Relinquishment Act, royalty deficiencies, and other mineral lease claims or cases.</i> | Internal Customers                                              | GLO is merely enforcing and protecting the State's rights. Therefore, no customer group was surveyed for this strategy. |
| <b>A.1.4 COASTAL &amp;<br/>UPLANDS LEASING</b><br><br><b>Coastal and Uplands Leasing<br/>and Inspection</b><br><br><i>Promote and conduct uplands/surface leasing activities for Permanent School Fund and state agency lands.</i>                                                      | Uplands Surface Leases                                          | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Uplands Miscellaneous Easements                                 | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Uplands Special Documents                                       | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Coastal Special Documents                                       | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Coastal Easements                                               | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Coastal Leases                                                  | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Coastal Structure Registrations                                 | Those who received one or more of these instruments in FY 16 & 17.                                                      |
|                                                                                                                                                                                                                                                                                         | Coastal Commercial Leases                                       | Those who received one or more of these instruments in FY 16 & 17.                                                      |



| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                                                                                                                                                             |                                                                                                                     |                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                                                                                                                                                               | <b>Customer<br/>Sub-Groups</b>                                                                                      | <b>Who Was Surveyed?</b>                                                           |
|                                                                                                                                                                                                                                                                                                          | Cabin Permits                                                                                                       | Those who received one or more of these instruments in FY 16 & 17.                 |
|                                                                                                                                                                                                                                                                                                          | Surface Leases                                                                                                      | Those who received one or more of these instruments in FY 16 & 17.                 |
|                                                                                                                                                                                                                                                                                                          | Miscellaneous Easements                                                                                             | Those who received one or more of these instruments in FY 16 & 17.                 |
|                                                                                                                                                                                                                                                                                                          | Permit Assistance Customers                                                                                         | Those who received one or more of these instruments in FY 16 & 17.                 |
|                                                                                                                                                                                                                                                                                                          | School Land Board (SLB) Members                                                                                     | Those who received one or more of these instruments in FY 16 & 17.                 |
| <b>ASSET<br/>MANAGEMENT</b><br><br><b>A.2.1 ASSET<br/>MANAGEMENT</b><br><br><b>PSF &amp; State Agency Real<br/>Property<br/>Evaluation/Acquisition/<br/>Disposition</b><br><br><i>Evaluate Permanent School Fund<br/>and state agency land and dispose of<br/>selected tracts through sale or trade.</i> | Buyers of State Land                                                                                                | Those who traded land with the GLO in FY 16 & 17.                                  |
|                                                                                                                                                                                                                                                                                                          | Sellers of Real Estate Assets                                                                                       | Those who bought state land from the GLO in FY 16 & 17.                            |
|                                                                                                                                                                                                                                                                                                          | Those Who Traded Land With the GLO                                                                                  | Those who sold investment property to the GLO in FY 16 & 17.                       |
|                                                                                                                                                                                                                                                                                                          | Agencies for or with Which the GLO Conducts Real Estate Transactions                                                | Those who conducted real estate transactions with the GLO for FY 16 & 17.          |
|                                                                                                                                                                                                                                                                                                          | Real Estate Evaluation Report Customers                                                                             | Those State Agencies that were helped by the GLO Appraisal Division in FY 16 & 17. |
|                                                                                                                                                                                                                                                                                                          | School Land Board Members                                                                                           | Board Members in FY 16 & 17.                                                       |
| <b>SURVEYING &amp;<br/>APPRAISAL</b><br><br><b>A.2.2 SURVEYING AND<br/>APPRAISAL</b><br><br><b>PSF &amp; State Agency<br/>Surveying and Appraisal</b><br><i>Provide surveying and appraisal<br/>information and support to many<br/>GLO strategies, the general public,</i>                              | Those who Contacted or Came to the GLO Surveying Division for Assistance with Surveying and Related Title Questions | Those being helped with surveying/title questions in FY 16 & 17.                   |
|                                                                                                                                                                                                                                                                                                          | School Land Board (SLB) Members for Surveying                                                                       | Board Members in FY 16 & 17.                                                       |
|                                                                                                                                                                                                                                                                                                          | School Land Board (SLB) Members for Appraisal                                                                       | Board Members in FY 16 & 17.                                                       |
|                                                                                                                                                                                                                                                                                                          | Veterans Land Board (VLB) Members for Surveying                                                                     | Board Members in FY 16 & 17.                                                       |

