

Office of the Secretary of State



Agency Strategic Plan For the Fiscal Years 2013 - 2017

July 6, 2012

AGENCY STRATEGIC PLAN

For the Fiscal Years 2013-2017 Period

By

Office of the Secretary of State

July 6, 2012

APPROVED:

A handwritten signature in black ink that reads "Coby Shorter III". The signature is written in a cursive style with a large, sweeping flourish at the bottom.

Coby Shorter III, Deputy Secretary of State

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STRENGTHENING OUR PROSPERITY STATEWIDE VISION, MISSION AND PHILOSOPHY

Statewide Vision

Over the last year, families across this state and nation have tightened their belts in response to the economic challenges. Government should be no exception. As we begin this next round in our strategic planning process, we must critically reexamine the role of state government by identifying the core programs and activities necessary for the long-term economic health of our state, while eliminating outdated and inefficient functions. We must set clear priorities that will help maintain our position as a national leader now and in the future by:

Ensuring the economic competitiveness of our state by adhering to principles of fiscal discipline, setting clear budget priorities, living within our means, and limiting the growth of government;

Investing in critical water, energy, and transportation infrastructure needs to meet the demands of our rapidly growing state;

Ensuring excellence and accountability in public schools and institutions of higher education as we invest in the future of this state and ensure Texans are prepared to compete in the global marketplace;

Defending Texans by safeguarding our neighborhoods and protecting our international border; and

Increasing transparency and efficiency at all levels of government to guard against waste, fraud, and abuse, ensuring that Texas taxpayers keep more of their hard-earned money to keep our economy and our families strong.

Rick Perry
Governor of Texas

The Mission of Texas State Government

Texas state government must be limited, efficient, and completely accountable. It should foster opportunity and economic prosperity, focus on critical priorities, and support the creation of strong family environments for our children. The stewards of the public trust must be men and women who administer state government in a fair, just, and responsible manner. To honor the public trust, state officials must seek new and innovative ways to meet state government priorities in a fiscally responsible manner.

Aim high. . .we are not here to achieve inconsequential things!

The Philosophy of Texas State Government

The task before all state public servants is to govern in a manner worthy of this great state. We are a great enterprise, and as an enterprise, we will promote the following core principles:

- First and foremost, Texas matters most. This is the overarching, guiding principle by which we will make decisions. Our state, and its future, is more important than party, politics, or individual recognition.
- Government should be limited in size and mission, but it must be highly effective in performing the tasks it undertakes.
- Decisions affecting individual Texans, in most instances, are best made by those individuals, their families, and the local government closest to their communities.
- Competition is the greatest incentive for achievement and excellence. It inspires ingenuity and requires individuals to set their sights high. Just as competition inspires excellence, a sense of personal responsibility drives individual citizens to do more for their future and the future of those they love.
- Public administration must be open and honest, pursuing the high road rather than the expedient course. We must be accountable to taxpayers for our actions.
- State government has a responsibility to safeguard taxpayer dollars by eliminating waste and abuse and providing efficient and honest government.
- Finally, state government should be humble, recognizing that all its power and authority is granted to it by the people of Texas, and those who make decisions wielding the power of the state should exercise their authority cautiously and fairly.

Source: Instructions, for Preparing and Submitting Agency Strategic Plans for Fiscal Years 2011 – 15; Appendix A; Strengthening our Prosperity.

RELEVANT STATEWIDE GOALS AND BENCHMARKS

General Government

Priority Goal

To provide citizens with greater access to government services while reducing service delivery costs and protecting the fiscal resources for current and future taxpayers by:

- supporting effective, efficient, and accountable state government operations;
- ensuring the state's bonds attain the highest possible bond rating; and
- conservatively managing the state's debt.

Benchmarks

- Total state taxes per capita
- Total state spending per capita
- Percent change in state spending, adjusted for population and inflation
- State and local taxes per capita
- Ratio of federal dollars received to federal tax dollars paid
- Number of state employees per 10,000 population
- Number of state services accessible by Internet
- Total savings realized in state spending by making reports/documents/processes available on the Internet and accepting information in electronic format
- Funded ratio of statewide pension funds
- Texas general obligation bond ratings
- Issuance cost per \$1,000 in general obligation debt
- Affordability of homes as measured by the Texas Housing Affordability Index

AGENCY MISSION

The mission of the Office of the Secretary of State is to provide a secure and accessible repository for public, business, and commercial records and to receive, compile, and provide public information. In addition, our mission is to ensure the proper conduct of elections, to maintain the official statewide list of registered voters, to authorize the creation and registration of business entities, and to publish state government rules and notices, and serve as liaison to the Governor on Texas Mexico border issues. We serve as Chief International Protocol office for the State. We assist our staff with personal and professional development; promote a diverse workforce and the effective use of resources.

AGENCY PHILOSOPHY

The Office of the Secretary of State will provide accurate, reliable, and timely services. We will always act in accordance with the highest standards of ethics, accountability, efficiency, and openness. We approach our activities with a keen sense of purpose and responsibility.

EXTERNAL/INTERNAL ASSESSMENT

I. Overview of Agency Scope and Functions

A. Statutory Basis

The Secretary of State, as provided in Article IV, Section 1 of the Texas Constitution, is one of six constitutional officers comprising the executive department of the State. The Secretary is appointed by the Governor with the advice and consent of the Senate. The Secretary has both constitutional and statutory duties, as well as duties assigned by Executive Order or other directive from the Governor. The constitutional and statutory provisions that require an action by/or filings with the Secretary of State are enumerated in Appendix H.

B. Historical Perspective

The Constitution of the Republic of Texas specified that the President could appoint a Secretary of State with the advice and consent of the Senate. The first Secretary of State was Stephen F. Austin. Article IV, Section 21 of the Texas Constitution first appeared in the Constitution of 1845. At the Constitutional Convention of 1875, the duty of the Secretary to authenticate the publication of laws was added to the Constitution and the Secretary's salary was capped at \$2,000. Constitutional amendments in 1936 and 1954 increased the salary limit and prohibited the Legislature from setting the salary at less than \$6,000.

Numerous duties have been assigned to the Secretary since the 1836 inception of the office. Significant historical events are listed below.

- | | |
|---|------|
| 1. Texas Constitution created Secretary of State | 1845 |
| 2. Act providing for creation of private corporations | 1874 |
| 3. Registration of trademarks with Secretary of State | 1893 |
| 4. Appointment of notaries public | 1940 |
| 5. Texas Business Corporation Act | 1955 |
| 6. Texas Non-Profit Corporation Act | 1959 |
| 7. Texas Uniform Limited Partnership Act | 1959 |
| 8. Administrative rule filings | 1961 |

9.	Central filing of Uniform Commercial Code (UCC) documents 1966	
10.	Secretary of State is designated chief election officer	1967
11.	Open Meetings Act	1967
12.	Chapter 19, Voter registration funds administration	1967
13.	Texas Professional Association Act	1969
14.	Texas Professional Corporation Act	1970
15.	Primary finance administration	1973
16.	Texas subject to Federal Voting Rights Act	1975
17.	Campaign finance and disclosure filings	1975
18.	Authorization of election inspections	1975
19.	Administrative Procedure and Texas Register Act	1975
20.	Texas Administrative Code Act	1977
21.	Begin compiling Election Night Returns	1982
22.	Implemented County on-line voter registration	1984
23.	Central filing of farm-related financing statements in UCC	1985
24.	Certification of voting systems	1987
25.	Provide Direct Access to Corporation and UCC filings	1988
26.	Filing of Limited Liability Companies and Registered Limited Liability Partnerships	1991
27.	Campaign finance and disclosure filings (removed)	1992
28.	Provide Jury wheel administration	1992
29.	Registration of Telephone solicitors	1993
30.	Registration of Law enforcement solicitors	1993

31.	Registration of Veterans organizations solicitors	1993
32.	Accept filing of Assumed names for Limited Liability Companies, Limited Partnerships, and Registered Limited Liability Partnerships	1993
33.	National Voter Registration Act	1995
34.	Executive Order appointing Secretary of State as Chief International Protocol Officer	1995
35.	Conversions for Business Corporations, Limited Liability Companies and Limited Partnerships, and Registration of Foreign Limited Liability Partnerships	1997
36.	Executive Order designating the Secretary of State as Chief Liaison to Mexico and the Border Region of Texas	1998
37.	Serve as Colonia Initiative Coordinator	1999
38.	Serve as Border Commerce Coordinator	1999
39.	Help America Vote Act	2002
40.	Texas Business Organizations Code	2006

C. Affected Populations (key service populations)

1. All registered voters
2. County and local election officials
3. Citizens eligible to register and vote
4. Financial, business, and legal communities
5. Federal, state, and local government agencies
6. Notaries public
7. Elected and appointed government officials
8. Borrowers and debtors

9. General public
10. Colonia residents

D. Main Functions (See Appendix G for comprehensive list of functions and duties.)

As custodian of official documents, the Office of the Secretary of State (the “Agency”) files all acts of the Governor, the Legislature, and rules of state administrative agencies. The Secretary of State must affix the state seal of Texas to all commissions and proclamations bearing the Governor's signature, attests to the Governor's signature on all commissions and proclamations, keep a complete register of all the officers appointed and elected, issue their commissions, and file statewide public officials' statements of officer. In addition, The Secretary acts as keeper of the State Seal, serves as Chief International Protocol office for the State, and is the liaison to the Governor on Texas-Mexico border issues.

Numerous public records must be registered with the Agency. Such records include city charters of home rule cities with a population over 5,000; organizational documents for limited liability companies, limited partnerships, and Texas corporations and applications for registration of foreign corporations, limited liability companies, and limited partnerships desiring to transact business in Texas. The Agency files amendments and supplements to those documents and effects terminations, forfeiture and withdrawals of these business entities. Trademarks used in Texas are registered with the Agency. Open meeting agendas of meetings held by statewide and regional governmental bodies are filed with the Agency and posted for public notice. The Agency administers the Uniform Commercial Code, filing financing statement notices to perfect liens on certain personal property.

The Secretary of State appoints and commissions all notaries public for Texas, issues certificates of authority to automobile clubs and registers their sales representatives, registers health spas, and maintains a file of business opportunity registrations in the State. In addition, the Secretary authenticates documents for presentation to foreign governments through the issuance of an apostille under the Hague Convention.

Public safety organizations, public safety publications and their solicitors, telephone solicitors, veterans' organizations and their solicitors are all required to register with this Agency. A toll-free telephone line, known as the *Solicitation Information Hotline*, is

available for the public to contact the Agency for registration information or to report an alleged violation.

The Secretary of State is the chief election officer for the state. The Agency assists and advises local election authorities regarding their duties and ensures the uniform application, operation, and interpretation of election laws throughout the state. The agency issues official advisory and memoranda, prescribes all official election forms, certifies state and district offices on the ballot, collects unofficial election night returns when working on election night, prepares the canvass of statewide and district results, deploys state inspectors to monitor polling place activity, certifies voting systems for use in the state, administers the official statewide list of registered voters, maintains an online voter registration system that is used by all counties, submits election-related legislation to the U.S. Department of Justice for preclearance, and conducts various voter education outreach.

Pursuant to the federal Help America Vote Act of 2002 (“HAVA”), the agency is charged with maintaining the official statewide list of registered voters in which all new voter applicants’ driver’s license or social security numbers are validated by the State. In addition, the Agency distributes federal funds to counties and other eligible entities to comply with HAVA mandates such as providing an accessible voting unit in every polling place, upgrading voting systems to comply with new federal standards, provisional voting, and HAVA purposes.

The Secretary of State presides over each regular session of the House of Representatives during its initial organization. The Secretary of State is designated to receive and forward service of process under various statutes, and maintains numerous statutorily required filings such as state auditor reports, labor union annual reports, and court rules.

E. Who are we in the Public’s Perception?

We are the custodian of business, commercial, and government records, as well as chief election officer for the state.

II. Organizational Aspects

A. Size and Compositions of Workforce (6/1/2012)

1. Full-Time Employees - 185
2. Part-Time Employees - 0

3. Full Time Equivalent Employees – 185
4. The Secretary of State employs the most qualified human resources available without regard to race, sex, age, or other discriminatory bias. Historically the Agency has exceeded workforce minority percentage goals as prescribed by Labor Code Section 21.501. See Appendix E to review an analysis of the agency staffing.

B. Organizational Structure and Process

The Agency is organized as depicted in the organizational chart attached as Appendix B. The Secretary of State delegates the day-to-day operation of the Agency to the Deputy Secretary of State. In addition to managing the Agency's day-to-day operations, the Deputy Secretary is a state officer and is empowered to perform all constitutional and statutory duties of the Secretary in the Secretary's absence or as otherwise directed by the Secretary. The General Counsel to the Secretary of State provides legal advice to the Secretary and Deputy Secretary as well as other Agency employees. Both the Secretary and Deputy Secretary receive administrative support from the Executive Office staff.

The Agency is organized in five functional divisions. The Executive Office provides oversight over all Agency programs and activities. The Administrative Services Division is responsible for fiscal operations, human resources, and procurement. The Elections Division administers all election-related activities including voter registration, primary election funding, and the publication of constitutional amendments. The Information Technology Division provides data processing services and technical support for all Agency programs. The Business & Public Filings Division, which includes the Corporations, Uniform Commercial Code, and Government Filing Sections, performs the public filing and public information functions of the Agency and also commissions all notaries public for Texas. The Protocol and Border Division receives and assists international officials and monitors Texas-Mexico border issues. In addition, the division coordinates the initiative to improve living conditions in colonias.

Managers' receive training in contemporary management topics. Group training solidifies the bonds between the divisions. Cooperative interaction among managers is essential in an organization charged with over two hundred diverse duties.

The Agency's success and effectiveness depends primarily upon the ability of its employees to deliver the services required by the public. The

Agency is committed to developing and retaining employees who will actively share in achieving the Agency's mission.

The Agency is committed to utilizing proven technological advancements to achieve the Agency's mission.

C. Location of Agency

The Agency is located in Austin. Employees occasionally travel to assist government officials or private citizens regarding election procedures and laws, as well as other Agency functions and services. The Colonia Initiatives program authorized an ombudsperson in each of six border counties and in Nueces County with the largest colonia populations. These ombudspersons assist colonia residents in seeking improvements in their living conditions.

D. Human Resource Strengths and Weaknesses

1. Strengths

- a. The agency's Management and Team Lead Staff average over twenty years of experience which allows for vast institutional knowledge.
- b. Benefits - Agency employees are eligible for all state benefits afforded to other state employees, including retirement, insurance, vacation and sick leave, holidays, longevity, overtime, compensatory time, use of sick leave from a sick leave pool, extended sick leave, emergency leave, military leave, leave under the Family and Medical Leave Act, and parental leave. Other benefits may include benefit replacement pay; parking in state owned or controlled areas, and educational and training programs. The benefit program for our employees is satisfactory, with the exception of health care cost that continue to escalate.
- c. Training – The Agency encourages employees to enhance their knowledge, skills, and abilities through educational and training programs.

2. Weaknesses Affecting our Human Resources

- a. Compensation – The Agency has been relatively effective in retaining employees occupying management and supervisory positions. The Agency, however, often loses professional or technical employees to the private sector

because of inadequate compensation. Compensation for state employees is not currently competitive with the private sector.

- b. Turnover Rates – From 9/01/2010 to 8/31/2011, the turnover rate for the Agency was 13.2%. Of that number, 0% of those departing held management positions, 48% held professional positions, and 52% held clerical positions.

E. Capital Assets

1. Physical Facilities

The Agency occupies state-owned office space in the State Capitol, the James Earl Rudder State Office Building (“Rudder Building”), and in the Thomas Jefferson Rusk Building (“Rusk Building”). The offices occupied by the Executive Division are located in the Capitol. These offices were renovated when the State Preservation Board restored the Capitol.

The Agency is the sole occupant of the Rudder Building. This building was restored in 1988. It is well suited for Agency operations. The proximity of the Rudder Building and the Capitol is advantageous. The Elections Division is housed in the Rusk Building. The facilities provided by these state buildings meet the immediate needs of the Agency during this planning period.

Building Renovation

The Rudder Building is currently in the design phase for specific renovations utilizing bond funds. This Texas Facilities Commission (TFC) project includes renovation of restrooms to make them ADA compliant, renewal of the plumbing system, update or replacement of aging mechanical equipment and materials, renew/replace air handlers, and renew/replace the electrical distribution system. The renovation will be accomplished two floors at a time and Agency staff will have temporary alternate locations during the project. The project completion date was originally August 2013, but due to a delayed start date, will most likely be extended.

2. Technology:

The agency currently maintains a centralized computing facility consisting primarily of UNIX and Windows based servers. A

storage area network is utilized for data storage. The agency is participating in the consolidated state data center project.

Personal Computers

Approximately 250 personal computers are in use by Agency personnel. The agency strives to maintain a four-year technology refresh cycle where cost effective. Printing is via network attached printers as well as some local workstation attached printers.

Network

Agency employees are connected to the centralized computing resources via a switched Ethernet network. The agency connects to the Internet via a DIR CAPNET connection.

F. Agency Use of Historically Underutilized Businesses

The Agency has adopted a policy to utilize the services of historically underutilized businesses (“HUB”). This policy was adopted to achieve HUB contracting goals set forth in Tex. Govt. Code Ann. § 2161.181 and CPA rule 34 TAC 20.13, See Appendix F to review the agency Historically Underutilized Business Plan.

The percentages of goods or services provided to the Agency by HUBs, based on funds expended for fiscal years 2010 and 2011 were:

Procurement Category	% with HUBs FY 2010	% with HUBs FY 2011
Special Trade	None	None
Professional Services	None	None
Other Services	46.0	86.02%
Commodities	35.4%	28.29%
Total Percentage with HUBs	40.2%	72.54%
Total Spent with HUBs	\$ 3,573,855	\$ 3,474,365

G. Key Organizational Events

Once appointed by the Governor and confirmed by the Senate, the Secretary of State serves at the pleasure of the Governor. Since the Governor's term was increased to four years, most secretaries have served approximately two years.

A change in executive leadership usually results in some measure of change in organization structure or redirection of priorities.

Major changes in organizational structure over the past forty-six years include:

1. The Uniform Commercial Code (“UCC”) Division was created in 1966.
2. The Elections Division was created in 1967.
3. The Texas Register Section was created in 1975.
4. In 1982, the Corporations Division, UCC Division, and Statutory Documents Division were consolidated into the Business & Public Filings Division (renamed Business & Public Filings in 2001); the Financial Management Section and the Staff Services Section were consolidated into the Administrative Services Division in 1982.
5. The Texas Register Section was transferred to the Business & Public Filings Division in 1988; the Microfilm Department was transferred to the Administrative Services Division in 1988.
6. The Disclosure Filing Section was transferred to the Ethics Commission in 1992.
7. The Printshop operations and staff were transferred to a Consolidated Printshop pursuant to a directive of the Capitol State Council on Competitive Government in 1994.
8. In 1995, the Secretary was assigned to serve as Chief International Protocol Officer.
9. The Microfilm Department was dissolved in 1997; microfilm operations were transferred to the State Library and Archives Commission in 1997.
10. In 1998, the Secretary was appointed, by Executive Order, to serve as Chief Liaison to Mexico and the Border Region of Texas.
11. In 1999, the Secretary was appointed to serve as Colonia Initiatives Coordinator as well as Border Commerce Coordinator.
12. In 2003, the Secretary of State assumed new duties under the Help America Vote Act of 2002. The Secretary of State is charged with maintaining the official statewide list of registered voters as of January 2006, and the Secretary of State must administer federal

funds to ensure compliance with federal mandates concerning voting systems.

13. In 2009, Congress passed the Military and Overseas Voter Empowerment Act (“MOVE”), and beginning with the November 2010 general election, the Secretary of State must provide military and overseas voters a method to track the status of their mail ballots.
14. Beginning in 2011, the Secretary of State was appropriated funds pursuant to Chapter 19 of the Texas Election Code. Historically, the funds were appropriated to the Comptroller and the program was administered by the Secretary of State. Now the Secretary of State receives the appropriation directly in addition to administering the program.
15. In 2011, the Business & Public Filings Division was reorganized to eliminate the Statutory Documents and Texas Register Sections and consolidate all functions into three sections: Corporations, Government Filings and UCC.

