

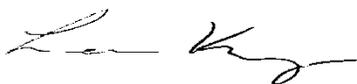


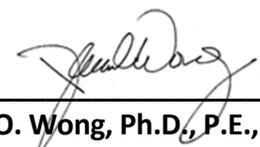
Texas Board of Professional Engineers
Agency Strategic Plan
For Fiscal Years
2017 – 2021

Board Members

BOARD MEMBERS	DATES OF SERVICE	HOMETOWN
Daniel O. Wong, Ph.D., P.E. Board Chair	Appointed Chair 04/11/13	Missouri City
Lamberto J. Ballí, P.E. Vice Chair	01/07/11 - 09/26/21	San Antonio
Edward L. Summers, Ph.D., CPA Board Treasurer	07/27/06 – 09/26/17	Austin
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Elvira Reyna	06/17/08 – 09/26/19	Denton County
R. Kyle Womack, P.E.	04/11/13 – 09/26/17	Horseshoe Bay
Sina K. Nejad, D.Eng., P.E., P.Eng.	04/11/13 – 09/26/19	Beaumont
Albert L. Cheng	05/13/16 – 09/26/21	Houston
Catherine H. Norwood, P.E.	05/13/16 – 09/26/21	Midland

June 24, 2016


SIGNED: _____
Lance Kinney, Ph.D., P.E., Executive Director


APPROVED: _____
Daniel O. Wong, Ph.D., P.E., Board Chair

**Texas Board of Professional Engineers
Strategic Plan**

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Texas Board of Professional Engineers Agency Mission

Our mission is to protect the health, safety and welfare of the people of Texas by regulating and advancing the practice of engineering through licensure of qualified individuals, compliance with the laws and rules, and education about professional engineering.

Texas Board of Professional Engineers Agency Operational Goals and Action Plan

Since 2011, TBPE staff has successfully implemented a continuous improvement initiative called the Journey Toward Excellence (JTE) using the Malcolm Baldrige structure for guiding principles. A key part of this program was to create a Strategic Planning process that would expand upon the framework required by law and could be used to more effectively guide and drive agency functions. The JTE approach to Strategic Planning is an annual cycle which starts by gathering Board member and stakeholder input regarding agency goals, objectives, and strategies. Targeted questionnaires were also sent to stakeholder groups and standing Advisory Committees. Those efforts culminate in this biennial strategic plan which includes establishment of unified goals and objectives. The JTE program integrates all staff and agency leadership in implementation of the action plan that includes individual projects and strategies.

Goal 1- Licensing

We will provide a licensing system to ensure that only qualified and competent Texas licensees and registered firms practice professional engineering in Texas.

Specific Action Items to Achieve the Goal:

1. Provide licensing assistance, review and evaluate all applications for Professional Engineer (PE) licensure, and license those individuals found to be qualified.
2. Provide engineering examinations required for PE licensure.
3. Provide assistance, review and evaluate all applications for Engineer-In-Training (EIT) certification and certify those individuals found to be qualified.
4. Provide registration assistance, review and evaluate all applications for registration, and register those firms found to be qualified.

5. Maintain and provide accurate and timely information regarding licensing processes and the law and Board rules.
6. Provide an effective PE license, EIT certification and firm registration renewal process.

Describe how your Goal or Action Item Supports each Statewide Objective

TBPE is accountable to the regulated community and citizens of Texas by effectively and efficiently processing and renewing licenses, certificates, and registrations. We value innovation and continuous improvement to optimize processes and procedures and minimize waste and eliminate redundancy and actively monitor a wide variety of performance measures related to licensure processes. TBPE strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

Goal 2 – Compliance and Enforcement

Provide the public with swift, fair, and effective enforcement of the Texas Engineering Practice Act to protect the health, safety, and welfare of the people of Texas.

Specific Action Items to Achieve the Goal:

1. Investigate and reach final resolution of reported violations of the Texas Engineering Practice Act and Board rules in a timely and consistent manner.
2. Promote ethical and professional behavior of licensed professional engineers.