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                    |                                                                                                                     |                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                      | <b>Customer<br/>Sub-Groups</b>                                                                                      | <b>Who Was Surveyed?</b>                                                                                                                     |
| <i>the School Land Board and the Veterans Land Board.</i><br><br><i>Conduct surveys and appraisals on Permanent School Fund and state agency lands.</i>         | Veterans Land Board (VLB)<br>Members for Appraisal                                                                  | Board Members in FY 16 & 17.                                                                                                                 |
| <b><i>THE ALAMO</i></b><br><br><b><i>A.3.1 ALAMO AND ALAMO COMPLEX</i></b><br><br><i>Preserve &amp; Maintain the Alamo and Alamo Complex.</i>                   | Alamo Complex Visitors                                                                                              | Those who visited the Alamo in FY 16 & 17. <i>(The GLO was unable to obtain contact information from Alamo visitors for FY 16 &amp; 17.)</i> |
| <b><i>COASTAL RESOURCES</i></b><br><br><b><i>B.1.1 COASTAL MANAGEMENT</i></b><br><br><i>Protect the environment, promote wise resource use and create jobs.</i> | Coastal Management Program (CMP) Grant Recipients and Project Partners                                              | CMP Grant recipients and project partners for FY 16 & 17.                                                                                    |
|                                                                                                                                                                 | Federal Agencies that Submit Activities and Action for Consistency Review                                           | The federal agencies whose activities and actions were reviewed by the GLO for consistency in FY 16 & 17.                                    |
|                                                                                                                                                                 | Coastal Coordination Advisory Committee Members (CCAC)                                                              | Those who provided information and assistance to the CCAC members in FY 16 & 17.                                                             |
| <b><i>B.1.2 COASTAL EROSION CONTROL GRANTS</i></b><br><br><i>Preserve, protect, enhance and restore coastal natural resources.</i>                              | The GLO Coordinated or Partnered with Various Project Partners on Coastal Erosion and/or Beach Nourishment Projects | Those who coordinated or partnered with various project partners on coastal erosion and/or beach nourishment projects in FY 16 & 17.         |
| <b>Adopt-A-Beach (AAB) Program</b>                                                                                                                              | Adopt-A-Beach (AAB) Coordinators                                                                                    | AAB Coordinators for FY 16 & 17.                                                                                                             |
| <b><i>OIL SPILL PREVENTION &amp; RESPONSE</i></b>                                                                                                               | Emergency Management Coordinators Regarding Oil Spill Issues                                                        | Those the GLO contacted or with whom the GLO partnered regarding oil spill issues in FY 16 & 17.                                             |

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                                                                                                                                                                      |                                                                                                                                             |                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                                                                                                                                                                        | <b>Customer<br/>Sub-Groups</b>                                                                                                              | <b>Who Was Surveyed?</b>                                                                                                                                                                                          |
| <b><i>B.2.1 OIL SPILL RESPONSE</i></b><br><br><i>Develop and implement an oil spill response program to respond quickly and efficiently to oil spills.</i>                                                                                                                                                        | Port Authorities and Navigation Districts                                                                                                   | Those the GLO coordinated or partnered with in identifying and cleaning up abandoned vessels in FY 16 & 17.                                                                                                       |
| <b><i>B.2.2 OIL SPILL PREVENTION</i></b><br><br><i>Develop and implement a comprehensive oil spill prevention program to monitor the integrity of oil transport through Texas coastal waters.</i>                                                                                                                 | Vessel Response Plan Submitters                                                                                                             | Vessel owners regulated within FY 16 & 17.                                                                                                                                                                        |
|                                                                                                                                                                                                                                                                                                                   | Oil Handling Facilities                                                                                                                     | Facility owners regulated in FY 16 & 17.                                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                                                   | Discharge Cleanup Organizations (DCO)                                                                                                       | The Discharge Cleanup Organizations that were certified by the Oil Spill Division in FY 16 & 17.                                                                                                                  |
|                                                                                                                                                                                                                                                                                                                   | Clean Gulf Participants                                                                                                                     | Those who attended the Clean Gulf Conference in FY 16 & 17.                                                                                                                                                       |
| <b><i>VETERANS LAND &amp; HOUSING</i></b><br><br><b><i>C.1.1 VETERANS LOAN PROGRAMS</i></b><br><br><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> | Recipients of Loans Originated by the VLB                                                                                                   | Recipients of VLB Housing and Home Improvement Loans in FY 16 & 17.                                                                                                                                               |
|                                                                                                                                                                                                                                                                                                                   | Recipients of Land, Home or Home Improvement Loans Serviced by Either Dovenmuehle Mortgage (DMI), Gateway Mortgage, or Nationstar Mortgage. | Recipients of VLB Land, Home or Home Improvement Loans in FY 16 & 17.                                                                                                                                             |
|                                                                                                                                                                                                                                                                                                                   | Callers to the VLB Statewide Texas Veterans Call Service Center or who were Reached by VLB Outreach Efforts                                 | Those who Called the VLB Customer Service Center or were Reached by Outreach Efforts in FY 16 & 17.                                                                                                               |
| <b><i>C.1.2 VETERANS HOMES State Veterans Homes</i></b><br><br><i>Administer nursing home facilities to ensure veterans receive quality nursing home care.</i>                                                                                                                                                    | Texas State Veterans Home Customers/Those Responsible for Payment for Veteran Home Services                                                 | Family members and residents of the Texas State Veteran Homes (TSVH) in FY 16 & 17. ( <i>Touchstone Communities is responsible for conducting surveys of the residents and family members per our contract</i> ). |
|                                                                                                                                                                                                                                                                                                                   | Veterans Land Board (VLB) Members                                                                                                           | Board Members in FY 16 & 17.                                                                                                                                                                                      |