III. Fiscal Aspects

A. Size of Budget

The Agency categorizes its general revenue appropriations as 1) appropriations for Agency operations, and 2) appropriations of funds managed. Expenditure of appropriations for Agency operations is within the discretionary control of the chief executive. However, the expenditure of appropriations of funds managed (those funds for primary election financing, voter registration postage, publication of session laws, and publication of constitutional amendments) is largely beyond the control of Agency management. Limited control can be exercised over primary election financing by using rulemaking authority; but external factors, such as voter turnout, the number of precincts statewide and the number of statewide runoffs, determine in large part the total amount of expenditures. The Agency’s responsibility for funds managed is fiduciary in nature.

The Agency has relied increasingly on appropriated receipts to maintain the highest level of service to the public.

Total expenditures from general revenue appropriations for Agency operations have decreased significantly from \$32.4 million in fiscal year 2008-09 to \$30.1 million in fiscal year 2010-11. Graph 1 on page 16 illustrates the revenue/expenditure relationship.

B. Method of Finance

The Agency has three funding sources: general revenue, appropriated receipts, and with the passage of the Help America Vote Act in 2002 federal funds. Federal funding may not be an on-going method of finance beyond the FY 2014-15 biennium.

C. Per Capita and Other States' Comparisons

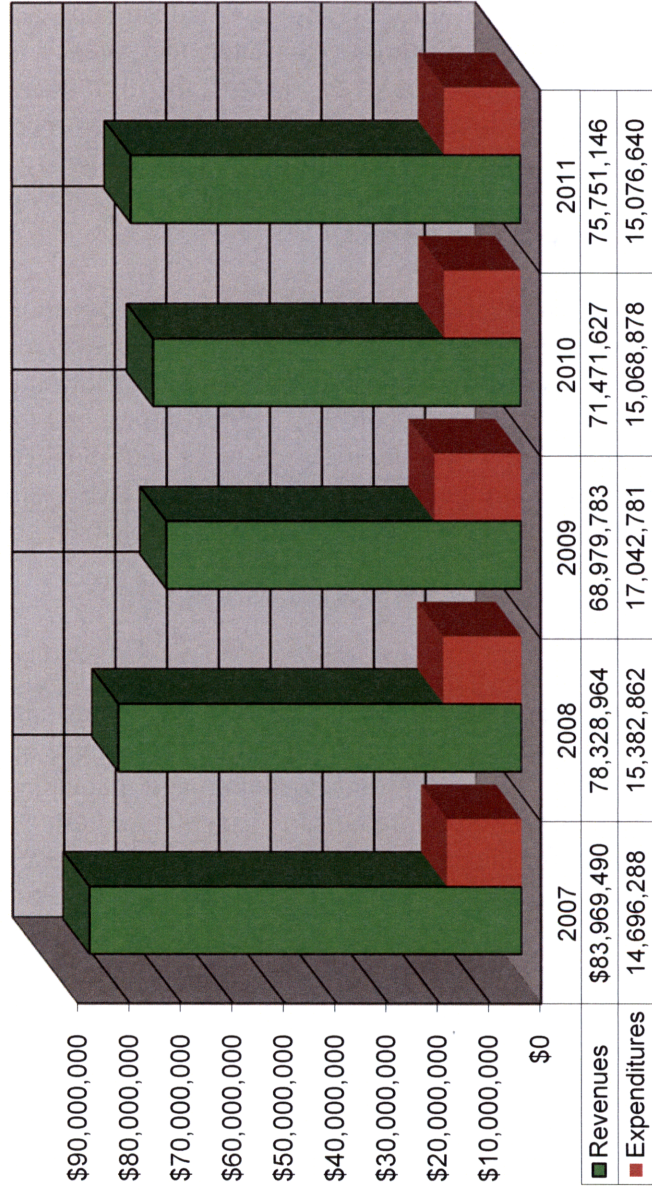
Over the past three years, the number of Agency employees has trended downward. At August 31, 2009, the Agency had on staff 229 full-time equivalent employees. Nearly three years later, the Agency is operating with 185 full-time equivalent employees through the third quarter of fiscal year 2012. In that same time period, the Texas population increased from 25.2 million to 26.1 million. Accordingly, per capita Agency employees decreased from .09087 per 10,000 population to .07088 per 10,000 population, a decrease of 22.0 percent.

The Agency creates more new business entities and files more Uniform Commercial Code financing statements per employee than other states. Comparative data is shown on page 17. For example, Florida reports 122 employees and 411,633 filings, or 3,374 filings per employee. The comparative numbers for Texas are 70 employees and 484,421 filings, or 6,920 per employee. Compared to Florida, Texas is twice as productive on a per employee basis. The productivity difference is even greater when compared to California and Delaware.

D. Budgetary Limitations

The ability to transfer appropriations between programs and to carry forward unexpended balances allows for a more efficient use of resources. This authority would be helpful in financing and managing projects, primarily information resources projects, which span multiple years and/or biennia. The budget for the current biennium will meet current needs.

Office of the Secretary of State



Fiscal Years

■ Revenues ■ Expenditures

E. Degree to Which Current Budget Meets Current and Expected Needs

Keeping abreast of technological advances requires a more flexible budget. Capital expenditures for information technology do not generally occur in equal annual increments. Fewer restrictions on the overall level of appropriations would reduce the need for completion of projects in segments over several fiscal years.

If the Agency is relieved of certain budgetary limitations, discussed in item III-D, the current budget can meet expected needs for this planning period. This claim is based on the Agency's assumption that appropriations will increase to support any across-the-board salary increases ordered by the Legislature, the cost of information technology will remain stable, the Agency's fee structure is not changed significantly by legislation, and the public's demand for information will not diminish or increase by unexpected levels.

Comparison of Business Statistics - Texas to Other States as of 12/31/2010

Type of Filing/ Information	Texas	California	Delaware	Florida
No. of Employees – Corp. and UCC	70	224	97	122
New Business Corporations Filed	26,860	74,929	26,637	103,868
New Limited Partnerships Filed	5,440	2332	6,295	875
New LLCs	76,138	65,175	82,027	132,482
UCC Filings	375,983	371,039	205,295	174,407
Total Filings	484,421	513,475	329,254	411,633
Filings per Employee	6,920	2.292	3,301	3,374

Source: International Association of Commercial Administrators 2010 Update Annual Report of the Jurisdiction, a publication compiled by Corporation Service Company.

IV. Service Population Demographics

	<u>2006</u>	<u>2008</u>	<u>2010</u>	<u>2012</u>
Notaries Public	384,045	409,465	405,598	403,141
Attorneys	77,503	82,255	86,453	90,552
Active for-Profit Corporations	388,418	391,403	374,460	368,678
Professional Corporations	15,654	16,313	16,808	17,382
Professional Associations	19,398	20,371	19,989	20,135
Non-Profit Corporations	104,810	98,931	105,469	114,721
Foreign For-Profit Corporations	51,717	54,765	55,384	58,143
Limited Partnerships	146,617	150,429	128,690	127,825
Foreign Limited Partnerships	15,932	11,216	9,688	9,930
Limited Liability Companies	200,235	293,463	364,251	463,634
Foreign Limited Liability Companies	21,325	33,035	36,305	43,173
Limited Liability Partnerships	5,321	4,624	4,029	3,845
Foreign Limited Liability Partnerships	446	463	480	455
All registered voters	12,722,671	12,752,417	13,023,358	13,065,425
County and local election authorities	78,681	76,152	76,152	48,820*
Voting age citizens	16,924,986	17,735,442	18,789,238	18,279,737
General public	23,805,200	24,283,600	25,236,900	26,142,000
Colonia residents	400,000	400,000	400,000	400,000

*Based on information available as of July 3, 2012.

The Agency serves all geographic regions of the state. Historically, most of the Agency's statutory duties have been carried out through the mail service so all regions of the state have essentially the same level of service. As more transactions are accomplished electronically, service to the more remote regions will equal the service available to a local Austin user.

V. Technological

A. Impact of Technology on Current Agency Operations

1. Infrastructure

Software development is done in both the Visual Basic and Enterprise Java software development environments.

The agency is heavily involved in the DIR Data Center Consolidation effort. This initiative has and will continue to dramatically shape the IT infrastructure of the agency and impact business operations.

2. Operational Functions

Since bringing up the SOSDirect Web site in 2001, the Agency has continued adding to the list of services that are now being offered to customers of the UCC and Corporations sections via the Internet.

There are now twenty-eight different types of business entity filings available including formation filings, change filings, terminations, reinstatements, name change amendments and periodic reports. Customers of the Uniform Commercial Code section may file both initial and amendment filings over the web. Customers may also do searches and place orders for copies and certificates using SOSDirect and have access to them delivered via email. Images of documents are viewable from the web giving customers the ability to print their own plain copies.

Service Companies that formerly purchased data from the agency that was delivered on tape, now have the ability to download those daily transactions and other bulk order products using SOSDirect. Other state agencies have similar access to data at no charge. As requests for bulk order data has increased, products in new formats have been added for the benefit of those wishing to generate lists for various business uses.

In compliance with the Help America Vote Act (HAVA), the official database of Texas registered voter information now resides with the agency. The Texas Election Administration Management (TEAM) System allows improved access to election related information.

All the business organization forms (which have now been converted to pdf fillable format) and frequently asked questions that relate to these forms are on the Agency's home page on the web.

The Uniform Commercial Code (UCC) Section began accepting filings via Electronic Data Interchange (EDI) in April 1996. This process was replaced in 2009 with XML Web Services.

The number of large filers using XML and Web continues to grow. Texas is optimistic about the potential this technology provides. Not only does it reduce the agency workload; it enhances customer service by improving turnaround and accuracy. Currently, approximately 80% of all UCC filings are filed electronically; 41% of business organization documents submitted via the web; 99% of

UCC copy and certificate requests are handled through SOSDirect; and 86% of the business organization copy and certificate requests are processed over SOSDirect. Fifty-eight percent of the new Texas businesses formed by filing with the Secretary of State are filed using SOSDirect.

In addition to the notary public search feature added to the Agency's web site in February 2005, web search capability is provided for credit service organizations, health spas, debt collectors, veterans organizations and solicitors, public safety organizations and solicitors, telephone solicitation registrations, business opportunities, automobile clubs and service of process.

The eNotary project to file notary public applications electronically was implemented on February 5, 2009. Currently seven bonding companies are participating resulting in an average of 70% of all notary public applications being filed electronically. In addition more than half of all commissions are sent to notaries by email saving both postage and printing costs.

Notary Public training tools were enhanced with a new Internet training video that helps resolve and reduce complaints about notaries.

There are several areas in which the agency continues to have a more proactive role in identifying persons who should file with this office and alerting the public to potential problem areas:

- Posted a list of all health spas, credit service organizations, debt collectors and other registrations on the SOS web site so that it is easier for the public to identify those persons who are non-compliant.
- SOS continues to be proactive in identifying and contacting foreign entities that are not registered with the SOS.
- Revised FAQs to provide better information to consumers about filing complaints against health spas, debt collectors, and credit service organizations.
- Revised Notary FAQs and Educational Information to provide better information to notaries about the notary's role and responsibilities.
- Revised the FAQs related to business entity filings to enhance the information available to legal and business communities.

The Business & Public Filings Division created a Reports Unit in the UCC Section to generate and process the reports, which the SOS may request under the Texas Business Organizations Code.

Generation of additional reports provides a mechanism for updating data on the SOS database which enables the SOS to inactivate entities that are no longer operational and is an additional source of revenue.

State Agency rules and meeting notices are readily accessible via a searchable database and Email Notification service. Westlaw and Lexis-Nexis receive electronic updates to meeting notices and rules. Other commercial vendors purchase daily open meeting agenda files. Preparation of cumulative Texas Register Indexes were automated, making use of the same ArborText electronic publishing software employed to produce the Texas Register issues each week. A re-write of the Texas Register/Administrative Code database to improve Internet access to rules is due for completion in 2012. This project will permit customers to more easily download entire chapters into a single file from the Administrative Code and simplify the user tools for the public as well as state agency rule drafters. Other existing services include the following: (1) full text of the Texas Register and the Texas Administrative Code, which is updated daily to provide all rules currently in effect; (2) weekly email notice that the latest issue of the Texas Register is posted and available on the Internet; (3) RSS feed for weekly Texas Register issues. (4) Archive editions of the Texas Register and a daily backup listing of agency meeting agendas are posted on the University of North Texas Library Internet site. The newsprint subscription service was privatized in an agreement with Lexis-Nexis' Matthew Bender.

In 2012, the Secretary of State moved to electronic receipts for certified mail when forwarding service of process. As a result, we should achieve a savings in postage costs of over \$2.00 per mailing. In efforts to streamline the generation of notices to professional associations regarding the filing of annual statements, the Secretary sent an abbreviated notice of the filing with information on how to file electronically. This resulted in an increased number of electronic filings and reduced the amount of resources that the Secretary committed to review and entry of the documents.

B. Impact of Anticipated Technological Advances

1. Infrastructure

With growing awareness of the increased threat to information security, the agency has devoted considerable effort and resources to address this risk. Several initiatives are underway to mitigate

the risk to agency information resources. The agency's information security staff conducts regular risk assessments and penetration tests against the agency information resources. The agency also maintains compliance with the purchase card industry data security standards.

2. **Operational Function:**

Since replacing the legacy systems that supported UCC, Corporations and Financial sections with the Business Entity and Secured Transaction (BEST) system and the web interface (SOSDirect), the agency has continued to reap the benefits in terms of efficiency. In UCC, more than 80 of the filings and 99% of the orders are submitted and processed via the web and XML Web Services. Similar upward trends in numbers of web orders and filings are being seen as the Corporations section continues to move additional types of web filings into production.

Technology refresh projects are underway for SOSDirect to rewrite the underlying code from ASP classic to Dot Net. It is anticipated that the resulting code will include improvements in accessibility, make the web system more user friendly and intuitive, and be easier for in-house technology staff to maintain and enhance. As budgets decrease, it will be imperative for our electronic systems to supplant the need for the more manual processes.

C. Degree of Agency Automation

All major functions of the agency are automated. The agency has an adequate number of workstations for all personnel.

VI. Economic Variables

A. Identification of Key Economic Variables

General economic variables, such as gross domestic product, interest rates, consumer price level, and inflation may affect demands placed on the Agency by its customers. It is difficult to evaluate the impact these factors have on the business and commercial filings with the Agency and the requests for access to information by the public. We are not able to identify a direct correlation between the economic variables and the overall demand for services. In addition to economic variables, demand for Agency services may be affected by changes in state laws, such as election, franchise tax and usury laws; increases in filing fees; and general population growth. Economic variables do not affect the Agency's election duties.

B. Extent to Which Service Populations are Affected by Economic Conditions

Demand for Agency services increases during periods of the growth and expansion of business. This demand may be reflected by increases in the formation of new corporations, limited partnerships, and limited liability companies, as well as the qualification of out-of-state entities to transact business in Texas. In addition, demand for Agency services is greater when an increase of commercial lending and other commercial transactions occurs. This is evidenced by more filings of financing statements, and an increase of requests made to the Agency for information pertinent for loan transactions, real estate closings, business licensing activities, and other commercial ventures.

Demand for Agency services also may increase during recessionary periods. Business failures result in forfeitures, terminations, mergers, and withdrawals of business entities. Mergers, acquisitions, and failures of commercial lending institutions require assignment of security interests, continuations of existing security interests, greater filings of federal liens, and increased requests for information. In addition, consumers request more information about business entities prior to entering into a transaction with an entity. Litigation escalates during periods of business failures, resulting in increased requests for information about business entities, requests for certified copies, and frequent use of the Secretary of State as an agent for service of process.

C. Expected Future Economic Conditions and Impact on Agency and Service Populations

Demand for some Agency services should increase regardless of state and national economic conditions. In the "Information Age," demand for business and commercial data will continue its upward spiral. The demand for services may be more directly related to the growth in the state's population than to any particular economic condition. We expect that demand for services to increase as the population of Texas continues to grow. During March 2012, the Secretary of State filed 12,685 certificates of formation creating new Texas corporations, limited liability companies and limited partnerships. This is the highwater mark for new business formation. Since new business formation is generally considered to be a leading economic indicator, we should continue to experience growth in our workload as the economy expands.

D. Agency Response to Changing Economic Conditions

As economic conditions change, the Agency reassigns personnel from areas where workload has decreased to areas where workload has escalated. When feasible, staff size has been reduced.

VII. Impact of Federal Statutes/Regulations

A. Historical Role of Federal Involvement

The primary federal statute affecting the Agency is the federal Voting Rights Act of 1965. The Voting Rights Act requires that a change in any "standard, practice, or procedure with respect to voting" be submitted to the U.S. Department of Justice ("DOJ") for preclearance. The Agency prepares a "submission" to be sent to DOJ, requesting approval or preclearance for any changes in state election law or any new law, which concerns elections. Texas became subjected to the Voting Rights Act in 1975, and since that time, the Agency has had an effective working relationship with the DOJ.

Texas must adhere to the provisions of the federal Voting Rights Act that require election materials to be furnished both in English and in Spanish. To comply with this requirement, the Agency sends to each Spanish surnamed voter in Texas a notice of all constitutional amendment elections, and also a brief explanatory statement, in Spanish, of each proposition appearing on the ballot.

In 1993, Congress passed the National Voter Registration Act ("NVRA"). The NVRA requires a uniform mail-in registration program; requires certain state agencies to provide voters registration applications to customers; and requires local election officials to keep registered voters on the registration rolls for a longer period of time. The Agency adopted detailed administrative rules to implement the NVRA, which were then adopted into state law by the Legislature in 1995. The Agency continues to educate county and state officials about their responsibilities under the NVRA.

In 2002, Congress passed the Help America Vote Act ("HAVA"). HAVA is a direct response to some of the problems exposed in the 2000 presidential elections, and moves several key election functions previously administered at the local level to the state. As part of this state centralization, Congress mandated that the State must maintain the official list of registered voters and must validate the identification number provided on a voter registration application through the Department of Public Safety (driver's license, personal identification, or last four digits of the social security number). Another significant HAVA mandate concerns upgrading voting systems standards and the requirement to provide a

voting unit accessible to voters with disabilities in every polling place in the state by January 2006. Congress has appropriated federal grant money to partially fund these mandates, and the Secretary of State administers an online grant administration program to ensure that counties and other eligible entities receive prompt funds and fully comply with the new mandates.

In 2009, Congress passed the Military and Overseas Empowerment Act (“MOVE”). MOVE facilitates the process of voting for this population of voters. MOVE requires that the official ballot be emailed at the request of a military or overseas voter, but the voter must return the ballot by mail. In addition, MOVE requires the state, in cooperation with local entities, to develop a tracking system which would allow military and overseas voters a way to track the status of their ballot. The Secretary of State adopted administrative rules and procedures to implement MOVE.

VIII. Other Legal Issues

B. Impact of Pending Lawsuits and Appeals

We do not anticipate any liability from pending lawsuits and appeals, although it is possible that a court could award attorneys’ fees and court costs to a plaintiff that successfully challenges an action by the state. While this is not a complete list of pending litigation matters, the Secretary of State, in her official capacity, is named as party in the following active litigation matters:

Perez et al v. State of Texas - lead redistricting case

Tarrant County Democratic Party v. Hope Andrade, in her official capacity as Secretary of State for the State of Texas - denial of reimbursement of legal fees to county and state party

Voting for America, Inc., Brad Richey and Penelope McFadden v. Hope Andrade and Cheryl E. Johnson - voter deputy registrar and voter registration matters

Michelle Petty v. Texas Republican Party et. Al - suit challenging the eligibility of a Supreme Court candidate.

Uresti v. Secretary of State Andrade - suit challenging the eligibility of a state senate candidate.

In addition, the Attorney General has filed lawsuits against the United States Department of Justice regarding preclearance of redistricting and voter id. While the Secretary is not a named party in these lawsuits,

employees from the office are being deposed and information technology resources are being utilized.

The Business & Public Filings Division is not currently involved in any litigation.

C. Impact of Local Governmental Requirements

The Agency is not directly affected by local government requirements.

IX. Self-evaluation and Opportunities for Improvement

- A. The Agency should benefit from technological advances in data gathering, storage, and retrieval.
- B. Information might be processed faster with less personnel cost by using modern technology to capture data electronically; make the stored data more readily available to potential customers via electronic access; improve controls over the billing and collecting process; and convert more office paper flow to electronic transmissions.

