

Failure to Perform Duties

As stated previously, the duties of a Volunteer Deputy Registrar 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

SOS: www.sos.state.tx.us
Telephone: (512) 463-650
Elections: www.votexas.gov
Telephone: 1-800-252-8683
Email: elections@sos.state.tx.us
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

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



For additional information, contact:

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



Volunteer Deputy Registrar Handbook

Volunteer Deputy Registrars 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 Volunteer Deputy Registrar as you are responsible for protecting applicants' right to vote.

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 qualified 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, registration supplies and the authority to distribute and receive voter applications within Galveston County

Receiving Voter Applications

1. Review the application

Upon receipt of an application, review it for completeness in the presence of the applicant. If incomplete, have the applicant fill in any missing information.

2. Issue a receipt

Upon receiving 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 Voter Registration Log and application.

3. Deliver applications to Registrar

Applications, along with the receipt and a completed voter application log, must be delivered to one of our offices, in

person or by another deputy, no later than 5 pm the fifth day after receipt from the voter.

The five day 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 assist residents in 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 being registered. This waiting period starts when you receive the completed application. Inform the applicant that he or she will receive a voter registration certificate by mail during this period. If one is not received, the applicant should contact the Voter Registration Department.

Inform the applicant that he or she is entitled to vote in any election held within the boundaries of their residence (city, county, school district, utility district, state, etc.) and to be on the lookout for their voter registration certificate. *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 elections.*

Delivery of Applications

You may deliver applications, receipts, and the completed log to any of the Galveston County Tax Offices listed 8 am to 5 pm Monday through Friday. When returning applications, receipts and logs, please 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