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                                                                                                                        |                                                            |                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                                                                                                                          | <b>Customer<br/>Sub-Groups</b>                             | <b>Who Was Surveyed?</b>                                                                                                                                                                                                                                                                      |
| <b><i>C.1.3 VETERANS<br/>CEMETERIES<br/>State Veterans Cemeteries</i></b><br><br><i>Provide burial sites for Texas veterans, veterans' spouses and dependent children.</i>                                                                                          | Texas Veterans Cemeteries (Families of Deceased Veterans)  | Family members of deceased veterans 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> ) |
| <b><i>DISASTER<br/>RECOVERY<br/><br/>D.1.1 REBUILD HOUSING</i></b><br><br><i>Single family home repair, reconstruction, new construction, demolition, acquisition and code enforcement. Multifamily affordable housing rental repair or reconstruction program.</i> | Environmental Service Providers                            | The Environmental Service Providers in FY 16 & 17 who were provided with guidance for environmental clearances and were cleared by the GLO before funding was released or construction began.                                                                                                 |
|                                                                                                                                                                                                                                                                     | Mobility Counselors                                        | The approved Mobility Counselors who provided Homeowner Opportunity Program (HOP) guidance to applicants as part of the Housing Program in FY 16 & 17.                                                                                                                                        |
|                                                                                                                                                                                                                                                                     | Builders                                                   | The prequalified builders hired by subrecipients to reconstruct damaged or destroyed homes in FY 16 & 17.                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                     | Homeowners                                                 | The homeowners who were assisted with inquiries, complaints, appeals and any other assistance in FY 16 & 17.                                                                                                                                                                                  |
|                                                                                                                                                                                                                                                                     | Subrecipients (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 16 & 17.                                                                                                                                                          |
|                                                                                                                                                                                                                                                                     | Grant Administrators                                       | The Grant Administrators who were provided assistance and issued guidance as it related to CDBG regulations for infrastructure projects in FY 16 & 17.                                                                                                                                        |

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                                                                                                                                                       |                                                                                                                                                                                                                                                  |                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                                                                                                                                                         | <b>Customer<br/>Sub-Groups</b>                                                                                                                                                                                                                   | <b>Who Was Surveyed?</b>                                                                                                                               |
| <b><i>D.1.2 REBUILD<br/>INFRASTRUCTURE</i></b>                                                                                                                                                                     | Environmental Service Providers                                                                                                                                                                                                                  | The Environmental Service Providers who worked with the GLO to provide environmental clearances for all infrastructure projects in FY 16 & 17.         |
|                                                                                                                                                                                                                    | Engineering Service Providers                                                                                                                                                                                                                    | The Engineering Service Providers who worked with the GLO to assure that all infrastructure projects met CDBG standards in FY 16 & 17.                 |
|                                                                                                                                                                                                                    | 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 16 & 17.                   |
|                                                                                                                                                                                                                    | Grant Administrators                                                                                                                                                                                                                             | The Grant Administrators who were provided assistance and issued guidance as it related to CDBG regulations for infrastructure projects in FY 16 & 17. |
| <b><i>ARCHIVES &amp;<br/>RECORDS</i></b><br><br><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> | 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 16 & 17.                                                                         |
| <b><i>OFFICE OF GENERAL<br/>COUNSEL</i></b><br><br><i>The Office of General Counsel Program Area provides legal information and support to the School Land Board, Veterans Land Board, Boards for Lease.</i>       | Board for Lease of University Lands Members                                                                                                                                                                                                      | Board Members in FY 16 & 17.                                                                                                                           |
|                                                                                                                                                                                                                    | Texas Parks & Wildlife and Texas Department of Criminal Justice Boards for Lease Members                                                                                                                                                         | Board Members in FY 16 & 17.                                                                                                                           |
|                                                                                                                                                                                                                    | Patent Recipients                                                                                                                                                                                                                                | Those who received one or more of these instruments in FY 16 & 17.                                                                                     |
|                                                                                                                                                                                                                    | Certificate of Fact Recipients                                                                                                                                                                                                                   | Those who received one or more of these instruments in FY 16 & 17.                                                                                     |
|                                                                                                                                                                                                                    | Deed of Acquittance Recipients                                                                                                                                                                                                                   | Those who received one or more of these instruments in FY 16 & 17.                                                                                     |
|                                                                                                                                                                                                                    | School Land Board (SLB) Members                                                                                                                                                                                                                  | Board Members in FY 16 & 17.                                                                                                                           |
|                                                                                                                                                                                                                    | Veterans Land Board (VLB) Members                                                                                                                                                                                                                | Board Members in FY 16 & 17.                                                                                                                           |