X. Discussion of Current Year Activities

The Agency expects to accomplish substantially all key performance targets for fiscal year 2012. Attention and emphasis continue to be focused on meeting turnaround times and depositing revenue timely.

The Business & Public Filings Division continues to focus on achievement of performance measures by filing or rejecting documents within three business days of receipt, by responding to requests for copies, certificates and public information within that same time frame, and depositing all revenue within the statutory deadlines.

To improve our public services, continuous efforts are underway to revise and enhance information available to the public on the SOS web site, including revision of forms promulgated, enhancement of FAQs, and promulgation of additional forms and posting of additional information.

With the enactment of legislation to take advantage of some of the provisions of the Model State Trademark Act, the Secretary of State is currently working on administrative rules, forms and computer changes to accommodate this legislation which takes effect on September 1, 2012. As part of the changes, the term of a trademark registration will be reduced from ten to five years; the Secretary will be required to check for conflicts with federal trademarks filed with the United States Patent and Trademark Office; applicants will be permitted to submit multi-class applications; and the Secretary required to file a certificate of registration which

includes a reproduction of the registered mark, including any design elements. This will require a change in imaging workflow in addition to other database changes.

The Elections Division is currently preparing for the 2012 primary runoff and general elections and is advising counties of the new mandates imposed by state and federal laws. New functionality and enhancements to the statewide voter registration system (“TEAM”) are scheduled to be deployed this summer and in January 2013.

The Elections Administration section is tracking the new voter registration card deliveries since the United States Post Office mandated changes effective January 2012. Improvements to 1) distribution of the Commissions; 2) collections of the Certified Statement of Persons Elected to County or Precinct Offices; and 3) U.S. Elections Assistance Commission Survey, are being developed.

The Elections Division is continuing to work closely with the Office of Attorney General Greg Abbott in the litigation seeking judicial pre-clearance of photo identification legislation and it is formulating public education campaign materials and poll worker training materials to be ready for use in the event the law is pre-cleared later this summer.

The agency completed several information technology modernization projects. Computer workstations were replaced affording agency employees the latest hardware and software tools to perform their work assignments. In addition, the agency modernized the network infrastructure in its Austin offices providing increased capacity and enhanced monitoring capabilities.

XI. Performance Benchmarking

The Agency’s current benchmarking process is categorized as “internal benchmarking” due to the difficulties in obtaining valid comparisons with similar organizations in different jurisdictions. For example, the Agency operates within a constitutional and statutory framework that differs from that of other states. Consequently, “competitive” or “industry” benchmarking is difficult. However, there is some “industry” information published by the International Association of Commercial Administrators. In the “Comparison of Business Statistics” on page 17, there is a comparative analysis of filings per employee for Texas, California, Delaware and Florida. Over time as state laws become more uniform (and this is a gradual trend), other types of benchmarking will become feasible. Presently, to go beyond the “internal benchmarking” process would result in an unfavorable cost/benefit ratio.

For the goal “Information Management”, the Agency identifies the outcome measure for the goal as an appropriate benchmark. The benchmark becomes "Percent of Business Entity, Uniform Commercial Code, Notary Public and

Registrant Document Filings and Public Information Request Responses Completed Within 3 Business Days.”

For the goal “Administer Election Laws,” the Agency identifies the outcome measure “Percent of Election Authorities Assisted or Advised” as an appropriate benchmark.

Neither of these benchmarks is closely linked with the state-level benchmarks for General Government. However, the state-level benchmark “Number of state employees per 10,000 population” can be applied at the Agency level. This information appears in the External/Internal Assessment section on page 17 of this plan.

OFFICE OF THE SECRETARY OF STATE

AGENCY GOALS

FY 2013-2017

GOAL 01 Provide Information Timely; Process Documents Efficiently; Enforce Laws/Rules

OBJECTIVE 01 Process Documents & Provide Accurate & Reliable Information on a Timely Basis

Outcome Measure:

- 01 Percent of Business, Commercial, and Public Filings & Information Requests Completed in 3 Days
- 02 Average Cost Per Business Commercial, and Public Filings Transaction & Public Information Request
- 03 Average Cost Per Texas Register and Administrative Code Published

STRATEGY 01 File/Reject Statutory Filings

Explanatory/Input Measures:

- 01 Number of Registrants
- 02 Number of Notary Commissions Issued
- 03 Business, Commercial, and Public Filings Revenue

Output Measures:

- 01 Number of Business, Commercial, and Public Filings Transactions Processed
- 02 Number of Requests for Information and Filings Processed

OBJECTIVE 02 File and Publish Administrative Rules, Agency Public Notices, and Session Laws

STRATEGY 01 Publish the Texas Register, Texas Administrative Code, & Session Laws

Explanatory/Input Measures:

- 01 Number of Rules and Notices Filed in the Texas Register
- GOAL 02** Maintain Uniformity & Integrity of Elections; Oversee Election Process
- OBJECTIVE 01** Interpret Election Laws/HAVA; Publish Constitutional Amendments; Reimburse Election Costs

Outcome Measure:

- 01 Percent of Election Authorities Assisted or Advised
 - 02 Percent of Polling Places Having at Least One Accessible Voting Device
 - 03 Average Cost Per Election Authority Assisted or Advised
- STRATEGY 01** Provide Statewide Elections Administration

Explanatory/Input Measures:

- 01 Number of Registered Voters

Output Measures:

- 01 Number of Election Officials Assisted or Advised
 - 02 Number of Public Customers Advised, Trained or Assisted
- STRATEGY 02** Manage Primary Election Funds; Reimburse Voter Registration Postage

Efficiency Measures:

- 01 Program Management Cost Per Dollar of Primary Election Funds Distributed
- 02 Program Management Cost Per Dollar of Voter Registration Postage Reimbursed

Explanatory/Input Measures:

- 01 Amount of Primary Election Funds Distributed to Counties
- 02 Amount of Voter Registration Postage Distributed/Reimbursed to Counties

STRATEGY 03 Publish and Interpret Constitutional Amendments

Efficiency Measures:

- 01 Average Cost Per Amendment Published

Output Measures:

- 01 Number of Constitutional Amendments Translations Mailed

STRATEGY 04 Administer the Federal Help America Vote Act (HAVA)

Explanatory/Input Measures

- 01 Number of Counties Using Voter Registration On-Line
- 02 Number of Federal HAVA Dollars spent per Voting Age Population

STRATEGY 05 Payments to Counties for Voter Registration Activity. Estimated

Explanatory/Input Measure

- 01 Amount of Funds Disbursed to Counties to Defray Voter Registration Expenses.

GOAL 03 International Protocol

OBJECTIVE 01 To provide protocol services and Representation on Border Issues

STRATEGY 01 To provide protocol services and Representation on Border Issues

Output Measures:

- 01 Number of Meetings with International Diplomatic Officials, Foreign Government Officials, and Business Leaders
- 02 Number of Border Events Attended

STRATEGY 02 Improve Physical Living Conditions in Colonias

Output Measures:

01 Number of Funded Colonia Projects Monitored

GOAL 04 Indirect Administration

OBJECTIVE 01 Indirect Administration

STRATEGY 01 Indirect Administration

TECHNOLOGY INITIATIVE ASSESSMENT AND ALIGNMENT

1. Initiative Name: Name of the technology initiative.	
Data Center Consolidation	
2. Initiative Description: Brief description of the technology initiative.	
Consolidate agency servers into the state data centers.	
3. Associated Project(s): Name and status of current or planned project(s), if any, that support the technology initiative and that will be included in agency's Information Technology Detail.	
Name	Status
Data Center Consolidation	Current
4. Agency Objective(s): Identify the agency objective(s) that the technology initiative supports.	
All Objectives	
5. Statewide Technology Priority(ies): Identify the statewide technology priority or priorities the technology initiative aligns with, if any.	
<ul style="list-style-type: none"> • P1 – Cloud • P2 – Data Management • P3 – Data Sharing • P4 – Infrastructure • P5 – Legacy Applications 	<ul style="list-style-type: none"> • P6 – Mobility • P7 – Network • P8 – Open Data • P9 – Security and Privacy • P10 – Social Media
P4	
6. Guiding Principles: As applicable, describe how the technology initiative will address the following statewide technology guiding principles:	
<ul style="list-style-type: none"> • Connect – expanding citizen access to services • Innovate – leveraging technology services and solutions across agencies • Trust – providing a clear and transparent accounting of government services and data • Deliver – promoting a connected and agile workforce 	
Data Center Consolidation will leverage technology infrastructure, services, and solutions across agencies.	
7. Anticipated Benefit(s): Identify the benefits that are expected to be gained through the	

technology initiative. Types of benefits include:

- Operational efficiencies (time, cost, productivity)
- Citizen/customer satisfaction (service delivery quality, cycle time)
- Security improvements
- Foundation for future operational improvements
- Compliance (required by State/Federal laws or regulations)

Data Center Consolidation establishes the foundation for future benefits including better efficiency and operational improvements.

8. Capabilities or Barriers: Describe current agency capabilities or barriers that may advance or impede the agency's ability to successfully implement the technology initiative.

Legacy software remediation to enable the migration to new technology is a significant challenge.

1. Initiative Name: Name of the technology initiative.	
Technology Resource Maintenance and Enhancement	
2. Initiative Description: Brief description of the technology initiative.	
Maintain agency technology resources at supported levels. Implement new technologies in support of the agency mission.	
3. Associated Project(s): Name and status of current or planned project(s), if any, that support the technology initiative and that will be included in agency's Information Technology Detail.	
Name	Status
Acquisition of Information Resources Technology	Current
4. Agency Objective(s): Identify the agency objective(s) that the technology initiative supports.	
All Objectives	
5. Statewide Technology Priority(ies): Identify the statewide technology priority or priorities the technology initiative aligns with, if any.	
<ul style="list-style-type: none"> • P1 – Cloud • P2 – Data Management • P3 – Data Sharing • P4 – Infrastructure • P5 – Legacy Applications 	<ul style="list-style-type: none"> • P6 – Mobility • P7 – Network • P8 – Open Data • P9 – Security and Privacy • P10 – Social Media
P1,P2, P3, P4, P5, P6,P7,P8, P9, P10	
6. Guiding Principles: As applicable, describe how the technology initiative will address the following statewide technology guiding principles:	
<ul style="list-style-type: none"> • Connect – expanding citizen access to services • Innovate – leveraging technology services and solutions across agencies • Trust – providing a clear and transparent accounting of government services and data • Deliver – promoting a connected and agile workforce 	
Maintaining and enhancing agency information resources will allow the agency to better serve the citizens of Texas by leveraging technology to provide expanded and more efficient access to services.	

7. Anticipated Benefit(s): Identify the benefits that are expected to be gained through the technology initiative. Types of benefits include:

- Operational efficiencies (time, cost, productivity)
- Citizen/customer satisfaction (service delivery quality, cycle time)
- Security improvements
- Foundation for future operational improvements
- Compliance (required by State/Federal laws or regulations)

Enhancing agency technology resources provides greater efficiency, while maintaining security and compliance.

8. Capabilities or Barriers: Describe current agency capabilities or barriers that may advance or impede the agency's ability to successfully implement the technology initiative.

Lack of sufficient funding has been a challenge to technology modernization.

1. Initiative Name: Name of the technology initiative.	
Information Security Enhancement	
2. Initiative Description: Brief description of the technology initiative.	
Enhance the agency's information security posture to address future threats.	
3. Associated Project(s): Name and status of current or planned project(s), if any, that support the technology initiative and that will be included in agency's Information Technology Detail.	
Name	Status
Information Security Enhancement	Planned
4. Agency Objective(s): Identify the agency objective(s) that the technology initiative supports.	
All Objectives	
5. Statewide Technology Priority(ies): Identify the statewide technology priority or priorities the technology initiative aligns with, if any.	
<ul style="list-style-type: none"> • P1 – Cloud • P2 – Data Management • P3 – Data Sharing • P4 – Infrastructure • P5 – Legacy Applications 	<ul style="list-style-type: none"> • P6 – Mobility • P7 – Network • P8 – Open Data • P9 – Security and Privacy • P10 – Social Media
P9	
6. Guiding Principles: As applicable, describe how the technology initiative will address the following statewide technology guiding principles:	
<ul style="list-style-type: none"> • Connect – expanding citizen access to services • Innovate – leveraging technology services and solutions across agencies • Trust – providing a clear and transparent accounting of government services and data • Deliver – promoting a connected and agile workforce 	
Protecting the information of the citizens of Texas will protect the citizen's trust in the agency and the agency's reputation. Security enhancements may facilitate expanded access to information as well as better delivery of information resources to customers.	
7. Anticipated Benefit(s): Identify the benefits that are expected to be gained through the technology initiative. Types of benefits include:	

- Operational efficiencies (time, cost, productivity)
- Citizen/customer satisfaction (service delivery quality, cycle time)
- Security improvements
- Foundation for future operational improvements
- Compliance (required by State/Federal laws or regulations)

Enhancing agency information security will help to ensure the confidentiality, integrity, and availability of the information resources.

8. Capabilities or Barriers: Describe current agency capabilities or barriers that may advance or impede the agency's ability to successfully implement the technology initiative.

Lack of sufficient funding has been a challenge to security enhancements.

1. Initiative Name: Name of the technology initiative.	
Application Maintenance and Remediation	
2. Initiative Description: Brief description of the technology initiative.	
Enhance the agency's application software to ensure future vendor support and address future business needs.	
3. Associated Project(s): Name and status of current or planned project(s), if any, that support the technology initiative and that will be included in agency's Information Technology Detail.	
Name	Status
TEAM System Enhancements	Planned
Legacy Application Remediation	Planned
4. Agency Objective(s): Identify the agency objective(s) that the technology initiative supports.	
All Objectives	
5. Statewide Technology Priority(ies): Identify the statewide technology priority or priorities the technology initiative aligns with, if any.	
<ul style="list-style-type: none"> • P1 – Cloud • P2 – Data Management • P3 – Data Sharing • P4 – Infrastructure • P5 – Legacy Applications 	<ul style="list-style-type: none"> • P6 – Mobility • P7 – Network • P8 – Open Data • P9 – Security and Privacy • P10 – Social Media
P1, P2, P3, P5, P6, P8, P9	
6. Guiding Principles: As applicable, describe how the technology initiative will address the following statewide technology guiding principles:	
<ul style="list-style-type: none"> • Connect – expanding citizen access to services • Innovate – leveraging technology services and solutions across agencies • Trust – providing a clear and transparent accounting of government services and data • Deliver – promoting a connected and agile workforce 	
Application enhancements will ensure that the agency can continue to provide and enhance service to the citizens of Texas, while maintaining security.	
7. Anticipated Benefit(s): Identify the benefits that are expected to be gained through the technology initiative. Types of benefits include:	

- Operational efficiencies (time, cost, productivity)
- Citizen/customer satisfaction (service delivery quality, cycle time)
- Security improvements
- Foundation for future operational improvements
- Compliance (required by State/Federal laws or regulations)

Modernizing agency software applications will facilitate movement into the consolidated state data centers. Application enhancements will allow expanded access to agency resources as well as improved usability.

8. Capabilities or Barriers: Describe current agency capabilities or barriers that may advance or impede the agency's ability to successfully implement the technology initiative.

Lack of sufficient funding has been a challenge to application maintenance and remediation.

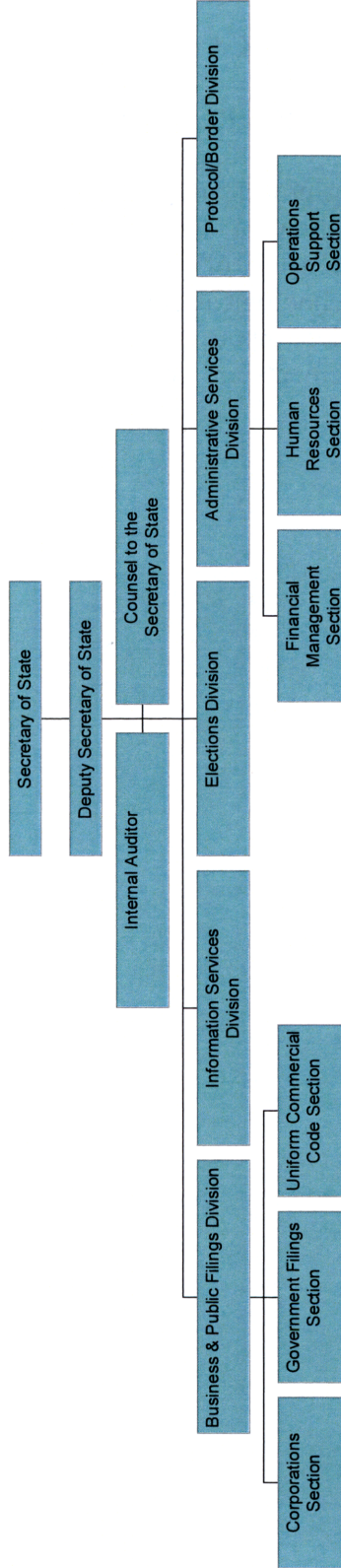
APPENDIX A

DESCRIPTION OF AGENCY'S PLANNING PROCESS

The Agency uses an internal planning process requiring the participation of all section directors. Section directors, in addition to their Agency management duties, are responsible for staying abreast of the needs of their particular service population, the needs of other state agencies, and technological developments. As the planning cycle begins, the section directors provide these inputs to the development of the strategic plan. Where possible, strategic plan requirements are consolidated and summarized for final approval by the Secretary of State.