Describe how your Goal or Action Item Supports each Statewide Objective

TBPE is accountable to the regulated community and citizens of Texas by effectively and efficiently enforcing the Texas Engineering Practice Act and Board Rules. We value innovation and continuous improvement to optimize processes and procedures and minimize waste and eliminate redundancy and actively monitor a wide variety of performance measures related to compliance and enforcement processes. TBPE strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

Goal 3 – Communications and Outreach

Enhance opportunities to communicate with our stakeholders in the most innovative, effective, and meaningful ways possible.

Specific Action Items to Achieve the Goal:

1. Develop and implement programs to enhance education, communications, outreach, and engagement of customers and each stakeholder group, including the innovative use of online processes and communications technology. For FY2016-17 particular emphasis on outreach will be toward engineering students and exempt industries concerning the value of professional licensure.
2. Customer Service - Develop and implement a comprehensive customer service program to provide an excellent customer experience.

Describe how your Goal or Action Item Supports each Statewide Objective

TBPE is accountable to the regulated community and citizens of Texas by providing effective and efficient communications. We value innovation and continuous improvement to optimize processes and procedures and minimize waste and eliminate redundancy and actively monitor a wide variety of performance measures related to communications and customer service.

TBPE strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

Goal 4 – Organizational Resource Development

Foster Organizational Resource Development by providing for staff needs and professional development, to build an engaged and productive workforce.

Specific Action Items to Achieve the Goal:

1. Employee Training - Provide employees appropriate training for professional and personal growth
2. Internal Communications - Enhance internal communications at all levels within the agency
3. Work Place Improvements - Ensure a well-maintained, safe, and healthy physical environment

4. Organizational Improvements - Enhance workforce and organizational engagement

Describe how your Goal or Action Item Supports each Statewide Objective

TBPE is accountable to the regulated community and citizens of Texas by providing effective and efficient processes through an engaged and high performing workforce. We value innovation and continuous improvement to optimize processes and procedures and minimize waste and eliminate redundancy and actively monitor performance measures related to our workforce. TBPE believes that an engaged workforce will provide exemplary service and value to our customers and each action item above is focused on maintaining these high standards and finding new ways to improve our organization. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

Goal 5 – Process and Product Improvement

Strive to improve all agency processes and procedures by employing and building upon the latest technology, performance monitoring to support data-driven operations, and continuous improvement procedures.

Specific Action Items to Achieve the Goal:

1. Process Documentation - Thoroughly define and document agency processes
2. Performance Measures - Develop and act on appropriate performance measures
3. Software and Hardware Development and Improvements - Implement solutions which are innovative, adaptive, expandable, secure, and stable
4. Process Analysis and Improvement – Review and implement continuous improvement principles to all agency processes and procedures

Describe how your Goal or Action Item Supports each Statewide Objective

TBPE is accountable to the regulated community and citizens of Texas by developing and implementing the most effective and efficient processes and procedures. We value innovation and continuous improvement to optimize processes and procedures and minimize waste and eliminate redundancy and actively monitor a wide variety of performance measures related to agency operations. TBPE strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve internal operations. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

Goal 6 – Historically Underutilized Business Purchases

Establish and implement policies governing purchasing and public works contracting which foster meaningful and substantive inclusion of Historically Underutilized Businesses (HUB). This Goal is required by Texas Government Code Section 2161.

Specific Action Items to Achieve the Goal:

1. Include HUBs for total contracts and subcontracts that will meet or exceed the state average percent usage for contracts awarded annually by the agency.