| <b>CUSTOMER SATISFACTION SURVEY APPROACH</b>                                 |                                                                                                                                      |                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Groups<br/>(GLO FY 16 &amp; 17 Strategies)</b>                   | <b>Customer<br/>Sub-Groups</b>                                                                                                       | <b>Who Was Surveyed?</b>                                                                                                                                                                                                                                     |
| <b><i>HOLDERS OF GLO–<br/>ISSUED INSTRUMENTS<br/>WHO WERE NOT PAYORS</i></b> | 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 16 & 17: (1) received a GLO issued instrument or (2) submitted payment to the GLO and whose names and addresses were captured by the program area during the ordinary course of business. |
| <b><i>BIDDERS AND<br/>APPLICANTS</i></b>                                     | Those who Bid or Applied for a GLO Instrument or Service                                                                             | This group was not surveyed. The survey focused on those who in FY 16 & 17: 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.     |

**Customer Satisfaction Survey Process Summary.** The following chart shows, for each customer group and the agency, the number of FY 16 and FY 17 customers identified, the number of responses received, the percentage of the response rate and the actual number of surveys that were mailed or emailed.

| <b>Strategy</b>                                                | <b>Number of external customers identified</b> | <b>Actual Number of surveys mailed or emailed</b> | <b>Number of responses received</b> | <b>Response rate</b> |
|----------------------------------------------------------------|------------------------------------------------|---------------------------------------------------|-------------------------------------|----------------------|
| <b>ENERGY RESOURCES</b><br>LEASE MANAGEMENT                    | 5048                                           | 5007                                              | 480                                 | 10%                  |
| <b>ENERGY RESOURCES</b><br>MARKETING                           | 179                                            | 170                                               | 24                                  | 14%                  |
| <b>LEASING OPERATIONS</b><br>COASTAL & UPLANDS LEASING         | 5481                                           | 5296                                              | 511                                 | 10%                  |
| <b>ASSET MANAGEMENT</b>                                        | 43                                             | 36                                                | 7                                   | 19%                  |
| <b>SURVEYING AND APPRAISAL</b>                                 | 236                                            | 233                                               | 41                                  | 18%                  |
| <b>COASTAL RESOURCES</b><br>COASTAL MANAGEMENT                 | 115                                            | 115                                               | 17                                  | 15%                  |
| <b>COASTAL RESOURCES</b><br>EROSION GRANTS                     | 25                                             | 24                                                | 5                                   | 21%                  |
| <b>OIL SPILL PREVENTION &amp; RESPONSE</b><br>SPILL RESPONSE   | 27                                             | 27                                                | 6                                   | 22%                  |
| <b>OIL SPILL PREVENTION &amp; RESPONSE</b><br>SPILL PREVENTION | 2374                                           | 2374                                              | 125                                 | 5%                   |
| <b>VETERANS LAND &amp; HOUSING</b><br>VETERANS LOAN PROGRAMS   | 11864                                          | 11864                                             | 727                                 | 6%                   |
| <b>DISASTER RECOVERY</b><br>REBUILD HOUSING                    | 234                                            | 234                                               | 21                                  | 9%                   |
| <b>DISASTER RECOVERY</b><br>INFRASTRUCTURE                     | 574                                            | 574                                               | 48                                  | 8%                   |
| <b>ARCHIVES AND RECORDS</b>                                    | 3337                                           | 3337                                              | 316                                 | 9%                   |
| <b>LEGAL SERVICES</b>                                          | 20                                             | 20                                                | 3                                   | 15%                  |
| <b>ADOPT-A-BEACH PROGRAM</b>                                   | 52                                             | 52                                                | 10                                  | 19%                  |
| <b>GLO TOTAL</b>                                               | 29609                                          | 29363                                             | 2341                                | 8%                   |

### 3. Survey Results.

The 2018 Customer Service Survey Results Summary table shows the survey results for each survey question (i.e., each statutory customer service quality element) by customer group. For each survey question, the results in these columns show (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, and (d) the percentage of respondents who gave a “good” or “excellent” rating for the question.

For column 8 (Overall Satisfaction), 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, and (d) the percentage of respondents who expressed overall satisfaction with the GLO. Any survey question that was not answered was omitted from the calculations.