APPENDIX B

Office of the Secretary of State
Organizational Chart



APPENDIX C

FIVE-YEAR PROJECTIONS FOR OUTCOMES

OUTCOME	2013	2014	2015	2016	2017
Percent of Business, Commercial, and Public Filings & Information Requests Completed in 3 Days	99%	97%	97%	96%	96%
Average Cost Per Business Commercial, and Public Filings Transaction & Public Information Request	1.08	1.05	1.05	1.03	1.03
Average Cost Per Texas Register and Administrative Code Published	14,429	14,300	14,300	14,100	14,100
Percent of Election Authorities Assisted or Advised	80%	100%	80%	100%	80%
Percent of Polling Places Having at Least One Accessible Voting Device	100%	100%	100%	100%	100%
Average Cost Per Election Authority Assisted or Advised	\$32	\$21	\$30	\$20	\$29

Agency Code: Secretary of State

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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<u>1</u>		<p>SHORT NAME: INFORMATION MANAGEMENT</p> <p>FULL NAME: Provide and Process Information Efficiently; Enforce Laws/Rules</p> <p>DESCRIPTION: Provide accurate, reliable, and timely access to information. Maximize the efficiency of document processing. Take actions to ensure compliance with laws and rules.</p>
	<u>1</u>	<p>SHORT NAME: EFFICIENT INFO PROCESSING</p> <p>FULL NAME: Process Documents & Provide Accurate & Reliable Info on a Timely Basis</p> <p>DESCRIPTION: To annually maximize the efficiency of document processing by filing within three business days. To provide accurate, reliable, and timely access to public information by responding to requests within three business days.</p>
	<u>1</u>	<p>SHORT NAME: DOCUMENT FILING</p> <p>FULL NAME: File/Reject Statutory Filings</p> <p>DESCRIPTION: File or reject business organization, uniform commercial code, notary public, and other statutory filings. Maintain and disseminate information derived from those filings.</p>
	<u>2</u>	<p>SHORT NAME: TX REG/ADMIN CODE/SESSION LAWS</p> <p>FULL NAME: File & Publish Admin Rules, Agency Public Notices, and Session Laws</p> <p>DESCRIPTION: File, edit, and compile administrative rules and agency notices for publication in the Texas Register and in the Texas Administrative Code. Publish laws passed by the legislature within 18 months.</p>
	<u>1</u>	<p>SHORT NAME: DOCUMENT PUBLISHING</p> <p>FULL NAME: Publish the Texas Register, Texas Administrative Code and Session Laws</p> <p>DESCRIPTION: Publish the Texas Register, the Texas Administrative Code, and session laws.</p>
	<u>2</u>	<p>SHORT NAME: ADMINISTER ELECTION LAWS</p> <p>FULL NAME: Maintain Uniformity & Integrity of Elections; Oversee Election Process</p> <p>DESCRIPTION: Maintain uniformity and integrity in the conduct of elections statewide while overseeing the election process in the state.</p>

AGENCY GOAL/OBJECTIVE/STRATEGY

83rd Regular Session, SBR, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

DATE: 6/27/2012
TIME: 11:10:21AM
PAGE 2 OF 3

Agency Code: **Secretary of State**

GOAL **OBJECTIVE** **STRATEGY**
SEQUENCE **SEQUENCE** **SEQUENCE**

<u>1</u>	<p>SHORT NAME: ELECTION LAWS/CONSTITUTIONAL AMENDS</p> <p>FULL NAME: Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs</p> <p>DESCRIPTION: Provide guidance and interpretation of election laws to 100 percent of election officials each election year; publish 100 percent of constitutional amendments; and reimburse counties for primary election costs and voter registration postage within one year.</p>
<u>1</u>	<p>SHORT NAME: ELECTIONS ADMINISTRATION</p> <p>FULL NAME: Provide Statewide Elections Administration</p> <p>DESCRIPTION: Provide statewide elections administration.</p>
<u>2</u>	<p>SHORT NAME: ELECTION/VOTER REGISTRATION FUNDS</p> <p>FULL NAME: Manage Primary Election Funds; Reimburse Voter Registration Postage</p> <p>DESCRIPTION: Administer primary election funds and reimburse voter registration postage payable to counties.</p>
<u>3</u>	<p>SHORT NAME: CONSTITUTIONAL AMENDMENTS</p> <p>FULL NAME: Publish and Interpret Constitutional Amendments</p> <p>DESCRIPTION: Publish and interpret constitutional amendments.</p>
<u>4</u>	<p>SHORT NAME: ELECTIONS IMPROVEMENT</p> <p>FULL NAME: Administer the Federal Help America Vote Act (HAVA)</p> <p>DESCRIPTION: Interpret, coordinate, and implement the federal Help America Vote Act (HAVA) to improve elections in Texas.</p>
<u>5</u>	<p>SHORT NAME: VOTER REGISTRATION</p> <p>FULL NAME: Payments to Counties for Voter Registration Activity. Estimated.</p> <p>DESCRIPTION: Payments to counties for voter registration activity. Estimated.</p>
<u>3</u>	<p>SHORT NAME: INTERNATIONAL PROTOCOL</p> <p>FULL NAME: International Protocol</p> <p>DESCRIPTION: Provide protocol services. Encourage cooperation on issues relating to Mexico and the border. Coordinate activities related to improving physical living conditions in colonias.</p>

AGENCY GOAL/OBJECTIVE/STRATEGY

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Agency Code: **Secretary of State**

GOAL OBJECTIVE STRATEGY
SEQUENCE SEQUENCE SEQUENCE

<u>1</u>	<p>SHORT NAME: PROTOCOL/BORDER ISSUES</p> <p>FULL NAME: Provide Protocol Services and Representation on Border Issues</p> <p>DESCRIPTION: Provide protocol services. Encourage cooperation between local, state, federal, and Mexican governmental entities. Coordinate activities among state and local agencies to improve physical living conditions in colonias.</p>
<u>1</u>	<p>SHORT NAME: PROTOCOL/BORDER AFFAIRS</p> <p>FULL NAME: Provide Protocol Services and Representation on Border Issues</p> <p>DESCRIPTION: Provide protocol services, and represent the Governor and the state at meetings, events, and conferences with diplomatic corps, government officials, and business leaders.</p>
<u>2</u>	<p>SHORT NAME: COLONIAS INITIATIVES</p> <p>FULL NAME: Improve Physical Living Conditions in Colonias</p> <p>DESCRIPTION: Coordinate state agency activities and secure funding to improve physical living conditions in colonias and advocate the needs of colonias residents.</p>
<u>1</u>	<p>SHORT NAME: INDIRECT ADMINISTRATION</p> <p>FULL NAME: Indirect Administration</p> <p>DESCRIPTION: Indirect Administration</p>
<u>1</u>	<p>SHORT NAME: INDIRECT ADMINISTRATION</p> <p>FULL NAME: Indirect Administration</p> <p>DESCRIPTION: Indirect Administration</p>
<u>1</u>	<p>SHORT NAME: INDIRECT ADMINISTRATION</p> <p>FULL NAME: Indirect Administration</p> <p>DESCRIPTION: Indirect Administration</p>

OBJECTIVE OUTCOME DEFINITIONS REPORT

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Automated Budget and Evaluation System of Texas (ABEST)

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Agency Code: 307 Agency: Secretary of State

Goal No.	1	Provide and Process Information Efficiently; Enforce Laws/Rules
Objective No.	1	Process Documents & Provide Accurate & Reliable Info on a Timely Basis
Outcome No.	1	% of Bus, Comm, and Public Filings & Info Requests Completed in 3 Days

Calculation Method: N Target Attainment: H Priority: H Cross Reference: Agy 307 082-R-S70-1 01-01 OC 01

Key Measure: Y New Measure: N Percent Measure: Y

BL 2014 Definition

Percent of strategy output completed within 3 business days.

BL 2014 Data Limitations

The turnaround on requests for public information is limited to the requests for copies of documents and certifications of public records.

BL 2014 Data Source

Business entity documents and information requests are recorded in the Business Entity Filing System of Texas (BEST) Corp-TurnAroundTime-Business Days Report. Commercial documents and information requests are recorded in the BEST Uniform Commercial Code (UCC)-MonthlyTurnAroundTime Report. Turnaround time on public documents is calculated manually by reviewing dates from the Notary Monthly Productivity Report, Access databases, and manual counts.

BL 2014 Methodology

This Turn Around Time Report (Business Days) calculates the number of days between the date of filing/receipt and the date of computer entry, and provides the document and public information turnaround based on business days. The percentage is calculated by comparing the total number of documents on the report to the number processed within 3 days. The percent of commercial transactions and public information requests is obtained by dividing all weeks' transaction documents and public information requests processed within 3 business days by the total number processed. The number of documents and requests responded to within 3 business days is divided into the total number of documents and requests received.

BL 2014 Purpose

The percentage of documents and public information requests handled within three days is a measure of the efficiency and timeliness of the strategy in responding to requests to file business, commercial and public documents for and provide public information to the legal and business communities and to the public. It is an important measure of the strategy's ability to be responsive to the needs of its service population.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/27/2012
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Agency Code: 307 Agency: Secretary of State

Goal No. 1 Provide and Process Information Efficiently; Enforce Laws/Rules
Objective No. 1 Process Documents & Provide Accurate & Reliable Info on a Timely Basis
Outcome No. 2 Avg Cost Per Bus, Comm, and Public Filings Trans + Pub Info Request

Calculation Method: N Target Attainment: L Priority: H Cross Reference:

Key Measure: Y New Measure: Y Percent Measure: N

BL 2014 Definition

Average cost per unit of production.

BL 2014 Data Limitations

The data includes cost allocation and excludes encumbrances.

BL 2014 Data Source

The total strategy cost is the sum of the balance types 15-cash expenditures, 16-cash reserved for payroll, 17-accrued expenditures, and allocated indirect and administrative costs, less benefit replacement pay in object of expense 7050. The source of the data is the appropriation record inquiry 62 profile for appropriation number 13013. The source of the data for benefit replacement pay is the Uniform Statewide Accounting System (USAS) Departmental Accounting Financial Report (DAFR)7410 report. The allocated indirect and administrative cost included in the strategy cost for the annual report on this measure is from a spreadsheet prepared for producing a Legislative Appropriation Request as updated to reflect actual indirect and administrative costs through the end of the reporting fiscal year. Sources for the outputs are defined in those measures.

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BL 2014 Methodology

The average cost is computed by using the total strategy cost plus the cost allocation for the strategy as the numerator and the Number of Business, Commercial, and Public Filing Transactions Processed and Number of Processed Requests for Information on Business, Commercial, and Public Filings as the denominator. The data for computation of the average cost is based on salaries for the second fiscal year of the expiring biennium. Any general salary increase or additional appropriation authorized by the Legislature is excluded from the computation.

BL 2014 Purpose

This measures the cost of providing services by the strategy. The total budget, including allocated costs, is divided by the total transactions and information requests handled by the strategy.

OBJECTIVE OUTCOME DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/27/2012
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Agency Code: 307 Agency: Secretary of State

- Goal No. 1 Provide and Process Information Efficiently; Enforce Laws/Rules
- Objective No. 1 Process Documents & Provide Accurate & Reliable Info on a Timely Basis
- Outcome No. 3 Average Cost Per Register and Administrative Code Published

Calculation Method: N Target Attainment: L Priority: H Cross Reference:

Key Measure: N New Measure: Y Percent Measure: N

BL 2014 Definition

Average weekly cost to compile, update, and publish the Texas Register, Texas Administrative Code, and related state agency notices.

BL 2014 Data Limitations

The data includes cost allocation and excludes encumbrances.

BL 2014 Data Source

The total strategy cost is the sum of the balance types 15-cash expenditures, 16-cash reserved for payroll, 17-accrued expenditures, and allocated indirect and administrative costs, less benefit replacement pay in object of expense 7050. The source of the data is the appropriation record inquiry 62 profile for appropriation number 13005. The source of the data for benefit replacement pay is the Uniform Statewide Accounting System (USAS) Departmental Accounting Financial Report (DAFR)7410 report. The allocated indirect and administrative cost included in the strategy cost for the annual report on this measure is from a spreadsheet prepared for producing a Legislative Appropriation Request as updated to reflect actual indirect and administrative costs through the end of the reporting fiscal year. Sources for the outputs are defined in those measures.

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BL 2014 Methodology

The average cost is calculated by dividing the annual cost, as defined above, by 52, the number of online issues of the Texas Register published. The data for computation of the average cost is based on salaries for the second year of the expiring biennium. Any general salary increase or additional appropriation authorized by the Legislature is excluded from the computation.

BL 2014 Purpose

This measure addresses the combined costs for publishing the on-line Texas Register, the on-line Texas Administrative Code, and on-line notices of open meetings. The Texas Register is published each week on-line (52 times a year). The Texas Administrative Code is updated each workday. Open meeting notices are posted each day. The Agency is not involved in any commercially printed publications of the Texas Administrative Code and Texas Register except to provide updated text and graphic files.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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Agency Code: 307 Agency: Secretary of State
Goal No. 2 Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1 Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Outcome No. 1 Percent of Election Authorities Assisted or Advised
Calculation Method: N Target Attainment: H Priority: H Cross Reference: Agy 307 082-R-S70-1 02-01 OC 01
Key Measure: N New Measure: N Percent Measure: Y

BL 2014 Definition

Percent of election authorities instructed or trained.

BL 2014 Data Limitations

Reports on number of incoming telephone calls are provided by sources outside the Agency and are subject to report or system changes and/or data extraction problems beyond the control of this Agency. Because of the fluctuation in number of election judges and clerks that can occur during any given reporting period, an average number of election judges and clerks is determined by adding the numbers reported on the four most recent voting systems questionnaires and dividing by four to ensure that the final number is within the most reasonable range of accuracy.

BL 2014 Data Source

The count of authorities attending seminars, election schools, conferences and workshops conducted by the agency is taken from sign-in attendance sheets. The count for conferences and workshops hosted by other entities with Election staff presenting is provided by the host in the form of written verification of number of attendees. The count for Online Pollworker Training is derived from database verification of election officials who have completed ("passed") the course. The total of handbooks distributed is taken from the number of processed requests including those requested online. The total of election advisories distributed is taken from 1) Outgoing Mail Log; 2) Machine generated fax reports; 3) Printouts of specific email, including global email messages. The number of authorities viewing video presentations is from attendance reports completed by host election authorities. DIR and 800-Service Company provide reports on number of incoming telephone calls.

BL 2014 Methodology

The number of election authorities assisted or advised divided by the number of election authorities statewide. The number of election authorities is reported in the service population demographics section of the Agency Strategic Plan for 2012.

BL 2014 Purpose

The percentage of Election Authorities Assisted or Advised is a measure of the strategy's effectiveness in reaching this population. The number of election authorities is the sum of all election authorities in all political subdivisions conducting elections, county clerks, county judges, county chairs, elections administrators, voter registrars and their staff, plus the election judges and clerks.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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Agency Code: 307 Agency: Secretary of State
Goal No. 2 Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1 Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Outcome No. 2 Percent of Polling Places Having at Least One Accessible Voting Device
Calculation Method: N Target Attainment: H Priority: H Cross Reference: Agy 307 082-R-S70-1 02-01 OC 02
Key Measure: N New Measure: N Percent Measure: Y

BL 2014 Definition

Percent of Polling Places using an Accessible Voting Device.

BL 2014 Data Limitations

None.

BL 2014 Data Source

Each county will report the number of polling places established for the November general elections and as a separate total the number of polling places using at least one Accessible Voting Device.

BL 2014 Methodology

The number of polling places in each county is summed to give a total number of polling places for the state. Likewise, the number of polling places with at least one Accessible Voting Device is summed for the state. The second sum, number of polling places with at least one Accessible Voting Device, is divided by the first sum, number of polling places, to compute the statewide percent.

BL 2014 Purpose

This measure represents the degree of implementation of the Accessible Voting Device voting system.

OBJECTIVE OUTCOME DEFINITIONS REPORT
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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State
Goal No. 2 Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1 Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Outcome No. 3 Average Cost Per Election Authority Assisted or Advised

Calculation Method: N Target Attainment: L Priority: H Cross Reference:
Key Measure: Y New Measure: Y Percent Measure: N

BL 2014 Definition
Average Cost Per Election Authority Assisted or Advised.

BL 2014 Data Limitations
The data includes cost allocation and excludes encumbrances.

BL 2014 Data Source
The total strategy cost is the sum of the balance types 15-cash expenditures, 16-cash reserved for payroll, 17-accrued expenditures, and allocated indirect and administrative costs, less benefit replacement pay in object of expense 7050. The source of the data is the appropriation record inquiry 62 profile for appropriation number 13006. The source of the data for benefit replacement pay is the Uniform Statewide Accounting System (USAS) Departmental Accounting Financial Report (DAFR)7410 report. The allocated indirect and administrative cost included in the strategy cost for the annual report on this measure is from a spreadsheet prepared for producing a Legislative Appropriation Request as updated to reflect actual indirect and administrative costs through the end of the reporting fiscal year. Sources for the outputs are defined in those measures.

BL 2014 Methodology
Calculation is 60% of total strategy cost as defined in the Data Source section divided by the number of election authorities assisted or advised. Sources for the outputs are defined in those measures. The data for computation of the average cost is based on salaries for the second fiscal year of the expiring biennium. Any general salary increase or additional appropriation authorized by the Legislature is excluded from the computation.

BL 2014 Purpose
This measures the cost of providing services by the strategy.

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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency : Secretary of State

OUTCOME TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
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Goal: 1 Provide and Process Information Efficiently; Enforce Laws/Rules

Objective: 1 Process Documents & Provide Accurate & Reliable Info on a Timely Basis

1 SHORT NAME: % FILINGS & INFO REQ COMP IN 3 DAYS Y N N Y N H H

FULL NAME: % of Bus, Comm, and Public Filings & Info Requests Completed in 3 Days

DESCRIPTION: Percent of Business, Commercial, and Public Filings and Information Requests Completed in Three Days

2 SHORT NAME: AVG COST PER FILING + PUBLIC REQ Y Y Y N N H L

FULL NAME: Avg Cost Per Bus, Comm, and Public Filings Trans + Pub Info Request

DESCRIPTION: Average Cost Per Business, Commercial, and Public Filings Transaction and Public Information Request

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3 SHORT NAME: AVG COST PER REGISTER + ADMIN CODE N Y Y N N H L

FULL NAME: Average Cost Per Register and Administrative Code Published

DESCRIPTION: Average Cost Per Register and Administrative Code Published

Goal: 2 Maintain Uniformity & Integrity of Elections; Oversee Election Process

Objective: 1 Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs

1 SHORT NAME: % AUTHORITIES ASSISTED/ADVISED N N N Y N H H

FULL NAME: Percent of Election Authorities Assisted or Advised

DESCRIPTION: Percent of Election Authorities Assisted or Advised

2 SHORT NAME: %POLL PLACES W/1 ACCESS. VOTING DEV N N N Y N H H

FULL NAME: Percent of Polling Places Having at Least One Accessible Voting Device

DESCRIPTION: Percent of Polling Places Having at Least One Accessible Voting Device

AGENCY OBJECTIVE OUTCOME

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Agency Code: 307 Agency: Secretary of State

Agency Code: 307

OUTCOME TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
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3 SHORT NAME: AVG COST PER ELECTION AUTH ASSISTED

FULL NAME: Average Cost Per Election Authority Assisted or Advised

DESCRIPTION: Average Cost Per Election Authority Assisted or Advised

Y Y N N N H H L

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State

- Goal No. 1 Provide and Process Information Efficiently; Enforce Laws/Rules
- Objective No. 1 Process Documents & Provide Accurate & Reliable Info on a Timely Basis
- Strategy No. 1 File/Reject Statutory Filings
- Measure Type EX
- Measure No. 1 Number of Registrants

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 307 082-R-S70-1 01-01-01 EX 01

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A count of registrants.

BL 2014 Data Limitations

The number of registrations received is externally driven and the Agency has no control over this input

BL 2014 Data Source

5 The number of registrants is compiled from athlete agents, automobile clubs, business opportunities, credit services entities, health spas, membership camping resorts, municipal boundary changes, property rights, public safety entities and their solicitors, state seal, telephone solicitors, third-party debt collector bonds, and veterans entities and their solicitors. The data is extracted from Access Databases and entered into an Excel spreadsheet titled Workload Measures.

BL 2014 Methodology

The annual totals are the cumulation of all the registrants on a monthly basis.

BL 2014 Purpose

The number of registrants provides contextual information on the strategy's function.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State

Goal No.	1	Provide and Process Information Efficiently; Enforce Laws/Rules
Objective No.	1	Process Documents & Provide Accurate & Reliable Info on a Timely Basis
Strategy No.	1	File/Reject Statutory Filings
Measure Type	EX	
Measure No.	2	Number of Notary Commissions Issued

Calculation Method: N Target Attainment: H Priority: L Cross Reference: Agy 307 082-R-S70-1 01-01-01 EX 02

Key Measure: N New Measure: N Percentage Measure: N

BL 2014 Definition

A count of notaries commissioned, including renewals.

BL 2014 Data Limitations

This number is externally driven and the Agency has no control over this input.

BL 2014 Data Source

The number will also include duplicate, corrected, and name change commissions issued. The data is extracted from the On-line Monthly Productivity Report and entered monthly into an Excel spreadsheet titled Workload Measures. This information is linked to other spreadsheets that compile monthly, quarterly, and annual statistics.

BL 2014 Methodology

The annual totals are the cumulation of all the number of notaries commissioned, including renewals, on a monthly basis.

BL 2014 Purpose

The number of notaries commissioned and renewed provides contextual information on the strategy's function.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307	Agency: Secretary of State
Goal No. 1	Provide and Process Information Efficiently; Enforce Laws/Rules
Objective No. 1	Process Documents & Provide Accurate & Reliable Info on a Timely Basis
Strategy No. 1	File/Reject Statutory Filings
Measure Type	EX
Measure No. 3	Business, Commercial, and Public Filings Revenue

Calculation Method: N **Target Attainment: H** **Priority: M** **Cross Reference: Agy 307 082-R-S70-1 01-01-01 EX 03**
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2014 Definition

Total revenue collected for business, commercial and public filings and information requests.

BL 2014 Data Limitations

None

BL 2014 Data Source

Uniform Statewide Accounting System, DAFR7410, Month 13.

57

BL 2014 Methodology

Summary of deposits into the State Treasury.

BL 2014 Purpose

To explain the strategy's revenue generation.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT
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Agency Code: 307	Agency: Secretary of State
Goal No. 1	Provide and Process Information Efficiently; Enforce Laws/Rules
Objective No. 1	Process Documents & Provide Accurate & Reliable Info on a Timely Basis
Strategy No. 1	File/Reject Statutory Filings
Measure Type	OP
Measure No. 1	Number of Business, Comm, and Public Filings Transactions Processed

Calculation Method: C **Target Attainment:** H **Priority:** M **Cross Reference:** Agy 307 082-R-S70-1 01-01-01 OP 01
Key Measure: Y **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A count of transactions processed.

