

Failure to Perform Duties

As stated previously, the duties of a VDR carry a high level of responsibility. Voting is a freedom that must be protected.

Registering voters places you on the forefront of encouraging eligible United States citizens to participate in the election process by voting.

The Texas Election Code provides that unintentional failure to deliver a completed application is a Class C misdemeanor. Intentional failure to deliver a completed application is a Class A misdemeanor. Acting as a Volunteer Deputy Registrar without an official appointment is a Class C misdemeanor.

Other Methods of Registration

Voter registration applications are available at every Galveston County Tax Office, the Office of County Clerk and at all Texas Department of Public Safety (DPS) offices.

Applications will be mailed upon request and are also available online at our website (www.galcotax.com) or the Secretary of State (SOS) website.

Helpful Resources

Secretary of State: www.sos.state.tx.us

Telephone: (800) 252-VOTE

Registered to vote? www.votetexas.gov

Email: elections@sos.state.tx.us

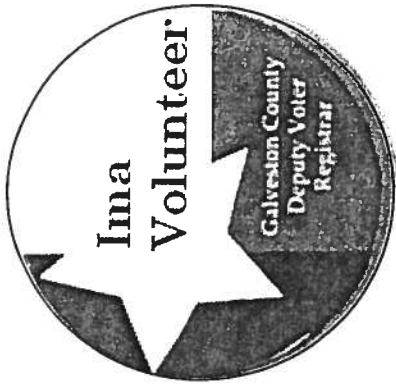
Galveston County Election Information:
www.galvestonvotes.org (409) 770-5108

Texas Constitution & Statutes:
www.statutes.legis.state.tx.us

10 Commandments of Customer Service

The GCTO team is focused on serving its customers with enthusiasm and excellence. Our philosophy:

- I. The customer is never an interruption to our work – the customer IS our work
- II. Brighten every customer's day, greet everyone with a smile
- III. Whenever possible, acknowledge customers by name
- IV. Project professionalism, courtesy and dignity to everyone
- V. State things in a positive way
- VI. NEVER argue with a customer
- VII. Always go the extra mile to provide assistance
- VIII. Never say, "I don't know what to do" without saying, "but I would be more than happy to find out."
- IX. Never blame someone else
- X. Never forget that the customer pays our salary



Volunteer Deputy Registrar Handbook

Volunteer Deputy Registrars (VDRs) are partners with County Voter Registrars, assisting citizens in registering to vote and educating them on the importance of voting.

A high level of ethical conduct is required to be a VDR as you are responsible for protecting applicants' right to vote.

Cheryl E. Johnson
Galveston County Tax Assessor Collector
& Voter Registrar

Cheryl.E.Johnson@co.galveston.tx.us
(409) 765-3277



Voter Registration Department
722 Moody, Galveston, Texas 77550
1-409-766-2280 or 1-888-976-2280 (toll free)
Email: galcotax@co.galveston.tx.us

Duties of a Volunteer Deputy Registrar

The Election Code requires VDRs to be at least 18 years of age, to not have been finally convicted of a felony or, if so, must have fully discharged the sentence, not have been finally convicted of an offense under Section 32.51 of the Penal Code (*identity theft*) and meet the requirements to be a voter under Section 11.002 (*although not required to be a registered voter*).

Upon completion of VDR training, you will receive a Certificate of Appointment, VDR name button, identification card, voter applications, log, receipt book and the authority to distribute and receive voter applications within Galveston County.

Approval was obtained from the Secretary of State (SOS) in late 2014 to allow online training for renewing VDRs. Go to the GCTO website (www.galcotax.com) and click on the Voter Registration Information button to submit an online application.

Receiving Voter Applications

- 1. Review the application**
Upon receipt, review the application for completeness in the presence of the applicant. If incomplete, have the applicant fill in any missing information.
- 2. Issue a receipt**
Upon receipt of a complete application, provide the original, signed receipt (*including the name of the applicant and date completed*) to the voter applicant. The pink copy is returned to our office along with the application and log.

- 3. Deliver applications to Registrar**
Applications, along with the receipts and a completed voter application log, must be delivered to a GCTO office, in person or by another VDR, no later than 5 pm the fifth day after receipt from the voter. This rule does not apply if it is between the 34th and 29th day before Election Day; this deadline is 5 pm on the 29th day before Election Day.

The date the application is given to you is the official received date for purposes of the 30 day eligibility waiting period.

You may not:

- ✓ Disclose information obtained from applicants or use such information for business purposes
- ✓ Deputize another person to assist you in performing your duties
- ✓ Accept compensation for registering voters

Helpful Suggestions

Be courteous. Become familiar with the contents of a voter registration form. You may provide assistance with completing the application before it is signed but please do not supply answers for them.

If an applicant is unable to sign his or her name, have them make a mark on the signature line and print their name beside the mark. Also, the husband, wife, father, mother, son or daughter of a person entitled to register may act as an agent in applying, signing, and receiving the registration application, without written authorization. Anyone willfully acting as

agent or representing themselves as such wrongfully, is guilty of a misdemeanor. Inform the applicant that he or she is eligible to vote on the 30th day after applying. This waiting period starts when you receive the completed application.

Let the applicant know that the voter registration certification will be mailed to them during this period. If one is not received, the applicant should contact the Voter Registration Department. *Please note that applications received after an election deadline may take up to six weeks to process in order to ensure only qualified voters are included on the voter roll during an election.*

Inform the applicant that he or she is entitled to vote in any election where they reside such as the city, school district, county commissioner, utility district, etc.

Delivery of Applications

You may deliver applications, receipts, and the completed log to any Galveston County Tax Offices listed 8 am to 5 pm Monday through Friday. When returning these, please plan to allow us time to validate that all documents are included. Ask for a signed copy of the log.

Galveston County Courthouse
722 Moody, Galveston
North County Annex
174 Calder Drive, League City
Texas City Annex
2516 Texas Avenue, Texas City
West County Annex
11730 Highway 6, Santa Fe