The survey response data reflects the feedback provided on survey responses received through April 9, 2018.



| <b>CUSTOMER GROUP (STRATEGY)</b>                                                                                             | <b>1.<br/>STAFF</b> | <b>2.<br/>TIMELINESS</b> | <b>3.<br/>COMMUNICATION</b> | <b>4.<br/>PUBLICATIONS</b> | <b>5.<br/>FACILITIES</b> | <b>6.<br/>INTERNET<br/>SITE</b> | <b>7.<br/>COMPLAINT<br/>HANDLING</b> | <b>8.<br/>OVERALL<br/>SATISFACTION</b> |
|------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|-----------------------------|----------------------------|--------------------------|---------------------------------|--------------------------------------|----------------------------------------|
| <b>AGENCY OVERALL</b><br>Population = 29,609                                                                                 |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                               | 3.6                 | 3.4                      | 3.5                         | 3.4                        | 3.5                      | 3.3                             | 3.3                                  | 3.7                                    |
| Number of responses                                                                                                          | 2176                | 2173                     | 2221                        | 1840                       | 862                      | 1873                            | 1062                                 | 2301                                   |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                              | 2009                | 1920                     | 1992                        | 1627                       | 800                      | 1616                            | 874                                  | 2109                                   |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                                         | 92.3%               | 88.4%                    | 89.7%                       | 88.4%                      | 92.8%                    | 86.3%                           | 82.3%                                | 91.7%                                  |
| <b>Energy Resources</b><br><b>A.1.1 Lease Management &amp; Revenue Audit</b><br><b>A.1.2 Marketing</b><br>Population = 5,227 |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                               | 3.7                 | 3.5                      | 3.6                         | 3.4                        | 3.5                      | 3.3                             | 3.3                                  | 3.8                                    |
| Number of responses                                                                                                          | 486                 | 473                      | 487                         | 358                        | 177                      | 353                             | 243                                  | 502                                    |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                              | 454                 | 427                      | 449                         | 323                        | 167                      | 312                             | 207                                  | 469                                    |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                                         | 93.4%               | 90.3%                    | 92.2%                       | 90.2%                      | 94.4%                    | 88.4%                           | 85.2%                                | 93.4%                                  |
| <b>Coastal &amp; Uplands Leasing</b><br><b>A.1.4 Uplands Leasing</b><br><b>A.1.5 Coastal Leasing</b><br>Population = 5,481   |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                               | 3.7                 | 3.5                      | 3.6                         | 3.5                        | 3.5                      | 3.4                             | 3.5                                  | 3.9                                    |
| Number of responses                                                                                                          | 458                 | 450                      | 462                         | 346                        | 188                      | 294                             | 219                                  | 474                                    |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                              | 441                 | 420                      | 443                         | 320                        | 177                      | 266                             | 201                                  | 452                                    |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                                         | 96.3%               | 93.3%                    | 95.9%                       | 92.5%                      | 94.1%                    | 90.5%                           | 91.8%                                | 95.4%                                  |

| <b>CUSTOMER GROUP (STRATEGY)</b>                                                                                | <b>1.<br/>STAFF</b> | <b>2.<br/>TIMELINESS</b> | <b>3.<br/>COMMUNICATION</b> | <b>4.<br/>PUBLICATIONS</b> | <b>5.<br/>FACILITIES</b> | <b>6.<br/>INTERNET<br/>SITE</b> | <b>7.<br/>COMPLAINT<br/>HANDLING</b> | <b>8.<br/>OVERALL<br/>SATISFACTION</b> |
|-----------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|-----------------------------|----------------------------|--------------------------|---------------------------------|--------------------------------------|----------------------------------------|
| <b>A.2.1 Asset Management</b><br>Population = 43                                                                |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                  | 3.8                 | 3.8                      | 3.8                         | 3.2                        | 3.3                      | 2.8                             | 3.8                                  | 4.0                                    |
| Number of responses                                                                                             | 6                   | 6                        | 6                           | 5                          | 4                        | 5                               | 4                                    | 7                                      |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                 | 6                   | 6                        | 6                           | 5                          | 4                        | 4                               | 4                                    | 7                                      |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                            | 100.0%              | 100.0%                   | 100.0%                      | 100.0%                     | 100.0%                   | 80.0%                           | 100.0%                               | 100.0%                                 |
| <b>A.2.2 Surveying &amp; Appraisal</b><br>Population = 236                                                      |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                  | 3.6                 | 3.2                      | 3.4                         | 3.1                        | 3.4                      | 3.1                             | 2.9                                  | 3.5                                    |
| Number of responses                                                                                             | 40                  | 41                       | 41                          | 26                         | 12                       | 34                              | 14                                   | 41                                     |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                 | 36                  | 32                       | 35                          | 21                         | 11                       | 25                              | 9                                    | 34                                     |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                            | 90.0%               | 78.0%                    | 85.4%                       | 80.8%                      | 91.7%                    | 73.5%                           | 64.3%                                | 82.9%                                  |
| <b>Coastal Management</b><br><b>B.1.1 Management</b><br><b>B.1.2 Coastal Erosion Grants</b><br>Population = 192 |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                  | 3.8                 | 3.4                      | 3.5                         | 3.6                        | 3.6                      | 3.3                             | 3.5                                  | 3.8                                    |
| Number of responses                                                                                             | 32                  | 32                       | 32                          | 27                         | 18                       | 27                              | 17                                   | 32                                     |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                 | 31                  | 27                       | 30                          | 26                         | 18                       | 22                              | 15                                   | 30                                     |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                            | 96.9%               | 84.4%                    | 93.8%                       | 96.3%                      | 100.0%                   | 81.5%                           | 88.2%                                | 93.8%                                  |