BL 2014 Data Limitations

The number of filings received is externally driven and the Agency has no control over this input.

BL 2014 Data Source

Business entity transactions include documents (filed or rejected) submitted to the Corporations Section for filing. Filings include tax forfeitures and reversals, public information reports, delinquencies, renewals, other notices generated by the Secretary of State (SOS), and other documents entered into the Business Entity Filing System of Texas (BEST) database. Commercial transactions include financing statements, federal liens, utility security instruments, other notices of liens, and updates to those transactions (filed or rejected). Public documents include services of process, notary actions, appointments and other documents, and registrations processed as Government Filings or registrations (filed or rejected), including a count of the legislative bills posted on the web.

BL 2014 Methodology

The totals from all data sources are entered into the Excel spreadsheet, Workload Measures. The number is calculated by adding totals from reports and manual counts from various sources as fully described in the workload measures spreadsheets for the Business & Public Filings Division, including those spreadsheets maintained for the Corporations, Uniform Commercial Code (UCC), Government Filings Sections and the former Statutory Documents Section.

BL 2014 Purpose

This is a measure of the amount of work processed by the strategy. It includes documents submitted externally for filing or entry by the Agency as well as documents produced by the Agency for distribution externally.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State

- Goal No. 1 Provide and Process Information Efficiently; Enforce Laws/Rules
- Objective No. 1 Process Documents & Provide Accurate & Reliable Info on a Timely Basis
- Strategy No. 1 File/Reject Statutory Filings
- Measure Type OP
- Measure No. 2 Number of Requests for Information and Filings Processed

Calculation Method: C Target Attainment: H Priority: M Cross Reference: Agy 307 082-R-S70-1 01-01-01 OP 02

Key Measure: Y New Measure: N Percentage Measure: N

BL 2014 Definition

A count of information requests.

BL 2014 Data Limitations

The number of requests received is externally driven and the Agency has no control over this input.

BL 2014 Data Source

59

Requests for information include telephone requests, Secretary of State (SOS)Direct and Business Entity Filing System of Texas (BEST) inquiries; web searches; orders for certificates, certified copies and plain copies; apostilles; information letters; e-mail responses and searches submitted through Extensible Markup Language (XML) web services. The number of requests is calculated by adding totals from reports and manual counts from various sources as fully described in the workload measures spreadsheets for the Business and Public Filings Division, including those spreadsheets maintained for the Corporations, Uniform Commercial Code (UCC), Government Filings Sections and the former Statutory Documents Section.

BL 2014 Methodology

The data for this output measure is an entry to the Monthly Report. The Monthly Report is a spreadsheet that identifies the number of information requests by type. The Excel spreadsheet is configured to add all the relevant numbers and produce the output measure as a grand total.

BL 2014 Purpose

This measure is the amount of work processed by the strategy. It includes total responses to information requests whether those requests are satisfied by telephone information, production of copies or certificates, production of information letters and e-mails or direct access inquiries

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State

- Goal No. 1 Provide and Process Information Efficiently; Enforce Laws/Rules
- Objective No. 2 File & Publish Admin Rules, Agency Public Notices, and Session Laws
- Strategy No. 1 Publish the Texas Register, Texas Administrative Code and Session Laws
- Measure Type EX
- Measure No. 1 Number of Rules and Notices Filed in the Texas Register

Calculation Method: N Target Attainment: H Priority: L Cross Reference: Agy 307 082-R-S70-1 01-02-01 EX 01

Key Measure: N New Measure: N Percentage Measure: N

BL 2014 Definition

A count of rules and notices published.

BL 2014 Data Limitations

This number is externally driven and the Agency has not control over this in part.

BL 2014 Data Source

60

Each document filed for publication in the Texas Register, including open meetings notices published on the Internet bulletin board, is maintained in the Texas Administrative Code Oracle database. Using the Staff Menu page, a query from the "Register Viewer" provides the total number of rules for a specified range of issue dates. A second query from the "Register Viewer" provides the total number of non-rule documents for a specified range of issue dates. A query from "Open Meeting Archive" provides the total number of meeting notices for a specified date range. Withdrawn rules are counted separately from each Texas Register issue within a specified date range (because the database tracks a notice of withdrawal as a change in status to a proposed rule rather than as a separate document filing.) The total of rules, non-rules, withdrawn rules, and meeting notices equals the Number of Rules and Notices in the Texas Register.

BL 2014 Methodology

The figures for quarterly monthly, weekly measures are calculated by queries to the Oracle database from the Staff Page menu.

BL 2014 Purpose

This message provides contextual information on the amount of worked processed by the strategy.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	307	Agency:	Secretary of State
Goal No.	2		Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No.	1		Interpret Elect Laws/HAVA; Publish Const Amendments; Reimburse Elect Costs
Strategy No.	1		Provide Statewide Elections Administration
Measure Type	EX		
Measure No.	1		Number of Registered Voters

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 307 082-R-S70-1 02-01-01 EX 01

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A count of registered voters.

BL 2014 Data Limitations

None

BL 2014 Data Source

The number of registered voters is pulled from the Agency's TEAM (Texas Election Administration Management) System, which maintains the official list of registered voters.

BL 2014 Methodology

The reported input is from quarterly and annual summaries

BL 2014 Purpose

This measure provides contextual information about the strategy. Voter registration is administered at the county and state level. State and federal law govern voter registration.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	307	Agency:	Secretary of State
Goal No.	2	Maintain Uniformity & Integrity of Elections; Oversee Election Process	
Objective No.	1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs	
Strategy No.	1	Provide Statewide Elections Administration	
Measure Type	OP		
Measure No.	1	Number of Election Officials Assisted or Advised	

Calculation Method: C **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 307 082-R-S70-1 02-01-01 OP 01
Key Measure: Y **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A count of election authorities assisted or advised.

BL 2014 Data Limitations

Reports on number of incoming telephone calls are provided by sources outside the Agency and are subject to report or system changes and/or data extraction problems beyond the control of this Agency.

BL 2014 Data Source

Authorities attending seminars, election schools, conferences, and workshops conducted by the agency is taken from sign-in attendance sheets. Conferences and workshops hosted by other entities with Election staff presenting is provided by the host in the form of written verification of number of attendees. Online poll worker training is derived from database verification of election officials who have completed("passed") the course. Handbooks distributed is taken from the number of processed requests for handbooks. Election advisories distributed is taken from 1) outgoing mail log; 2) fax reports; 3) email, global email messages printout: (topics to include Texas Elections Administration Management (TEAM) Releases, Election Funds Info., Elections Admin. Updates, Leg. Updates, & Litigation Issues). The number of authorities viewing video presentations is from attendance reports completed by host election authorities. DIR reports on number of incoming telephone calls to 800-252-2216.

BL 2014 Methodology

The reported output is from quarterly and annual summaries.

BL 2014 Purpose

This is a measure of the amount of work processed by the strategy. The strategy provides seminars, election schools, video presentations, conferences and workshops, online pollworker training, handbooks, elections advisories; and answers telephone requests for assistance or advice.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Agency Code: 307	Agency: Secretary of State
Goal No. 2	Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Strategy No. 1	Provide Statewide Elections Administration
Measure Type OP	
Measure No. 2	Number of Public Customers Advised, Trained or Assisted

Calculation Method: C **Target Attainment: H** **Priority: M** Cross Reference: Agy 307 082-R-S70-1 02-01-01 OP 02

Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2014 Definition

A count of public customers assisted, advised, or trained.

BL 2014 Data Limitations

Reports on number of incoming telephone calls are provided by sources outside the Agency and are subject to report or system changes and/or data extraction problems beyond the control of this Agency.

BL 2014 Data Source

The Department of Information Resources and 800-Service Company provide reports on number of incoming telephone calls. The number of pieces of outgoing mail is daily logged in the Outgoing Mail Log. Counts of public visitors assisted are maintained daily by receptionists. Answered email correspondence is counted electronically from Outlook (email) at the end of each month and then stored (by month) on disk(s) named Email Answered. Outgoing faxes are counted from machine generated fax reports and include both regular-fax and computer-fax transmissions. Sign-In attendance sheets are maintained for Project V.O.T.E. presentations.

BL 2014 Methodology

The reported output is from quarterly and annual summaries.

BL 2014 Purpose

This is a measure of the amount of work processed by the strategy. Number of people assisted or advised is based on: incoming telephone calls on (800) 252-8683 and (512) 463-5650 to include the number of calls for each staff's directive on DIR report; pieces of outgoing mail; public visitors assisted; email correspondence answered; outgoing faxes; and persons advised and assisted through Project V.O.T.E.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Date: 6/27/2012
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Agency Code: 307	Agency: Secretary of State
Goal No. 2	Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Strategy No. 2	Manage Primary Election Funds; Reimburse Voter Registration Postage
Measure Type	EF
Measure No. 1	Program Mgmt Cost Per Dollar of Primary Election Funds Distributed

Calculation Method: N **Target Attainment:** L **Priority:** M **Cross Reference:** Agy 307 082-R-S70-1 02-01-02 EF 01
Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A measure of administrative cost.

BL 2014 Data Limitations

None

BL 2014 Data Source

Uniform Statewide Accounting System (USAS) Report DAFR7410.

64

BL 2014 Methodology

Actual administrative cost is determined from the Uniform Statewide Accounting System (USAS) report for the cut-off period, DAFR7410, for all objects of expense, except 7050, benefit replacement pay. The actual administrative cost is divided by the sum of primary election funds distributed for both years of the biennium divided by two. The data for computation of the average cost is based on salaries for the second fiscal year of the expiring biennium. Any general salary increase or additional appropriation authorized by the Legislature is excluded from the computation.

BL 2014 Purpose

This measures the cost of providing the strategy services. This measure is based on the salary of employees who administer the Primary Election Fund. This measure also includes all other administrative expenses, which may be paid for the primary elections financing appropriation, but excludes any Indirect Administrative and Support cost allocations.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Agency Code:	307	Agency:	Secretary of State
Goal No.	2	Maintain Uniformity & Integrity of Elections; Oversee Election Process	
Objective No.	1	Interpret Elect Laws/HA VA; Publish Const Amendments; Reimburse Elect Costs	
Strategy No.	2	Manage Primary Election Funds; Reimburse Voter Registration Postage	
Measure Type	EF		
Measure No.	2	Program Mgmt Cost Per Dollar of Voter Registration Postage Reimbursed	

Calculation Method: N **Target Attainment:** L **Priority:** M **Cross Reference:** Agy 307 082-R-S70-1 02-01-02 EF 02

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A measure of administrative cost.

BL 2014 Data Limitations

None.

BL 2014 Data Source

Agency Staffing Pattern – Uniform Statewide Personnel System Report 165.

65

BL 2014 Methodology

Salary and Longevity costs. Indirect administrative and support cost allocations are not included. The actual administrative cost is divided by the sum of voter registration postage funds distributed for both years of the biennium divided by two. The data for computation of the average cost is based on salaries for the second fiscal year of the expiring biennium. Any general salary increase or additional appropriation authorized by the Legislature is excluded from the computation.

BL 2014 Purpose

This measures the cost of providing services by the strategy. Measure is based on the salary of the employee who administers voter registration postage.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Agency Code: 307 Agency: Secretary of State

- Goal No. 2 Maintain Uniformity & Integrity of Elections; Oversee Election Process
- Objective No. 1 Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
- Strategy No. 2 Manage Primary Election Funds; Reimburse Voter Registration Postage
- Measure Type EX
- Measure No. 1 Amount of Primary Election Funds Distributed to Counties

Calculation Method: N **Target Attainment:** L **Priority:** L **Cross Reference:** Agy 307 082-R-S70-1 02-01-02 EX 01

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A measure of strategy expenditures.

BL 2014 Data Limitations

None.

BL 2014 Data Source

Uniform Statewide Accounting System Report DAFR7410.

66

BL 2014 Methodology

The amount of dollars distributed to political organizations is the total expenditures and accrued expenditures for object of expense 7623 shown on the Uniform Statewide Accounting System report, DAFR7410, for the cut-off period.

BL 2014 Purpose

This measure provides contextual information about the work of the strategy. This measure is the grand total of all disbursements to the local and state political organizations for primary election costs.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Agency Code:	307	Agency:	Secretary of State
Goal No.	2	Maintain Uniformity & Integrity of Elections; Oversee Election Process	
Objective No.	1	Interpret Elect Laws/HA V/A; Publish Const Amends; Reimburse Elect Costs	
Strategy No.	2	Manage Primary Election Funds; Reimburse Voter Registration Postage	
Measure Type	EX		
Measure No.	2	Amount of Voter Registration Postage Reimbursed to Counties	

Calculation Method: N **Target Attainment:** L **Priority:** L **Cross Reference:** Agy 307 082-R-S70-1 02-01-02 EX 02

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

Explanation of the strategy expenditures.

BL 2014 Data Limitations

None.

BL 2014 Data Source

Uniform Statewide Accounting System Report DAFR7410.

67

BL 2014 Methodology

The amount of dollars distributed to counties is the total expenditures and accrued expenditures for object of expense 7291, taken from the Uniform Statewide Accounting System report DAFR7410 report for the cut-off period.

BL 2014 Purpose

This measure provides contextual information about the work of the strategy. This measure is the grand total of all disbursements to counties for postage costs on voter registration applications.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	307	Agency:	Secretary of State
Goal No.	2	Maintain Uniformity & Integrity of Elections; Oversee Election Process	
Objective No.	1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs	
Strategy No.	3	Publish and Interpret Constitutional Amendments	
Measure Type	EF		
Measure No.	1	Average Cost Per Amendment Published	

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 307 082-R-S70-1 02-01-03 EF 01

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

Average cost per unit of production.

BL 2014 Data Limitations

The number of amendments varies considerably. There are costs for printing, publishing, and postage that do not vary in direct proportion to the number of amendments. Because of these relatively fixed costs, the average cost may be extremely high when less than ten amendments are on the ballot.

BL 2014 Data Source

Average cost per amendment is based on total expenditures and accrued expenditures taken from the Uniform Statewide Accounting System report, DAFR7410, Program Code 5056, for the cut-off periods for each successive quarter in the fiscal year.

BL 2014 Methodology

The average cost is the total expenditures, as the numerator, divided by the number of amendments published, as the denominator. Indirect Administrative and Support cost allocations are not included. This is based on ten amendments placed on the ballot and the use of an average of three columnar inches of newspaper advertising for each amendment. If fewer than ten amendments are on the ballot or if the average columnar inches exceeds three, the average cost per amendment will be adjusted downward proportionally. The data for computation of the average cost is based on salaries for the second fiscal year of the expiring biennium. Any general salary increase or additional appropriation authorized by the Legislature is excluded from the computation.

BL 2014 Purpose

This measures the unit cost of providing services by the strategy.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State

Goal No.	2	Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No.	1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Strategy No.	3	Publish and Interpret Constitutional Amendments
Measure Type	OP	
Measure No.	1	Number of Constitutional Amendment Translations Mailed

Calculation Method: C Target Attainment: H Priority: M Cross Reference: Agy 307 082-R-S70-1 02-01-03 OP 01

Key Measure: Y New Measure: N Percentage Measure: N

BL 2014 Definition

A count of mailings to Hispanic Surname households.

BL 2014 Data Limitations

None.

BL 2014 Data Source

The US Postal Service mailing permit system provides an item count for each mailing. Mailings normally occur on several days.

BL 2014 Methodology

The number of translations mailed is the sum of the item count provided by the US Postal Service.

BL 2014 Purpose

The number of translations mailed is a key factor in the printing and postage costs.

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Agency Code: 307	Agency: Secretary of State
Goal No. 2	Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Strategy No. 4	Administer the Federal Help America Vote Act (HAVA)
Measure Type	EX
Measure No. 1	Number of Counties Using Voter Registration Online

Calculation Method: N Target Attainment: H Priority: H Cross Reference: Agy 307 082-R-S70-1 02-01-04 EX 01

Key Measure: N New Measure: N Percentage Measure: N

BL 2014 Definition

A count of counties using on-line voter registration.

BL 2014 Data Limitations

None.

BL 2014 Data Source

The number of Texas Election Administration Management ("TEAM") on-line counties is based on the actual number of counties contracting with the Agency for on-line voter registration services. Enumeration of the on-line counties is maintained in a Word file maintained by the Voter Registration Section of the Elections Division.

BL 2014 Methodology

A list is produced quarterly to report the cumulative number of on-line counties.

BL 2014 Purpose

TEAM is a voter registration and election management software application that is maintained by the Agency, which allows counties to administer voter registration and to produce all certificates, lists, reports, and notices in an efficient and effective working environment in compliance with state and federal law. In addition, TEAM offers a comprehensive jury wheel program, which is capable of producing all required lists, reports and notices associated with selection and tracking of jurors.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

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Agency Code: 307	Agency: Secretary of State
Goal No. 2	Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective No. 1	Interpret Elect Laws/HAVA; Publish Const Amends; Reimburse Elect Costs
Strategy No. 4	Administer the Federal Help America Vote Act (HAVA)
Measure Type	EX
Measure No. 2	Number of Federal HAVA Dollars Spent Per Voting Age Population

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 307 082-R-S70-1 02-01-04 EX 02

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A measure of per capita expenditure.

BL 2014 Data Limitations

None.

BL 2014 Data Source

The number of Texas voting age population is provided by the Texas State Data Center. The dollars expended are from agency accounting records for federal HAVA dollars spent.

BL 2014 Methodology

The number of dollars expended is divided by the voting age population.

BL 2014 Purpose

This measures the federal HAVA dollar coverage of voting age population.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT

83rd Regular Session, SBR, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	307	Agency:	Secretary of State
Goal No.	3	International Protocol	
Objective No.	1	Provide Protocol Services and Representation on Border Issues	
Strategy No.	1	Provide Protocol Services and Representation on Border Issues	
Measure Type	OP		
Measure No.	1	# Meetings w/Intern'l Diplomatic Off/Foreign Gov Off/Bus Leaders	

Calculation Method: C Target Attainment: H Priority: L Cross Reference: Agy 307 082-R-S70-1 03-01-01 OP 01

Key Measure: N New Measure: N Percentage Measure: N

BL 2014 Definition

A count of meetings.

BL 2014 Data Limitations

The number of meetings is externally driven and the Agency has no control over this input.

BL 2014 Data Source

Each meeting that qualifies under the output measure definition is recorded on a log maintained by the Program Administrator for International Protocol. The log will show meeting date, location of meeting, officials' names, name of government or business organization represented, a summary of the discussion/purpose, and the names of Agency employees in attendance.

BL 2014 Methodology

Meeting totals are reported as of 11/30, 2/28, 5/31, and 8/31. Annual total is the sum of the quarterly reports.

BL 2014 Purpose

The protocol office provides a central point for public officials and business leaders to conduct and meet with Texas governmental officials. The number of meetings reflects the amount of work performed by International Protocol.

STRATEGY-RELATED MEASURES DEFINITIONS REPORT
 83rd Regular Session, SBR, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 307 Agency: Secretary of State
 Goal No. 3 International Protocol
 Objective No. 1 Provide Protocol Services and Representation on Border Issues
 Strategy No. 1 Provide Protocol Services and Representation on Border Issues
 Measure Type OP
 Measure No. 2 Number of Border Events Attended

Calculation Method: C Target Attainment: H Priority: M Cross Reference: Agy 307 082-R-S70-1 03-01-01 OP 02

Key Measure: N New Measure: N Percentage Measure: N

BL 2014 Definition

Number of Border Events Attended

BL 2014 Data Limitations

None

BL 2014 Data Source

A border event is an event organized to promote cooperation in the border region. Included are conferences, planning sessions, trade missions, and fact-finding missions. Border events may be organized by the Secretary of State or another stakeholder entity. The total number of events which the agency has organized or has attended is recorded on the Border Events Log showing meeting date, location of meeting, officials' names, name of stakeholder groups represented, a summary of the discussion/purpose, and the names of Agency employees in attendance. Numbers reported as of 11/30, 2/28, 5/31, and 8/31.

BL 2014 Methodology

The number of meetings is totaled and reported monthly, quarterly, and annually.

BL 2014 Purpose

This number demonstrates the effectiveness of the State's effort to participate in events, meetings, and functions related to coordination and cooperation with Mexico and with local, state and federal entities in the border region.