Describe how your Goal or Action Item Supports each Statewide Objective

TBPE is accountable to the regulated community and citizens of Texas by adhering to state purchasing laws and including Historically Underutilized Businesses. The contract and purchasing procedures used by the TBPE provide active monitoring of performance to achieve agency core functions. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

Texas Board of Professional Engineers Redundancies and Impediments

The TBPE was reviewed by the Texas Sunset Commission proceeding the 2013 legislative session. Agency functions, the enabling statute, and general operations were reviewed and continued for another 12 year term. The funding mechanism that the TBPE operates under, the Self-Directed, Semi-Independent program, was also reviewed by the Sunset Commission. Modifications to the statutes required procedural, process, and reporting modifications, but no redundancies or impediments were identified during those reviews and none have been identified since that time. TBPE and its staff have fully implemented legislative procedural and reporting revisions. TBPE regularly seeks input from various stakeholder groups including customers, advisory committees, and professional organizations in the engineering community.

Texas Board of Professional Engineers Schedule A – Budget Structure

TBPE is a Self-Directed Semi-Independent (SDSI) agency. The SDSI program was originally a pilot project started in 1999 by Governor George W. Bush and implemented by the legislature to look for more efficient and effective ways for state agencies to operate and improve service delivery while reducing appropriations from state general revenue. Being SDSI, the agency is self-funded through fees collected and does not receive any funding through general appropriations. The SDSI program was reconfirmed after a successful Sunset review in 2013 with the passage of House Bill 1685.

Since the pilot project began, the agency has been fiscally conservative and responsible and has developed internal policies to maintain a stable balance of revenues and expenditures. Agency finances are closely monitored by the Board, including the Board Treasurer along with the agency Executive Director and Director of Finance providing guidance and control of agency budget practices. A fund balance policy has been established by the Board to determine when expenditure and revenue adjustments may be necessary to maintain a reasonable and responsible account balance. This policy has been very effective and has been shared as a model for other SDSI agencies. Through efficient use of resources and conservative spending control, the agency has been able to improve services and handle an increase in workload with only minimal changes to staffing and without raising renewal fees for over 10 years. Using a continuous budget process instead of a biennial appropriation cycle, TBPE is able to explore best practices that must account for performance and productivity using business modeling and recognized quality systems such as the Baldrige Excellence Criteria and continuous process improvement concepts.

Agency Goals

The relationship between the SDSI funding mechanism and the agency goals is critical. Goals are not funded specifically like traditional funding mechanisms, but taken as a whole. That requires continuous monitoring of all aspects of agency performance to maintain the balance for all of the necessary services. The six Agency Goals listed in this strategic plan are both operational and cross-functional:

- Licensing
- Compliance & Enforcement
- Communications and Outreach
- Organizational Resource Development
- Process and Product Improvement
- Historically Underutilized Business Purchases

Objectives and Measures

As described in Schedule B, the agency keeps and reports a number of measures (Output, Outcome, Efficiency and Explanatory) to monitor and evaluate performance for all aspects of operations and to show progress toward objectives.

Linking Goals and Budget

After reviewing effective agency operations and the best way to coordinate and monitor the budget, the agency has determined that a budget structure with similar categories rolled together and overlapping the various Agency Goals and objectives makes the most sense. This structure has been audited by both independent auditing firms and the State Auditor's Office, and the Sunset Commission. All agency budget information is regularly reported to the appropriate legislative offices, the Office of the Governor, and others as required by statute.

Example budget categories are:

Revenue:

- License Fees
- Penalties
- Other

Expenditures:

- Salaries and Wages
- Payroll Related Costs
- Professional Fees and Services
- Travel
- Materials and Supplies
- Communication and Utilities
- Repairs and Maintenance
- Rental and Leases
- Printing and Reproduction
- Other Operating Expenditures
- Capital Outlay

Transfers Out / SDSI Contribution

Texas Board of Professional Engineers Schedule B – Performance Measures

The TBPE collects data and sets goals on 34 performance measures. Some of the measures are required by legislation or other agencies for specific purposes (strategic plan, SDSI, HUB, etc.) and some have been developed as internal measures of performance within the agency. Depending on the report, these are reported quarterly, semi-annually, annually, or biennially. In general, Performance Measures should meet at least one of the following criteria:

- Direct connection to the Engineering Practice Act
- Direct effect on agency budget
- Fundamental/Core Agency function (from strategic plan)
- Workload/Volume Indicator – Drives operations
- Indicator of the Health of the Engineering Profession

Since TBPE is an SDSI agency, performance measures are not reported as part of the LAR process, but TBPE does maintain all current Performance Measures in the standard format set up by the LBB. The following measures are Outcome, Output, Efficiency or Explanatory as defined by the LBB, but are organized in this report by agency function. This allows the audience to focus on particular related service areas.

Compliance & Enforcement

1. Percent of Licensees with No Disciplinary Actions taken by the Board (Outcome)
2. Number of Cases Opened and the Number Opened from the Public (Outcome)
3. Number of enforcement Cases that Allege a Threat to Public Health, Safety and Welfare and the Disposition of those Cases – SDSI (472.104(b)5G) (Outcome)
4. Number of Complaints Resolved and the Number of those from the Public (Outcome)
5. Average Time for Complaint Resolution (Efficiency)
6. Recidivism Rate of Licensees (Outcome)
7. Number of Complaints Resolved and Number Resulting in Disciplinary Action taken by the Board – SDSI (472.104(b)5C) (Outcome)
8. Number of Complaints Dismissed and the Reason for dismissal – SDSI (472.104(b)5C) (Outcome)
9. Number of sanctions imposed by Board Action and Type - SDSI (472.104(b)5D) (Outcome)
10. Number of Cases of Unlicensed Practice (Outcome)
11. Number of Disciplinary or Administrative Actions Taken by Type and by Board Action Level (Output)
12. Percentage of continuing Education Audits in compliance with requirements (Explanatory)

Licensing

1. Total Number of Individuals Licensed (Explanatory)
2. Number of New Licenses Issued to Individuals. (Output)
3. PE Licenses Renewed by Quarter (Output)
4. Average Processing Time per New Individual Licenses Issued (by type) (Efficiency)
5. Percentage of Applications received online (Explanatory)
6. Percentage of Individual License Renewals Handled On-Line (Explanatory)
7. Total Number of Firms Registered (Explanatory)
8. Number of New Firm Registrations (Output)
9. Firm Registrations Renewed by Month (Output)
10. Percentage of Firm Renewals Handled Online (Explanatory)
11. Number of Individuals Examined (by exam type) (Explanatory)
12. Number of Certificate Holders (EIT) – SDSI (472.104(b)5I) (Explanatory)

Communications

1. Percentage Rating for Customer Service / Satisfaction (Outcome)
2. Number of Attendees for Outreach Events (Output)
3. Average Cost Per Attendee for Outreach Activities (Efficiency)
4. Number of Outreach Events (Output)
5. Number of Website Hits / Downloads (Select Pages) (Output)

Workforce

1. Number of Staff Training Events (Output)
2. Number of Official Personnel Complaints (Explanatory)

Finance

1. Percentage of total dollar value of purchasing and public works contracts and subcontracts awarded to HUBs (Outcome)
2. Number of HUB Contracts and Subcontracts Awarded (Output)
3. Dollar Value of HUB Contracts And Subcontracts Awarded (Output)

C&E 1 - Percent of Licensees with No Disciplinary Actions taken by the Board

Definition

(Outcome Measure) The percent of the total number of licensed individuals at the end of the quarterly reporting period who have not received a Disciplinary Action from the Board within the preceding year. This includes any action by the Board at or above the level of an Informal Reprimand.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

The percent of licensees with no disciplinary action taken by the Board is a function of effective programs for Licensing, Compliance & Enforcement as well as Outreach and Communication activities. All of these efforts reduce the number of license holders with Board disciplinary actions against them.