| <b>CUSTOMER GROUP (STRATEGY)</b>                                                                                                                | <b>1.<br/>STAFF</b> | <b>2.<br/>TIMELINESS</b> | <b>3.<br/>COMMUNICATION</b> | <b>4.<br/>PUBLICATIONS</b> | <b>5.<br/>FACILITIES</b> | <b>6.<br/>INTERNET<br/>SITE</b> | <b>7.<br/>COMPLAINT<br/>HANDLING</b> | <b>8.<br/>OVERALL<br/>SATISFACTION</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|-----------------------------|----------------------------|--------------------------|---------------------------------|--------------------------------------|----------------------------------------|
| <b>Oil Spill Prevention &amp; Response</b><br><b>B.2.1 Oil Spill Response</b><br><b>B.2.2 Oil Spill Prevention</b><br><b>Population = 2,401</b> |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                                                  | 3.8                 | 3.7                      | 3.7                         | 3.6                        | 3.6                      | 3.4                             | 3.7                                  | 4.0                                    |
| Number of responses                                                                                                                             | 129                 | 116                      | 128                         | 109                        | 64                       | 111                             | 70                                   | 130                                    |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                                                 | 128                 | 112                      | 125                         | 104                        | 62                       | 103                             | 68                                   | 128                                    |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                                                            | 99.2%               | 96.6%                    | 97.7%                       | 95.4%                      | 96.9%                    | 92.8%                           | 97.1%                                | 98.5%                                  |
| <b>Veterans Land Board</b><br><b>C.1.1 Veterans Land &amp; Housing</b><br><b>Population = 11,864</b>                                            |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                                                  | 3.4                 | 3.2                      | 3.2                         | 3.2                        | 3.3                      | 3.2                             | 2.9                                  | 3.5                                    |
| Number of responses                                                                                                                             | 693                 | 694                      | 702                         | 627                        | 230                      | 686                             | 347                                  | 726                                    |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                                                 | 585                 | 554                      | 557                         | 509                        | 200                      | 569                             | 237                                  | 610                                    |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                                                            | 84.4%               | 79.8%                    | 79.3%                       | 81.2%                      | 87.0%                    | 82.9%                           | 68.3%                                | 84.0%                                  |
| <b>Disaster Recovery</b><br><b>D.1.1 Rebuild Housing</b><br><b>D.1.2 Rebuild Infrastructure</b><br><b>Population = 808</b>                      |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                                                                                                  | 3.6                 | 3.3                      | 3.5                         | 3.2                        | 3.5                      | 2.9                             | 3.3                                  | 3.7                                    |
| Number of responses                                                                                                                             | 71                  | 69                       | 71                          | 65                         | 35                       | 65                              | 54                                   | 71                                     |
| Number of "good" or "excellent" responses<br>(question 8: #yes)                                                                                 | 67                  | 56                       | 61                          | 48                         | 31                       | 40                              | 44                                   | 65                                     |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)                                                                            | 94.4%               | 81.2%                    | 85.9%                       | 73.8%                      | 88.6%                    | 61.5%                           | 81.5%                                | 91.5%                                  |