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Agency Code:	307	Agency:	Secretary of State
Goal No.	3		International Protocol
Objective No.	1		Provide Protocol Services and Representation on Border Issues
Strategy No.	2		Improve Physical Living Conditions in Colonias
Measure Type	OP		
Measure No.	1		Number of Funded Colonia Projects Monitored

Calculation Method: C **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 307 082-R-S70-1 03-01-02 OP 01

Key Measure: N **New Measure:** N **Percentage Measure:** N

BL 2014 Definition

A count of funded colonia projects monitored by the ombudspersons at the Secretary of State's Office. A colonia for this measure is a residential area along the Texas-Mexico border that lacks basic living necessities such as potable water and sewer systems, electricity, and paved roads. A project addresses the basic living necessities of a colonia. A funded project is one where there has been a commitment to expend funds from an entity authorized and appropriated funds for colonia projects. Monitoring includes activities such as coordinating meetings, attending meetings, making phone calls, and conducting site visits pertaining to funded colonia projects. Ombudspersons are located in the counties of Cameron, El Paso, Hidalgo, Maverick, Nueces, Starr, and Webb and serve their individual counties and their surrounding counties by monitoring the basic living necessities of a colonia.

BL 2014 Data Limitations

Projects may be dropped if there is not enough funding received from agencies authorized and appropriated funds for colonia projects. Projects may be delayed if cooperation between political subdivisions does not occur. Projects may be dropped or added based on priorities. As size and complexity of projects increase, the number of projects may decrease, and as the size and complexity of projects decrease, the number of projects may increase.

BL 2014 Data Source

Colonias Project Activity Tracking Database. The database includes colonia projects and the monitoring activities done for each project. The database is updated monthly by the ombudspersons.

BL 2014 Methodology

Take the Colonias Project Activity Tracking Database and count the colonia projects that show monitoring activities during the fiscal year and are categorized as funded. This measure is non-cumulative because projects may last longer than a quarter and therefore would potentially get double counted if calculated on a cumulative basis since ABEST adds each quarter together to get the annual total.

BL 2014 Purpose

To capture the work performed by the colonia ombudspersons at the Secretary of State's Office by showing the number of funded colonia projects monitored by the colonia ombudspersons.

AGENCY STRATEGY RELATED MEASURE
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Agency Code: **307** Agency: **Secretary of State**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc	Method	Priority	Range
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Goal: **1** Provide and Process Information Efficiently; Enforce Laws/Rules
 Objective: **1** Process Documents & Provide Accurate & Reliable Info on a Timely Basis
 Strategy: **1** File/Reject Statutory Filings

MEASURE TYPE: OP Output Measures
1 SHORT NAME: # OF FILINGS & TRANS PROCESSED

FULL NAME: Number of Business, Comm, and Public Filings Transactions Processed
 DESCRIPTION: Number of Business, Commercial, and Public Filings Transactions Processed

2 SHORT NAME: # OF REQ FOR INFO & FILINGS PROCSSD

FULL NAME: Number of Requests for Information and Filings Processed
 DESCRIPTION: Number of Processed Requests for Information on Business, Commercial, and Public Filings

MEASURE TYPE: EX Explanatory/Input Measures

1 SHORT NAME: NUMBER OF REGISTRANTS

FULL NAME: Number of Registrants
 DESCRIPTION: Number of Registrants

2 SHORT NAME: NUMBER OF NOTARY COMMISSIONS ISSUED

FULL NAME: Number of Notary Commissions Issued
 DESCRIPTION: Number of Notary Commissions Issued

3 SHORT NAME: BUS, COMM, AND PUB FILINGS REVENUE

FULL NAME: Business, Commercial, and Public Filings Revenue
 DESCRIPTION: Total Revenue Collected for Business, Commercial, and Public Filings and Information Requests

Objective: **2** File & Publish Admin Rules, Agency Public Notices, and Session Laws
 Strategy: **1** Publish the Texas Register, Texas Administrative Code and Session Laws

MEASURE TYPE: EX Explanatory/Input Measures

Agency Code: 307 Agency: Secretary of State

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
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1 SHORT NAME: # OF RULES/NOTICES IN TX REGISTER N N N N L H

FULL NAME: Number of Rules and Notices Filed in the Texas Register

DESCRIPTION: Number of Rules and Notices Filed in the Texas Register

Goal: 2 Maintain Uniformity & Integrity of Elections; Oversee Election Process

Objective: 1 Interpret Elect Laws/HAVA; Publish Const Amendments; Reimburse Elect Costs
 Strategy: 1 Provide Statewide Elections Administration

MEASURE TYPE: OP Output Measures

1 SHORT NAME: # ELECTION OFFICIALS ASSISTED Y N N N C H H

FULL NAME: Number of Election Officials Assisted or Advised

DESCRIPTION: Number of Election Officials Assisted or Advised

2 SHORT NAME: # PUBLIC CUSTOMERS ADVISED/TRAINED N N N N C M H

FULL NAME: Number of Public Customers Advised, Trained or Assisted

DESCRIPTION: Number of Public Customers Advised, Trained or Assisted

MEASURE TYPE: EX Explanatory/Input Measures

1 SHORT NAME: NUMBER OF REGISTERED VOTERS N N N N N H H

FULL NAME: Number of Registered Voters

DESCRIPTION: Number of Registered Voters

Strategy: 2 Manage Primary Election Funds; Reimburse Voter Registration Postage

MEASURE TYPE: EF Efficiency Measures

1 SHORT NAME: PROG MGMT COST/\$ OF ELEC \$ DIST N N N N M L

FULL NAME: Program Mgmt Cost Per Dollar of Primary Election Funds Distributed

DESCRIPTION: Program Management Cost Per Dollar of Primary Election Funds Distributed

2 SHORT NAME: PROG MGMT COST/\$ VOTER REG. POSTAGE N N N N M L

FULL NAME: Program Mgmt Cost Per Dollar of Voter Registration Postage Reimbursed

Agency Code: 307 Agency: Secretary of State

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
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DESCRIPTION: Program Management Cost per Dollar of Voter Registration Postage Reimbursed

MEASURE TYPE: EX Explanatory/Input Measures

1 SHORT NAME: ELECTION FUNDS TO COUNTIES N N N N N L L

FULL NAME: Amount of Primary Election Funds Distributed to Counties

DESCRIPTION: Amount of Primary Election Funds Distributed to Counties

2 SHORT NAME: AMT OF VOTER REG POSTAGE REIMBURSED N N N N N L L

FULL NAME: Amount of Voter Registration Postage Reimbursed to Counties

DESCRIPTION: Amount of Voter Registration Postage Distributed Reimbursed to Counties

Strategy: **3** Publish and Interpret Constitutional Amendments

MEASURE TYPE: OP Output Measures

1 SHORT NAME: # CONST AMEND TRANSLATIONS MAILED Y N N N N C M H

FULL NAME: Number of Constitutional Amendment Translations Mailed

DESCRIPTION: Number of Constitutional Amendment Translations Mailed

MEASURE TYPE: EF Efficiency Measures

1 SHORT NAME: AVG COST PER AMENDMENT PUBLISHED N N N N N H L

FULL NAME: Average Cost Per Amendment Published

DESCRIPTION: Average Cost Per Amendment Published

Strategy: **4** Administer the Federal Help America Vote Act (HAVA)

MEASURE TYPE: EX Explanatory/Input Measures

1 SHORT NAME: # COUNTIES USING VOTER REG ONLINE N N N N N H H

FULL NAME: Number of Counties Using Voter Registration Online

DESCRIPTION: Number of Counties Using Online Voter Registration

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Agency Code: 307 Agency: Secretary of State

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
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2 SHORT NAME: # HAVA \$ SPENT/VOTING AGE POP

FULL NAME: Number of Federal HAVA Dollars Spent Per Voting Age Population

DESCRIPTION: Number of Federal HAVA Dollars Spent Per Voting Age Population

Goal: **3** International Protocol

Objective: **1** Provide Protocol Services and Representation on Border Issues

Strategy: **1** Provide Protocol Services and Representation on Border Issues

MEASURE TYPE: OP Output Measures

1 SHORT NAME: NUMBER OF INTERNATIONAL MEETINGS

FULL NAME: # Meetings w/Intern'l Diplomatic Off/Foreign Gov Off/Bus Leaders

DESCRIPTION: Number of Meetings with International Diplomatic Officials, Foreign Government Officials, and Business Leaders

2 SHORT NAME: NUMBER OF BORDER EVENTS ATTENDED

FULL NAME: Number of Border Events Attended

DESCRIPTION: Number of Border Events Attended

Strategy: **2** Improve Physical Living Conditions in Colonias

MEASURE TYPE: OP Output Measures

1 SHORT NAME: # OF FUNDED COLONIA PROJECTS

FULL NAME: Number of Funded Colonia Projects Monitored

DESCRIPTION: Number of Funded Colonia Projects Monitored

WORKFORCE PLAN

I. Agency Overview

The Office of the Secretary of State is an agency created by the Texas Constitution. Since its creation, the Agency has been given numerous duties by the actions of the Legislature. The Secretary of State is the chief elections officer of the State, the principal repository of most business related filings, publisher of the Texas Register, and manager of several special purpose appropriations.

The Office is organized into five functional divisions: Executive, Administrative Services, Elections, Information Resource Technology, and Business, Commercial, and Public Filings, which includes the Business Entity Filings, Uniform Commercial Code, and Government Filings sections.

Currently the agency is budgeted for 222.2 FTE's and anticipates no increase over the next five years. The possibility of an increase in FTE's would occur only if the Legislature assigned new duties to the agency.

Agency Mission

The mission of the Office of the Secretary of State is to provide a secure and accessible repository for public, business, and commercial records and to receive, compile, and provide information. In addition, our mission is to ensure the proper conduct of elections, to maintain the official statewide list of registered voters, to authorize the creation and registration of business entities, and to publish state government rules and notices. Additionally, we serve as liaison to the Governor on Texas-Mexico border issues. We also serve as Chief International Protocol office for the State. We assist our staff with personal and professional development; promote a diverse workforce and the effective use of resources.

Strategic Goals and Objectives

The Office of the Secretary of State has three main goals

Goal 1	Provide and Process Information Efficiently; Enforce Laws/Rules
Objective	<ul style="list-style-type: none">• Process Documents & Provide Accurate & Reliable Information on a Timely Basis• File & Publish Administrative Rules and Agency Public Notices, and Session Laws
Strategy	<ul style="list-style-type: none">• File/Reject Statutory Filings• Publish the Texas Register and Texas Administrative Code, & Session Laws
Goal 2	Maintain Uniformity & Integrity of Elections; Oversee Election Process
Objective	Interpret Elect Laws/HAVA; Publish Constitutional Amends; Reimburse Election Costs

Strategy	<ul style="list-style-type: none"> • Provide Statewide Elections Administration • Manage Primary Election Funds; Reimburse Voter Registration Postage • Publish and Interpret Constitutional Amendments • Administer the Federal Help America Vote Act (HAVA)
Goal 3	International Protocol
Objective	To provide protocol services; to encourage cooperation between local, state, and federal governments; to coordinate activities of state and local agencies to improve physical living conditions in colonias in the counties authorized by law.
Strategy	<ul style="list-style-type: none"> • To provide protocol services; to represent the Governor and the State of Texas at meetings, events, and conferences with the diplomatic corps, government officials, and business leaders. To monitor issues relating to Mexico and the border and recommend action. • To coordinate state agency activities and secure funding to improve physical living conditions in colonias; to advocate the needs of colonia residents

Anticipated Changes in Strategies

The Agency is requesting no changes in the strategies for the FY 2014-15 biennium.

II. Current Workforce Profile (Supply Analysis)

Critical Workforce Skills

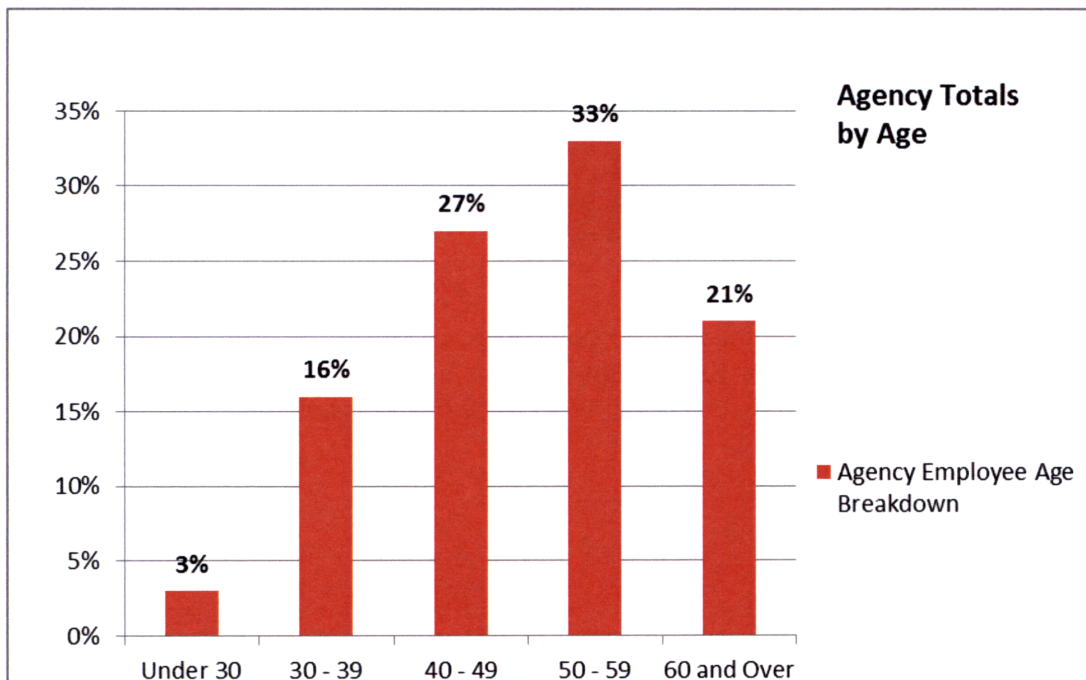
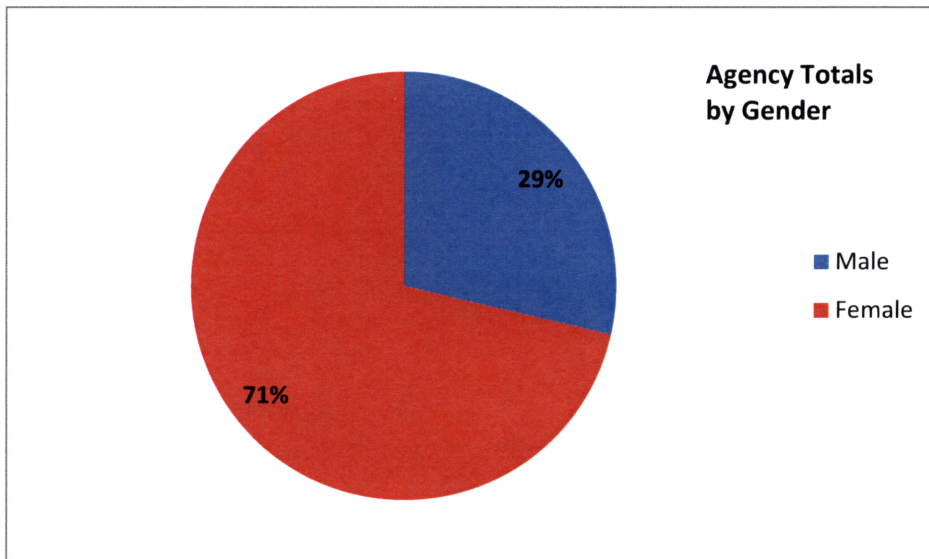
The following workforce skills are critical to the successful operation of the Office of the Secretary of State.

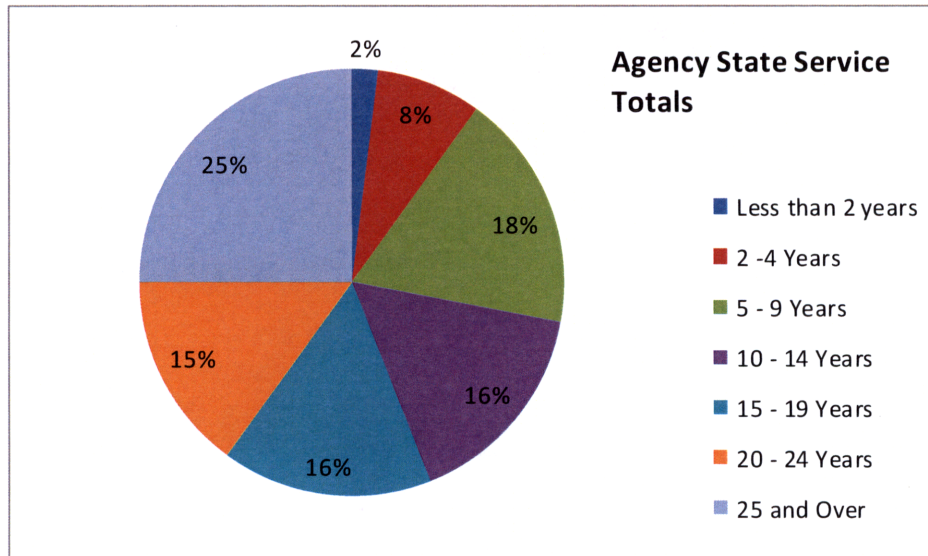
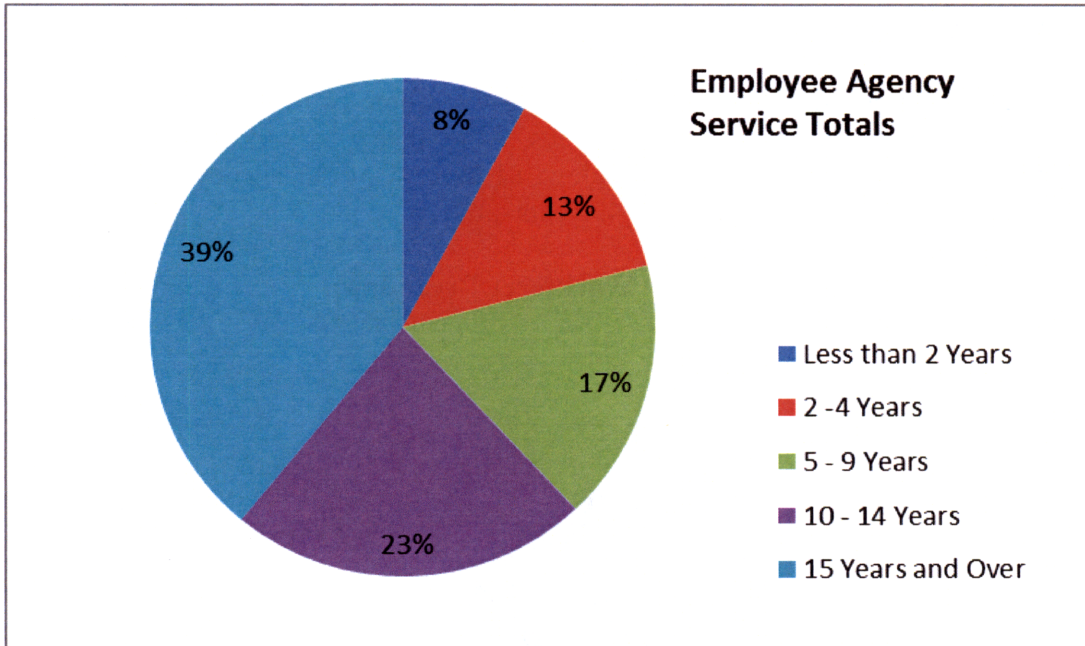
Communication Skills (Listening, Verbal, and Written)	Interpersonal Abilities
Leadership/Management	Teamwork
Analytical/Problem Solving	Flexibility/Adaptability
Managing multiple projects	Customer Service
Development and maintenance of computer systems.	Administrative/Clerical
Personal computer skills	Legal
Administrative management	Document publishing
E-Commerce	Financial management
Database management	Grant management

Workforce Demographics

The following chart profiles the agency's workforce as of April 1, 2012, and includes both full-time and part-time employees. The agency's workforce is comprised of 71 percent females and 29 percent males. 81 percent of our agency workforce is over 40 years old and 19 percent is under 40 years old.