| <b>CUSTOMER GROUP (STRATEGY)</b>                                          | <b>1.<br/>STAFF</b> | <b>2.<br/>TIMELINESS</b> | <b>3.<br/>COMMUNICATION</b> | <b>4.<br/>PUBLICATIONS</b> | <b>5.<br/>FACILITIES</b> | <b>6.<br/>INTERNET<br/>SITE</b> | <b>7.<br/>COMPLAINT<br/>HANDLING</b> | <b>8.<br/>OVERALL<br/>SATISFACTION</b> |
|---------------------------------------------------------------------------|---------------------|--------------------------|-----------------------------|----------------------------|--------------------------|---------------------------------|--------------------------------------|----------------------------------------|
| <b>Archives &amp; Records (Multiple Strategies)</b><br>Population = 3,337 |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                            | 3.9                 | 3.8                      | 3.8                         | 3.7                        | 3.7                      | 3.5                             | 3.6                                  | 4.0                                    |
| Number of responses                                                       | 258                 | 289                      | 289                         | 275                        | 133                      | 295                             | 92                                   | 315                                    |
| Number of "good" or "excellent" responses<br>(question 8: #yes)           | 258                 | 284                      | 283                         | 269                        | 129                      | 272                             | 87                                   | 311                                    |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)      | 100.0%              | 98.3%                    | 97.9%                       | 97.8%                      | 97.0%                    | 92.2%                           | 94.6%                                | 98.7%                                  |
| <b>Legal Services (Multiple Strategies)</b><br>Population = 20            |                     |                          |                             |                            |                          |                                 |                                      |                                        |
| Average rating                                                            | 4.0                 | 3.0                      | 3.7                         | 3.5                        | 3.0                      | 3.3                             | 3.5                                  | 4.0                                    |
| Number of responses                                                       | 3                   | 3                        | 3                           | 2                          | 1                        | 3                               | 2                                    | 3                                      |
| Number of "good" or "excellent" responses<br>(question 8: #yes)           | 3                   | 2                        | 3                           | 2                          | 1                        | 3                               | 2                                    | 3                                      |
| Percentage of "good" or "excellent" responses<br>(question 8: % yes)      | 100.0%              | 66.7%                    | 100.0%                      | 100.0%                     | 100.0%                   | 100.0%                          | 100.0%                               | 100.0%                                 |

#### 4. Analysis of Findings

- a. **Summary of Findings.** For FY 16 and FY 17 all identified customers were surveyed, so there was no need to use the State Auditor's Office statistical tool to calculate the margin of error. All percentages for responses were based on 100% selection. There were 29,609 customers identified who would receive the survey electronically. This resulted in an increase of 17,159 surveys sent and 1,235 survey responses received over FY 14 and FY 15 totals.

For FY 16 and FY 17, the GLO received 2,341 customer survey responses (a response rate of 8 percent). In addition, three of the fifteen customer groups had a response rate that met or exceeded 20 percent and five of the fifteen customer groups' response rates were at least 13 percent.

Though the category percentages decreased for the 2018 survey, a larger pool of customers were surveyed and the number of responses referencing Hurricane Harvey could have been a contributing factor for the percentage decrease.

- i. **11.4 percent of the survey respondents identified ways to improve service delivery** (up from 4.6 percent in the 2016 survey). *Note: The increase is due in part to the additional number of customers who received the survey.*
- ii. **56.3 percent of the survey respondents offered comments** in addition to the numeric rating (compared to 32.3 percent in the 2016 survey).
- iii. **91.7 percent of the survey respondents expressed overall satisfaction** with services rendered by the GLO (compared to 95.9 percent in the 2016 survey).
- iv. **The percentages of respondents indicating an "excellent" or "good" rating in the statutory customer service quality elements are as follows:**

The results met the GLO performance measure targets for these seven-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.

|                            |                     |
|----------------------------|---------------------|
| <b>Staff:</b>              | <b>92.3 percent</b> |
| <b>Timeliness:</b>         | <b>88.4 percent</b> |
| <b>Communication:</b>      | <b>89.7 percent</b> |
| <b>Publications:</b>       | <b>88.4 percent</b> |
| <b>Facilities:</b>         | <b>92.8 percent</b> |
| <b>Internet Site:</b>      | <b>86.3 percent</b> |
| <b>Complaint Handling:</b> | <b>82.3 percent</b> |

- v. There was minimal cost to the agency associated with sending the 2018 Survey and collecting the results. The surveys were emailed using the agency's Survey Monkey account and the cost to send them was less than \$.01 each (cost for the 2016 Survey was \$.76 each). The decreased cost was a deciding factor in sending the 2018 Customer Survey electronically.

**b. Improvements to be made in response to this survey.** Many respondents offered comments, questions or complaints in addition to the ratings requested on the survey. In these instances, copies of their surveys were forwarded to the appropriate GLO program areas for a response. The respondents were contacted directly and/or letters of response were sent to resolve their concerns. The Customer Service Representative monitored these assignments to ensure a response was remitted within ten working days.

To improve operation of the various program areas, the GLO's Customer Service Representative will provide senior staff members with a detailed analysis of the 2018 Customer Service Survey results, which will include the comments received and data reflected on a customer group and sub-group level.

The GLO's Customer Service Representative will inform employees of the results from the 2018 Customer Service Survey and post them to the agency's intranet home page. The survey results will provide feedback about the level of customer service they are providing, and the GLO employees who received compliments as part of the survey will be recognized.

The agency has worked diligently to improve all areas of its customer service, and favorable results were received for all categories when compared to the 2016 results. The GLO will continue to provide training opportunities to help employees communicate effectively and resolve complaints efficiently for our customers.

**c. Improvements to be made for the 2020 Survey.** After performing eight customer service surveys in the last sixteen years, the GLO has refined its survey process to include all the relevant customer groups. By changing our survey method to a more efficient electronic method using the Survey Monkey software, we have altered our process to reach all identified customers. This enhanced method gives the GLO a more accurate analysis of how our customer service impacts the state of Texas and is a more viable and cost-effective alternative. As a result, fewer changes, if any, will be needed for the 2020 survey.

## **5. Performance Measure Information.**

**a. Agency-Specific Customer Service Performance Measure Information.** In addition to the required standard customer service performance measures, Chapter 2114 of the Government Code 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**  
**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 responses received. The survey was created and a survey link was generated by Survey Monkey. This link was emailed to all GLO customers. A copy of the survey 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. To the extent these individuals respond to the GLO’s survey, 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.

Customers were given a one-month deadline to complete the survey and have their responses included in the final survey report. Any responses received after the specified date were not included in the 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 surveys 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:** Agency-wide survey responses received. The survey was created and a survey link was generated by Survey Monkey. This link was emailed to all GLO customers. A copy of the survey is included in the GLO’s “Compact with Texans”.

**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 responses received. The survey was created and a survey link was generated by Survey Monkey. This link was emailed to all GLO customers. A copy of the survey is included in the GLO's "Compact with Texans".

**Method of Calculation:** The number of surveys received that indicated overall satisfaction divided by the total number of surveys 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. To the



extent these individuals respond to the GLO's survey, 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.

Customers were given a one-month deadline to complete the survey and have their responses included in the final survey report. Any responses received after the specified date were not included in the 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 responses received. The survey was created and a survey link was generated by Survey Monkey. This link was emailed to all GLO customers. A copy of the survey is included in the GLO's "Compact with Texans".

**Method of Calculation:** The number of survey responses received that identified ways to improve service divided by the total number of survey responses 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. Customers were given a one-month deadline to complete the survey and have their responses included in the final survey report. Any responses received after the specified date were not included in the 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 emailed.

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

**Source/Collection of Data:** Agency-wide survey responses received. The survey was created and a survey link was generated by Survey Monkey. This link was emailed to all GLO customers. A copy of the survey is included in the GLO's "Compact with Texans".

**Method of Calculation:** The sum of all agency-wide customer service surveys emailed.

**Data Limitations:** This number does not include the surveys not emailed due to incorrect email addresses or other delivery problems. An attempt was made to send the survey to every identified customer. For customer service purposes, the GLO does not have a preference as to whether the number of surveys emailed 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 cost to the agency for each survey to be emailed.

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

**Source/Collection of Data:** Customer Service Representative is responsible for creating and sending the survey link and maintains a record of expenses incurred throughout the survey process.

**Method of Calculation:** Since we no longer mail the survey to identified customers, there is a \$.01 per survey cost to email the survey so Cost Per Customer Surveyed is not a measurable factor.

**Data Limitations:** The only associated cost is the Customer Service Representative's time to create, email and enter survey results into the spreadsheet.

**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 incorrect email addresses.

**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 in the Method of Calculation 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 the areas that receive a high enough volume of calls and questions from the public 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 2019 and FY 2020.** The following lists the GLO’s Estimated Performance for its FY 2019 and FY 2020 customer service measures:

| MEASURES                                                                                                                                                                                                                                                                                    | TARGETS |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| <b>GLO-SPECIFIC MEASURES:</b>                                                                                                                                                                                                                                                               |         |
| Percentage of the returned GLO customer surveys with an “excellent” or a “good” rating for the following categories of service:<br><br>Staff (Q#1)<br>Timeliness (Q#2)<br>Communication (Q#3)<br>Publications (Q#4)<br>Facilities (Q#5)<br>Internet site (Q#6)<br>Complaint Handling (Q#7). | 93%     |
| 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%     |
| <b>STANDARD MEASURES:</b>                                                                                                                                                                                                                                                                   |         |
| Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received.                                                                                                                                                                                         | 95%     |
| Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery.                                                                                                                                                                                                   | 10%     |
| Number of Customers Surveyed.                                                                                                                                                                                                                                                               | 29,609  |
| Number of Customers Served.                                                                                                                                                                                                                                                                 | 29,609  |
| Cost Per Customer Surveyed.                                                                                                                                                                                                                                                                 | \$.01   |
| Number of Customers Identified.                                                                                                                                                                                                                                                             | 29,609  |
| Number of Customer Groups Inventoried.                                                                                                                                                                                                                                                      | 15      |

### Conclusion

The GLO remains committed to providing quality customer service to fulfill its mission of serving the people of Texas. The results of the 2018 Customer Service Survey indicate that the employees of the GLO are succeeding in their efforts. Through continued emphasis on its customer service initiatives, the agency will continue to evaluate and improve its service delivery, both internally and externally.