Workforce Breakdown





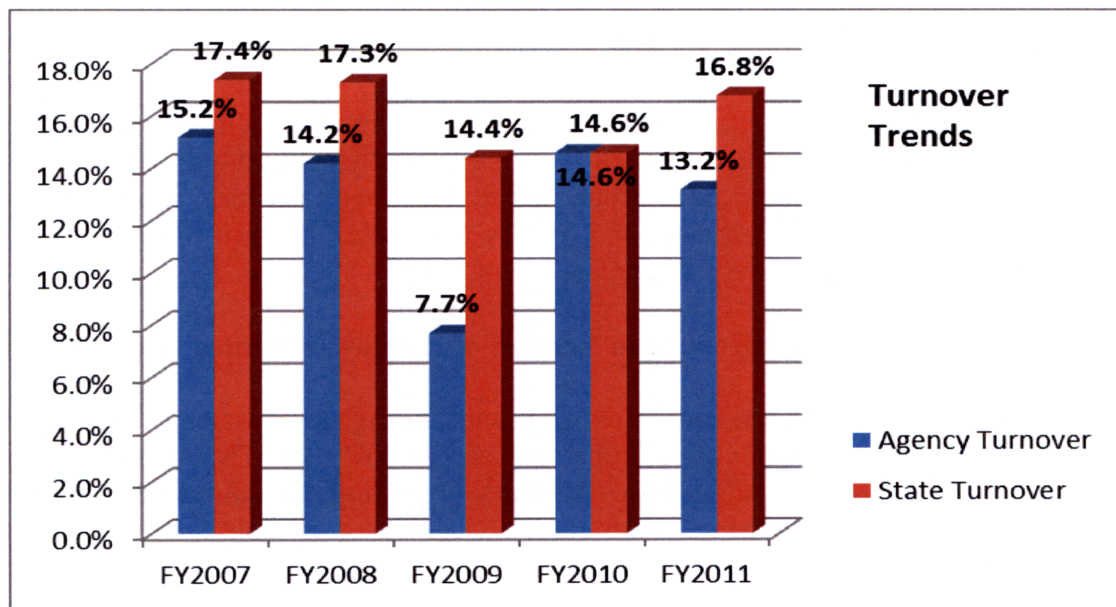
The following table compares the percentage of full-time African American, Hispanic, and Female Secretary of State Employees (as of April 1, 2012) to the statewide civilian workforce as reported by the Texas Workforce Commission.

There are several areas of under-represented classes that the Agency should address. Those particular cases are highlighted below.

Job Category	African American		Hispanic American		Females	
	SOS%	State %	SOS%	State %	SOS%	State %
Administrators	10.00	10.34	20.00	13.50	30.00	50.61
Professional	11.43	11.27	25.71	15.66	60.00	55.90
Technical	7.69	14.39	15.38	21.65	7.69	53.74
Para-professional	8.57	29.25	42.83	25.40	80.00	51.39
Administrative Support	16.48	19.15	31.87	28.78	85.71	87.72

Employee Turnover

Over the past five years, the Agency averaged a turnover rate of 13% compared to the statewide average of 19%. In FY 2011 the agency was below the state turnover rate by 3.6%. Over the last five years, the agency turnover rate continues to be below the state turnover rate. The following graph compares the Agency's average turnover to the statewide turnover over the last five years.



Retirement Eligibility

Over the next five years retirement will not account for the majority of separations within the agency.

	Projected Agency Terminations	Projected Agency Retirements
FY12	35	6
FY13	35	5
FY14	35	5
FY15	35	5
FY16	35	5

III. Future Workforce Profile (Demand Analysis)

Expected Workforce Changes

The Agency will continue to increase use of technology to improve efficiency and deliver better customer services. Higher technical skill levels will be required in managers, information technology staff, and in front line employees. Increasingly, employees will need to be cross-trained in more than one functional area as human resources are shifted to meet performance measures and improve customer service. Given the state budgetary constraints, the agency has not been able to increase staffing or funding even when a workload increase was demonstrated. With these limitations, the agency must increasingly rely on technological advances as a means of meeting customer demands. We expect the demand for services to increase as the population of Texas continues to grow.

Future Workforce Skills Needed

Project management skills will be increasingly important as the life cycle of information systems shortens. Customer service skills are critically important in the information age where our customers expect better, faster, and more accurate information. As the demographics of Texas change, the Agency anticipates the need for more multi-lingual employees in order to serve all our customers.

Anticipated Increase/Decrease in Number of Employees Needed to Do the Work

Due to the need for fiscal constraint in the state, the Agency anticipates no overall change in the authorized number of full-time equivalent employees. The Agency will endeavor to manage the anticipated increases in workload by improving efficiencies and allocating human resources to maximize customer service. If we are able to reduce workforce in one area we will cross-train staff that are willing to re-locate to other areas that are in need of help to meet performance measures. It is not anticipated that new programs will be added or existing programs deleted. However, it is expected that technological advances will cause workload to shift with personnel shifts necessary as a result of those shifts.

Critical Functions

The Agency must continue to encourage its customers to become partners. An informed customer base is critical in maximizing the mutual benefits that accrue from an increasingly sophisticated infrastructure. It is no less true that employers must train employees effectively to deal with all customers.

IV. Gap Analysis

Anticipated Surplus or Shortage of Workers or Skills

The condition of the local economy has a powerful influence over the labor pool available to state government. The agency has many tenured employees with a considerable amount of institutional knowledge of agency operations and applicable laws and regulations. The agency does not have a high turnover rate so one would expect that the skill and experience level of the personnel would increase over the next five years. The primary challenge affecting the agency's ability to recruit and retain mission critical skills is low pay afforded state employees and the 90 day waiting period for insurance coverage. The HR department has noticed that the more specific the job skill requirements are the more difficult recruiting has been. As the Texas economy expands and unemployment rates decrease, we can expect that employees will seek employment in a sector that provides significantly higher pay. If unemployment continues to stay high then the agency will see some employees fearful of making a change and stay with the agency. Some employees have thorough job knowledge and excel in clerical tasks given to them, but lack certain analytical and technical skills. This gap can be narrowed by offering necessary training to existing personnel, as current salaries will not attract applicants with the analytical and technical skills needed. All current job functions will continue to be required.

V. Strategy Development

The Agency plans to reallocate full-time equivalent employees at least once in each biennium. As electronic filing and electronic access to public information expands, employees will be reallocated to maximize the Agency performance outcomes. When the agency is faced with budget constraints we need to consider nonfinancial factors for influencing employee motivation and engagement. The Agency will continue to utilize all authorized compensation and retention programs, such as performance rewards, one-time merit salary awards, and return to work programs, to the extent of available funding. Employee training will be a high priority in the workforce transition required to meet future challenges.

HISTORICALLY UNDERUTILIZED BUSINESS PLAN

I. POLICY STATEMENT

- A. The State of Texas is committed to providing procurement and contracting opportunities for minority and woman-owned businesses. It is the state's policy to create an environment that will enhance Historically Underutilized Business (HUB) participation in state procurement and contracts.
- B. Office of the Secretary of State will make a good faith effort to utilize HUBs in contracts for services (including professional and consulting services) and commodities purchases.
- C. The Agency shall make a good faith effort to assist HUBs in receiving a portion of the total contract value of all contracts that the Agency expects to award in a fiscal year in accordance with the following percentages:
 - 1. 32.7% for all special trade construction contracts;
 - 2. 23.6% for professional services contracts;
 - 3. 24.6% for all other services contracts; and
 - 4. 21% for commodities contracts.

Two goals (Heavy Construction at 11.2% and Building Construction at 21.1%) are inapplicable because the Agency does not anticipate funding these types of construction at any time during this reporting period.

- D. Special efforts will be made to assist HUBs in becoming certified by the Texas Comptroller of Public Accounts, Procurement & Support Services ("TPASS"). Assisting them in obtaining certification will benefit the Agency as well as other agencies utilizing the same HUBs in the future.

II. AGENCY RESPONSIBILITIES

- A. The Agency will utilize TPASS's directory of certified HUBs, in accordance with Tex. Govt. Code Ann. § 2161.064, and other available HUB directories to establish bid lists for the advertisement of products and services needed.
- B. The Agency will utilize this HUB policy as the basis for attaining the HUB contracting goals as outlined in Tex. Govt. Code Ann. § 2161.181 and §2161.182 and CPA rule §20.13 TAC. (Goals are outlined in I., C. above.)
- C. The Agency will sponsor and participate in Economic Opportunity Forums which will provide contract opportunities and training for HUBs.

- D. Our HUB Coordinator and Purchasing staff will seek to obtain training to assist in increasing HUB participation, contracting, and training.
- E. The Agency shall:
 1. Develop contract specifications to encourage economically disadvantaged businesses to participate in its acquisition of commodities and services;
 2. Ensure that delivery schedules are consistent with the Agency's actual requirements;
 3. Ensure that the terms, conditions, and specifications advertised reflect the Agency's actual needs, are clearly stated, and do not impose unreasonable or unnecessary contract requirements;
 4. Encourage HUB subcontracting whenever possible;
 5. Identify potential subcontracting opportunities and require a HUB subcontracting plan for contracts of \$100,000 or more, where such opportunities exist;
 6. Submit a supplemental letter with the HUB Report identifying appropriate alterations in HUB goals when applicable.

III. TYPES OF PURCHASES

- A. The Agency will ensure that bids are obtained from businesses which normally sell the goods and services being purchased.
- B. Delegated Purchases
 1. Purchases under \$5,000: The Agency will purchase from a HUB to the fullest extent possible while obtaining the lowest and best bid.
 2. Purchases from \$5,001 to \$25,000 (excluding Dept. of Information Resources established statewide contract purchases) require at least three bids from vendors included on CPA's Centralized Master Bidders List, including at least one bid from a HUB certified business. Informal bids will be obtained for purchases of \$5,001 to \$25,000, and formal bids for purchases of \$25,000 or more for commodities and \$25,000 to \$100,000 for services.

Procurement Category	% with HUBs FY 2008	% with HUBs FY 2009
Special Trade	None	None
Professional Services	0%	0%
Other Services	24.9%	60.7%
Commodities	12.3%	19.4%
Total Percentage with HUBs	20.7%	44.7%
Total Spent with HUBs	\$ 1,226,397	\$ 2,827,534

DUTIES AND FUNCTIONS OF THE OFFICE OF THE SECRETARY OF STATE

Secretary of State

1. Keep the office in the City of Austin or, if a session of the Legislature is held in another place, in that place. (Tex. Gov't. Code Ann. § 405.001)
2. Appoint a Deputy Secretary of State. (Tex. Gov't. Code Ann. § 405.004)
3. Serve as chief election officer of the state. (Tex. Elec. Code § 31.001)
4. Keep the state seal of Texas. (Tex. Const. Art. IV § 19)
5. Attest the Governor's signature to all commissions and seal with the state seal. (Tex. Const. Art. IV § 20)
6. Affix the state seal to all official documents issued from the Secretary of State's Office. (Tex. Gov't. Code Ann. § 405.017)
7. Keep a complete register of all the official acts of the Governor and, when required, lay the same and all minutes and other papers in relation thereto before the Legislature or either branch thereof. (Tex. Const. Art. IV § 21)
8. The Secretary of State shall arrange and preserve books, maps, parchments, records, documents, and papers properly deposited in the Secretary of State's Office and sealed with the state seal. A copy of an original deposited under this section is as legal and conclusive in evidence in a state court as the original. On request of the Governor, the Legislature, or a house of the Legislature, the Secretary of State shall furnish a copy of an original deposited under this section. (Tex. Gov't. Code Ann. § 405.011)
9. At each session of the Legislature the Secretary of State shall obtain the bills that have become law. Immediately after the closing of each session of the Legislature, the Secretary of State shall bind all enrolled bills and resolutions in volumes on which the date of the session is placed. (Tex. Gov't. Code Ann. § 405.014)
10. Attend and preside over the convening of each regular legislative session and appoint a clerk to take the minutes of the proceedings. (Tex. Gov't. Code Ann. § 301.003)
11. Immediately upon their receipt, deliver to the person in charge of the State Library all books, maps, charts, printed volumes of the laws of a nation, territory, or another state, or other political or miscellaneous publications received in the Secretary of State's Office; and immediately upon receipt, deliver to the Supreme Court Librarian reports of courts of a nation, territory, or another state received in the Secretary of State's Office. (Tex. Gov't. Code Ann. § 405.017)
12. The Secretary of State shall send, as the Secretary of State considers appropriate, copies of laws and judicial reports printed and published by order of the Legislature at the expense of the state to: (1) the Librarian of Congress; (2) the United States Secretary of State; (3) the United States Secretary of the Treasury; (4) the executive department of each state; and (5) each foreign librarian or government with whom a system of library exchange is established. Subject to the requirements of Subsection (c), the Secretary of State, for the benefit of the University of Texas law library, shall exchange the reports of the supreme court, court of criminal appeals, and courts of appeals, state session laws and revised statutes, and other state publications and state department reports for similar material of the United States, other states, or foreign countries. The Secretary of State shall keep on hand a sufficient number of copies of

state publications to meet the reasonable demands of the state. (Tex. Gov't. Code Ann. § 405.012)

13. Serve on the Records Management Interagency Coordinating Council. (Tex. Gov't. Code Ann. § 441.203)
14. Approve seals of County Commissioner's Courts. (Tex. Local Gov't. Code Ann. § 81.004)
15. Serve as a member of the Joint Advisory Committee on Government Operations. (Art. 4413(32e) § 4(A))
16. Perform such other duties as directed by the Governor. (amend. to Gov't. Code, § 405.017)
17. Serve as Colonia Initiatives Coordinator as designated by the Governor. (Tex. Gov't. Code Ann. § 775.002)
18. Chief Liaison to Mexico and the Border region of Texas. (Executive Order GWB-98-01)
19. Border Commerce Coordinator. (Tex. Gov't. Code Ann. § 772.010)

Deputy Secretary of State

20. Perform all the duties required by law to be performed by the Secretary of State when the Secretary of State is absent or unable to act. (Tex. Gov't. Code Ann. § 405.004(a)1)
21. Perform other duties as required by the Secretary of State. (Tex. Gov't. Code Ann. § 405.004(a)2)

Administrative Services Division

1. Provide financial control and support for all divisions of the Agency.
2. Maintain financial records and prepare financial reports.
3. Compile legislative budget, including preliminary submittals, estimated operating budgets and performance of funds management reports.
4. Prepare monthly payroll and all necessary reports as a result thereof.
5. Process fiscal notes for all legislation affecting the Agency and/or related political subdivisions.
6. Maintain system of control over Agency personal property.
6. Coordinate space planning and allocation.
7. Purchase needed supplies, equipment and services.
8. Serve as the Agency's Human Resources office.
9. Serve as the Agency's centralized mailroom.
10. Provide standardized cost accounting procedures for all divisions.
11. Account for Inaugural Fund. (Tex. Gov't. Code Ann. § 401.004)
12. Provide internal audit program for all divisions of the Agency.

Information Services Division

1. Support the Business Entity and Secured Transaction (BEST) system for the agency. This system supports the business functions of the Corporations Section, UCC Section, and the internal financial system. The system is generally available twenty-four (24) hours a day.
2. Support the Elections Division by maintaining the Texas Election Administration Management System which contains information for each registered voter in the state. The system is generally available twenty-four (24) hours a day.
3. Support the Notary Public function with an on-line system to maintain records and issue commissions.
4. Support the Elections Division with a system for unofficial statewide vote totals for all statewide elections and other selected races and communicate the Election Night Returns to the media and to candidates.
5. Provide on-line computer access for the general public to computer records for Corporations and Uniform Commercial Code financing statements recorded with the Secretary of State.
6. Maintain data regarding the following areas: ballot certifications for primary and general elections, statewide tabulation of votes for Election Night Returns, and reports of primary election expenses.
7. Maintain a reliable network of computers and communications.
8. Ensure proper functioning and required availability of all computer resources to support Agency functions.
9. Maintain security controls to ensure the confidentiality, integrity, and availability of agency data.
10. Maintain and administer the agency's document management and workflow/imaging system.

Elections Division

1. Obtain and maintain uniformity in the application, operation and interpretation of the Texas Election Code and of the election laws outside of the Election Code. In performing this duty, the Secretary shall: prepare detailed and comprehensive written directives and instructions relating to and based on the Election Code and other election laws and distribute written directives and instruction to the appropriate state and local authorities who administer election laws. (Tex. Elec. Code § 31.003)
2. Maintain an informational service for answering the inquiries of election authorities relating to the administration of the election laws or the performance of their duties. (Tex. Elec. Code § 31.004)
3. Take appropriate action to protect the voting rights of the Texas citizens from abuse by the authorities administering the state's electoral processes. (Tex. Elec. Code § 31.005(a))
4. Serve as authority with whom election-related lists, records, and petitions are filed.
5. Prescribe the design and content, consistent with the Election Code, of the forms necessary for the administration of the Election Code. (Tex. Elec. Code § 31.002)

6. Supervise the submission to voters of proposed Constitutional Amendments. (Tex. Elec. Code § 274.001, et seq.)
7. Deliver to the state chairperson and each county chairperson of each political party holding a primary election a current set of primary finance rules adopted under this Subchapter during November of each primary election year. (Tex. Elec. Code § 173.010)
8. Determine whether to approve or reject computer service contracts for voter registration. (Tex. Elec. Code § 18.012)
9. Assist and advise all election authorities with regard to the application, operation, and interpretation of election law, and maintain an informational service for answering inquiries of election authorities relating to the administration of the election laws or the performance of their duties.. (Tex. Elec Code § 31.004)
10. Prescribe standards for, inspect and determine whether to approve or reject voting system equipment. (Tex. Elec. Code § 122.001, et seq.)
11. Maintain the statewide official list of registered voters and assign a unique identifier to each registered voter. (Tex. Elec. Code § 18.061)
12. Provide assistance for the training of election judges and clerks. (Tex. Elec. Code § 32.115)
13. Review each request for state funds to pay for primary election expenses to determine which items of estimated expenses and the amounts of those items to approve. (Tex. Elec. Code § 173.082)
14. Audit, at any time, a state or county primary fund. (Tex. Elec. Code § 173.036)
15. Implement a voter registration service program to assist registrars in maintaining accurate lists of registered voters. (Tex. Elec. Code § 19.002)
16. Identify possible duplicate or deceased voters, or voters finally convicted of a felony and forward to the appropriate county for processing. (Tex. Elec. Code § 16.003, 16.004 and 16.031)
17. Administer an online program for disbursement of state voter registration reimbursement funds to Voter Registrars. (Tex. Elec. Code § 19.002)
18. File and retain for 10 years maps of county election precinct boundaries. (Tex. Elec. Code § 42.037)
19. Submit all enrolled or enacted bills affecting elections to U.S. Justice Department for pre-clearance. (42 U.S.C. § 1973c)
20. Provide all registration and voting forms and information with Spanish translations and other languages on certain voter forms for local political subdivisions as determined by the US Census Bureau. (~~42 U.S.C. § 1973b~~) (§ 42 U.S.C. 1973-1a) (Tex. Elec Code §272.011)
21. Report to the Federal Election Commission no later than March 31 of each even-numbered year voter registration statistics required under the National Voter Registration Act. (42 U.S.C., § 1973gg)
22. Examine and approve composition and design of ballot boxes and voting booths that do not meet statutory standards before such boxes and booths may be used in an election. (Tex. Elec. Code § 51.031)
23. Maintain a supply of official early voting ballot application forms and furnish them in reasonable quantities, without charge, to individuals or organizations requesting them. (Tex. Elec. Code § 84.013)

24. Approve modifications in design of voting systems that were previously approved. (Tex. Elec. Code § 122.061)
25. Reexamine, at any time, approved voting devices. (Tex. Elec. Code Sub-section 122.091-122.099)
26. Issue letter and certification for each voting system contract. (Tex. Elec. Code Ann. § 123.035)
27. Administer the annual voting system report filed by all political subdivisions in the state. (Tex. Elec. Code Ann. § 123.061)
28. Prescribe procedures necessary to implement a student mock election and ensure that the conduct of a student election does not affect the proper and official conduct of an election. (Tex. Elec. Code § 276.007(n))
29. Compile results of the partial manual count of electronic system ballots and grant waivers of the manual count. (Tex. Elec. Code Ann. § 127.201)
30. Administer the state inspector program. (Tex. Elec. Code Ann. § 34.001)
31. Coordinate recounts of ballots in district or statewide races after general and special elections. (Tex. Elec. Code § 211.002, et seq.)
32. Certify in writing the name of each candidate for president and vice-president and each candidate nominated at a primary election or convention of a political party for a statewide or district Agency, which will appear on the general election ballot. (Tex. Elec. Code Sub-section 192.037 and 161.008)
33. Appoint six persons to serve with the Lieutenant Governor's six appointees and the six appointees of the Speaker of the House of Representatives on an elections advisory committee in connection with the tabulation and reporting of election results. (Tex. Elec. Code § 68.051)
34. Tabulate the unofficial results of each primary and general election for state and county Officers, proposed state Constitutional Amendments and contested races for federal offices, statewide offices, state senator, state representative, and the state board of education. (Tex. Elec. Code § 68.001)
35. Prescribe training and procedures necessary to implement the high school deputy registrar program. (Tex. Elec. Code § 13.046)
36. Obtain a permit from the U.S. Postal Service for use with the postage-paid voter registration application and arrange for payment of the postal charges with warrants issued by the Comptroller of Public Accounts. (Tex. Elec. Code § 13.121)
37. Print the official postage-paid voter application cards and furnish the cards without charge to each Voter Registrar. (Tex. Elec. code § 13.121)
38. Retain lists of returned certificates, delivered by each Voter Registrar, for two years after receipt of such lists. (Tex. Elec. Code § 14.025)
39. Periodically furnish to Voter Registrars information received from the Bureau of Vital Statistics that will assist in identifying deceased registered voters in each county. (Tex. Elec. Code § 16.001(c))
40. Monitor each Voter Registrar's compliance with § 18.063, Texas Election Code, and the Secretary of States' rules implementing the registration service program. (Tex. Elec. Code § 18.065)
41. Administer an online grant program to reimburse county governments for the purchase of accessible voting equipment and for other purposes as authorized by the federal Help America Vote Act of 2002. (Tex. Elec. Code Ann. §31.011).

42. Prescribe procedures to ensure the security and accuracy of the direct record electronic voting systems. (Tex. Elec. Code Ann. § 129.001).

Business and Public Filings Division

1. Charge a fee for issuance of official certificates and certified copies. (Tex. Gov't Code Ann. § 405.031a)
2. Charge a fee for search of records. (Tex. Gov't Code Ann. § 405.031b)
3. Expedite the filing of business organization documents, the issuance of certificates and certified copies for business organizations, and UCC record searches. (Tex. Gov't Code Ann. § 405.032)
4. Revoke filings for nonpayment of fees. (Tex. Gov't Code Ann. § 405.033)
5. Provide direct access to computer records. (Tex. Gov't Code Ann. § 405.018)

Corporations Section

File documents pursuant to the following statutes:

1. Texas Business and Commerce Code, Chapter 71—Assumed Names
2. Texas Business and Commerce Code, Chapter 16-Trademarks
3. Texas Business Organizations Code
4. Agricultural Code
 - a. Agricultural Finance Corporations, Chapter 56
 - b. Co-Operative Credit Association, Chapter 55
 - c. Farmers Co-Operative Society, Chapter 51
 - d. Marketing Association, Chapter 52
 - e. Mutual Loan Corporation, Chapter 54
5. Education Code
 - a. Texas Education Code § 53.35(b) Corporations created to assist institutions of higher education
 - b. Texas Guaranteed Student Loan Corporation, Chapter 57
 - c. Nonprofit corporation created by the Texas Public Finance Authority, §53.351
6. Finance Code
 - a. Texas Financial Institutions, § 201.103
 - b. Out of State Financial Institutions, § 201.102
 - c. Mergers of Savings and Loan, § 62.451
7. Government Code, Texas Economic Development Corporation, §484.024
8. Health and Safety Code
 - a. Cemeteries, §§ 711.021 and 711.022
 - b. Health Facilities Development Act § 221.001 et seq.
 - c. Health Related Institutions Cooperative Association, § 301.032 of the Health and Safety Code
 - d. Historic Cemeteries, Chapter 715
 - e. Hospital Laundry Cooperative Association, § 301.002 of the Health and Safety Code
9. Insurance Code
 - a. Group Hospital Service Corporations, Subchapter A, Chapter 842

- Life insurance companies loaning funds in Texas, §982.003
- b. Non-Profit Legal Services Corporation, Chapter 961
- c. Private Purchasing Cooperatives, §1501.056
- d. Texas Health Benefit Purchasing Cooperative, § 1501.052
- 10. Local Government Code
 - a. Housing Finance Corporations, Chapter 394 of the Local Government Code
 - b. Defense Base Development Authority, Chapter 379B
 - c. Municipal Management District corporation, Chapter 376
 - d. Public Facilities Corporation Act, Chapter 303
 - e. Texas Small Business Development Corporation, Chapter 503
 - f. Type A Industrial Development Corporation, Chapter 504
 - g. Type B Industrial Development Corporation, Chapter 505
 - h. County Alliance Industrial Development Corporation, Chapter 506 Spaceport Development Corporation, Chapter 507
 - i. File a registered agent statement for sports and community venue districts, §335.005
- 11. Natural Resource Code
 - a. Record court ordered forfeiture of domestic and foreign corporations, Sections 111.09 and 111.094
- 12. Occupations Code—Certification of certain health organizations, §162.001(c)
- 13. Probate Code
 - a. Qualification of a foreign bank or trust company as a fiduciary, Article 105a of the Texas Probate Code
- 14. Property Code
 - a. Property Owners' Association, § 204.004
 - b. Uniform Condominium Act, § 82.101
- 15. Tax Code
 - a. Forfeiture of corporate charter for nonpayment of taxes, § 171.301-171.315 of the Texas Tax Code
 - b. Public information report, § 171.203 of the Texas Tax Code
- 16. Transportation Code
 - a. Corporations with purpose to be a bridge or ferry company, § 342.052
 - b. Texas Transportation Corporation Act, § 431.026
 - c. Local Government Corporations, §431.101
- 17. Utilities Code
 - a. Electric Cooperative Corporation Act, Chapter 161
 - b. Telephone Cooperative Act, Chapter 162
- 18. Water Code
 - a. Water Supply Corporations, Chapter 67
- 19. Special Corporation Statutes
 - a. Business Development Corporations Act, article 1528g [New entities created under the Business Organizations Code; however, this statute continues to apply on entities existing on January 1, 2006, until January 1, 2010]
 - b. Cultural Education Facilities Finance Corporation, Article 1528m
- 20. Miscellaneous Statutes
 - a. Certification of health organizations, Article 4495b, § 5.01

- b. Corporations with purpose to provide low income housing or reconstruction of slum areas, Article 1524b
 - c. Mutual insurance companies, Article 8308
21. Forward Service of Process on the Secretary of State
- a. Tex. Agric. Code Ann. § 76.042
 - b. Tex. Alco. Bev. Code Ann. §§ 37.05 and 61.07
 - c. Tex. Bus. & Com. Code Ann. §§ 16.10 and 38.108
 - d. Tex. Bus. Orgs. Code §§ 5.251, 5.252, 9.011, 10.008 (c) and 10.106 (8)
 - e. Tex. Civ. Prac. & Rem. Code Ann. § 17.044
 - f. Tex. Civ. Prac. & Rem. Code Ann. § 17.091
 - g. Tex. Civ. Prac. & Rem. Code Ann. § 101.102
 - h. Code of Crim. Proc. Ann. art. 17A.04
 - i. Tex. Health & Safety Code Ann. § 221.023
 - j. Tex. Ins. Code Ann. §§ 804.106 and 804.107
 - k. Tex. Ins. Code Ann. § 541.255
 - l. Tex. Local Gov't Code Ann. § 303.034 and § 501.354
 - m. Tex. Occ. Code Ann. § 901.605
 - n. Tex. Occ. Code Ann. § 1803.155
 - o. Tex. Occ. Code Ann. § 2051.402 (c)
 - p. Tex. Occ. Code Ann. § 2301.265
 - q. Tex. Prob. Code Ann. § 105A
 - r. Tex. Tax Code Ann. § 171.355
 - s. Tex. Water Code Ann. § 7.196
22. Texas Alcoholic Beverage Code
- a. Appointment of Agent for Service of Notice, §37.05
 - b. Agent for Service, §61.07

Uniform Commercial Code

File documents pursuant to the following statutes:

1. Financing Statements, Manufactured Home Transactions, Public Finance Transactions, Transmitting Utilities, or related filings to perfect security interests in certain property (Tex. Bus. & Com. Code Ann., chapter 9)
2. Utility Security Instruments. (Tex. Bus. & Com. Code Ann., chapter 261)
3. Federal Liens. (Tex. Prop. Code Ann., chapter 14)
4. Restitution Liens (Code Crim. Proc. Ann., art. 42.22)
5. Agricultural Chemical and Seed Liens (Tex. Agric. Code Ann., title 5, chapter 128)
6. Liens for Animal Feed (Tex. Agric. Code Ann., title 6, chapter 188)
7. Aircraft Maintenance Liens (Tex. Prop. Code Ann., §§ 70.3031-70.307)
8. Contract Agricultural Liens (Tex. Prop. Code Ann., §§ 70.401-70.410)
9. Judicial Findings of Fact (Tex. Gov't Code Ann., title 2, §§ 51.901-51.905)
10. Transition Property Notices (Tex. Util. Code Ann., title 2, § 39.309)
11. Supply and certify information and copies of active liens listed above in items 1 through 11.
12. Athlete Agents (Tex. Occ. Code Ann. §§ 2051.001 - .553)
13. Automobile Clubs (Tex. Transp. Code Ann. §§ 722.001 - .014)

14. Bonds for Third-Party Debt Collectors and Credit Bureaus(Tex. Fin. Code Ann. § 392.101)
15. Bonds for Commercial Telephone Solicitors (Tex. Bus. & Com. Code Ann. § 302.107)
16. Business Opportunities (Tex. Bus. & Com. Code Ann. §§ 51.001 - .303)
17. Camping Resorts, Membership (Tex. Prop. Code Ann. §§ 222.001 - .013)
18. Credit Services Organizations (Tex. Fin. Code Ann. §§ 393.001 - .505)
19. Health Spas (Tex. Occupations Code Ann. §§ 702.001 - .558)
20. Invention Developer Bond or Cash Deposit (Tex. Bus. & Com. Code Ann., § 52.051)
21. Labor Organizer Card Applications (Tex. Lab. Code Ann. § 101.110)
22. Labor Union Reports (Tex. Lab. Code Ann. § 101.120)
23. Property Rights for a claim for the use of a deceased person's name, voice, signature, photograph, or likeness (Tex. Prop. Code Ann. §§ 26.006 - .015)
24. Public Safety Organization, Independent Promoter, Public Safety Publication and their Solicitor (Tex. Occ. Code Ann. §§ 1803.001 - .155)
25. Religious Congregation Trustees (Tex. Civ. Prac. & Rem. Code Ann. § 126.011)
26. Seal of Texas, Issue licenses for the commercial use of the state (Tex. Bus. & Com. Code Ann. § 17.08)
27. Telephone Solicitors (Tex. Bus. & Com. Code Ann. §§ 38.001 - .305)
28. Veterans Organization and their Solicitor (Tex. Occ. Code Ann. chapter 1804)

Government Filings

1. Apostilles (Per 1961 Hague Convention)
2. Auditor's Reports on State Agencies (Tex. Gov't Code Ann. § 321.014)
3. Authenticating Officer (Governor Appointed) (Crim. Proc. Code Ann. art. 2.24)
4. Bonds filed for:
 - a. State Public Employees (Tex. Gov't Code Ann. § 653.008)
 - b. Comptroller of Public Accounts (Tex. Gov't Code Ann. § 604.003)
 - c. Special Districts, Municipal Utility Districts, Water Districts (Tex. Gov't Code Ann. § 604.004)
5. State Public Employees (Tex. Gov't Code Ann. § 653.008)
6. Comptroller of Public Accounts (Tex. Gov't Code Ann. § 604.003)
7. Special Districts, Municipal Utility Districts, Water Districts (Tex. Gov't Code Ann. § 604.004)
8. Lower Neches Valley Authority (Tex. Rev. Civ. Stat. Ann. art. 8280-103)
9. Regional Tollway Authority (Tex. Transp. Code Ann. § 366.253)
10. Trans Texas Corridor (Tex. Transp. Code Ann. § 370.253)
11. Cash Management Notes (Tex. Gov't Code Ann. § 404.123)
12. Cemeteries, County Owned & Operated (Tex. Health & Safety Code Ann. §713.026)
13. Census Reports, Federal (13 U.S.C.A. 141)
14. Chemical Dependency Counselors, Roster of (Tex. Occupations Code Ann. § 504.055)
15. Child Support Cases, Agreements with other countries for reciprocal treatment in (Tex. Const. art. IV, § 21)
16. City Filings:

- a. Home Rule (Tex. Local Gov't Code Ann. § 9.007)
 - b. Incorporated by Republic of Texas or Act of the Legislature (Tex. Local Gov't Code Ann. § 5.903)
 - c. Consolidated Cities (Tex. Local Gov't Code Ann. § 61.007)
 - d. Municipal Parking Authorities (Tex. Local Gov't Code Ann. § 601.022 & § 601.044)
17. Commissions, Governor's Official (Tex. Gov't Code Ann. § 405.017)
 18. Compacts, River (Tex. Water Code Ann. § 41.002, § 42.002, § 43.002, § 44.002, & § 46.002)
 19. Conditional Gifts From Foreign Persons, Disclosure Statement of (Tex. Educ. Code Ann. § 51.572)
 20. Conservation Districts, Dissolution of (Tex. Agric. Code Ann. § 201.051)
 21. Conservation Districts, Organization of (Tex. Agric. Code Ann. § 201.047 & § 201.048)
 22. Constitution, Ratifying Amendments of U.S. (per resolution instructions)
 23. Court of Criminal Appeals Rules and Amendments (Tex. Gov't Code Ann. § 22.108)
 24. Crime Control and Prevention Districts (Texas Local Gov't Code Ann. § 363.260 & 363.302)
 25. Declination of Remuneration (Tex. Gov't Code Ann. § 659.003)
 26. Deeds of Cession (Tex. Gov't Code Ann. § 2204.103)
 27. Dissolved Districts
 - a. Crime Control and Prevention Districts (Tex. Local Gov't Code Ann. §§ 363.260 & 363.302)
 - b. Fire control, prevention, and emergency medical services districts (Tex. Local Gov't Code Ann. § 344.302)
 - c. Central Texas Groundwater Conservation District (Tex. Spec. Dist. Code Ann., chapter 8810)
 - d. Homestead Municipal Utility District (Water Aux. Laws Table)
 28. East Montgomery County Improvement District (SB 921 {Chapter 1316}, 75th Legislature, RS, 1997)
 29. Emergency Funds, Authorization of (Tex. Gov't Code Ann. § 403.075)
 30. Emergency Interim Legislative Succession Act (Tex. Gov't Code Ann. § 304.001 - .011)
 31. Executive Orders, Governor's (Tex. Const. art. IV, § 21)
 32. Firemen's Pension Plan Filings (Tex. Rev. Civ. Stat. Ann. art. 6243e, § 30(b))
 33. Fish or Wildlife threatened with statewide extinction, A list of (Tex. Parks & Wild. Code Ann. §68.003, § 68.004, § 68.005)
 34. Fugitive, Notice of arrest of (Code Crim. Proc. Ann. art. 51.06)
 35. Groundwater District, File dissolution of (Tex. Water Code Ann. § 36.308)
 36. Health and Human Services Transportation and Planning Office Report (Tex. Hum. Res. Code Ann § 131.003)
 37. Inaugural Fund (Tex. Gov't Code Chapter 401)
 38. Legislative Bills and Resolutions Filed (Tex. Gov't Code Ann. § 405.014)
 39. Legislative Redistricting Board Plans (Tex. Const. art. III, § 28)
 40. Lottery Commission, File letter, ruling, or published decision relating to assignment of prizes from Texas (Tex. Gov't Code Ann. § 466.410)
 41. Mining Commission Bylaws and Amendments, Interstate (Tex. Nat. Res. Code Ann. § 132.008)

42. Notaries Public, Appoint and Commission (Tex. Gov't Code Ann. §§ 406.001 - .025)
43. Oath taken by Dental Examiners (Tex. Occ. Code Ann. § 252.011)
44. Oath taken by Board of Trustees of the Employees Retirement System (Tex. Gov't Code § 815.004)
45. Oath taken by Director of Groundwater District (Tex. Water Code Ann. § 36.055)
46. Oath taken by State Board of Insurance Examiners and Assistant Examiners (Tex. Ins. Code Ann. §401.105)
47. Oath taken by Professional Counselors (Tex. Occ. Code Ann. § 503.111)
48. Oath taken by Professional Engineers (Tex. Occ. Code Ann. § 1001.111)
49. Oath taken by Director of Water District, nonprofit water or sewer service corporation (Tex. Water Code Ann. § 49.055)
50. Oath taken by Harris-Galveston Subsidence District (Tex. Spec. Dist. Code Ann., § 8801.0552)
51. Plants, A list of Endangered, Threatened, or Protected Native (Tex. Parks & Wild. Code Ann. § 88.003 & § 88.004)
52. Proclamations, Governor's Clemency (Crim. Proc. Code Ann. art. 48.02)
53. Proclamations, Governor's Official (Tex. Const. art. IV, § 21)
54. Resolutions, Copies of Other States' (per instructions on resolutions)
55. Salary Supplements (Biennial Appropriations Bill, Art. IX)
56. School District Charters, Home-rule (Tex. Educ. Code Ann. § 12.023)
57. Statement of Officer (Tex. Const. art. XVI, § 1)
58. States or territories within the United States that require a notary public to attach an official seal, List of (Tex. Gov't Code Ann. § 405.019)
59. Water District, nonprofit water or sewer service corporation, File dissolution of (Tex. Water Code Ann. § 49.325)
60. Publish the Texas Register.
61. Publish the following in the Texas Register according to the Administrative Procedure Act, Texas Government Code § 2001 and § 2002: emergency, proposed and adopted rules; executive orders issued by the Governor; summaries of requests and opinions prepared by the Attorney General; summaries of requests and opinions prepared by the Texas Ethics Commission; notices of open meetings; and other information of general interest to the public. Miscellaneous documents published include proposal requests for private consultant services by state agencies and regional councils of government. Also published are special reports, grant proposals, reviews and other documents voluntarily submitted for publication.
62. The Texas Administrative Code shall be compiled, and published, containing all rules adopted by each agency.
63. Maintain files available for public use of all documents submitted by agencies for publication in the Texas Register.
64. Post notices of meetings of state governmental bodies.
65. Assist all state agencies with numbering, formatting and drafting rules upon request.

Protocol and Border Division

1. Accompanying the Governor when meeting with Mexican officials
2. Monitoring and advising the Governor's Office and other agencies on issues affecting Texas-Mexico relations
3. Working with Mexican federal, state and local officials on issues affecting Texas, Mexico and the border region
4. Representing the Governor at international meetings and in planning the Border Governors Conference
5. Monitoring state and federal legislation on border issues
6. Coordinate colonia initiatives within the agency and with the other agencies and local officials involved in colonia projects in the state to coordinate efforts to address colonia issues.
7. Identify nonprofit self-help groups to help with colonia initiatives.
8. Set goals for each state fiscal year for colonia initiatives in the state, including goals to address easement problems; and ensure that water and wastewater connections are extended from distribution lines to houses located in colonias.
9. Coordinate state outreach efforts to nonborder colonias and to political subdivisions capable of providing water and wastewater services to nonborder colonias.
10. Consider the advice and recommendations of TDHCA's Colonia Resident Advisory Committee and work with the Committee to improve services delivered to colonia residents.
11. The ombudspersons shall gather information regarding the platting of each colonia; the infrastructure of each colonia; the availability of health care services; the availability of financial assistance; and any other appropriate topic as requested by the Secretary of State.
12. Recommend appropriate programs, grants, and activities to the legislature.
13. Establish and maintain a classification system to track the progress of state-funded projects in providing water or wastewater services, paved roads, and other assistance to colonias.
14. Establish and maintain a statewide system for identifying colonias.