Source/Collection of Data

TBPE internal database – Texas Informational Database of Engineers (TIDE). Get the set of PEs who are Active/Inactive as of the end of a particular quarter based on the date. The count of this set is your population of PEs. Of these PEs, join up with all those who had at least one case close with a board action in the past year from the end of the quarter; that will give the number of PEs in the desired population who you want to count as having had an actioned case closed against them.

Data Limitations

None

Calculation Type

Non-cumulative. This calculation method is based on data from TIDE for a particular date.

New Measure

No

C&E 2 - Number of complaints Received from the Public and the Number of complaints initiated by Agency Staff***Definition***

(Outcome Measure) The number of enforcement cases opened as a result of a public (non-staff) complaint or other information and the number opened as a result of a staff-initiated complaint or other information.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

This measure indicates the number of cases opened as a result of public (non-staff) complaints compared to the number initiated by staff. This measure addresses enforcement workload. It is important to maintain a balance of public and staff initiated cases to ensure consistent, fair and effective enforcement of the Texas Engineering Practice Act.

Source/Collection of Data

TIDE. Get all the cases opened per quarter (this query goes through the past 5 years) and get the total count, count of internal cases, and count of External cases.

Data Limitations

None

Calculation Type

Non-cumulative. This calculation method is based on data from TIDE for a particular date.

New Measure

No

C&E 3 - Number of Enforcement Cases that Allege a Threat to Public Health, Safety, or Welfare and the Disposition of those Cases

Definition

(Outcome Measure) Number of Enforcement Cases that Allege a Threat to Public Health, Safety, or Welfare and the Disposition of those Cases. This data includes enforcement cases closed that did not exclusively involve a violation of rules related to continuing education documentation or clerical violation. Rules: 137.5(a), 137.5(c), 137.17(p)(2), 137.17(p)(3) & 133.97(e).

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

This measure is an indicator of number of non-clerical enforcement cases addressed by the Board. It is a measure of effective enforcement of the Texas Engineering Practice Act.

Source/Collection of Data

TIDE. Get all the cases that have violations that are not solely 137.5(a), 137.5(c), 137.17(p)(2), 137.17(p)(3) and 133.97(e). Sum all these up, grouping by their disposition (Basis for Closing). For each disposition, break out a sum of those that were closed with disciplinary action.

Data Limitations

None

Calculation Type

Non-cumulative. This calculation method is based on data from TIDE for a particular date.

New Measure

No

C&E 4 - Total Number of Complaints Resolved and the Number of those from the Public

Definition

(Output Measure) This measure is reported as the total number of cases resolved and the number of those that were initiated by the public (non-staff). The totals in this measure should correlate with those in C&E Measure 2: "Number of Complaints Received".

Key Measure

This has been designated as a non-Key Measure by TBPE staff.

Purpose/Importance

The measure reflects the workload associated with resolving complaints and an indicator of workload for external cases.

Source/Collection of Data

TIDE. Get all the Internal and External cases closed (this query does last 5 years) broken down by fiscal quarter.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

C&E 5 - Average Time for Complaint Resolution

Definition

(Efficiency Measure) The average length of time to resolve a complaint during the reporting period.

Key Measure

This has been designated as a Key Measure by TBPE staff.

It is required to be reported by statute. Texas Engineering Practice Act Section 1001.254(b)(5) and Chapter 472.104(5)(H).

Purpose/Importance

The measure reflects the agency's efficiency in resolving complaints (both internal and external). It is also related to staffing and productivity.

Source/Collection of Data

TIDE. Uses the Complaint Report.

The SQL used for this excludes complaints marked as N, I, or T. Average the difference between case open date and case close date.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

C&E 6 - Recidivism of Licensees

Definition

(Outcome Measure) The number of licensees who received a Board action within the last fiscal year (based on case close date) who had at least one other Board Action within the preceding four fiscal years (for a total period of 5 fiscal years).

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

The measure is intended to show how effectively the agency enforces its regulatory requirements and prohibitions. It is important that the agency enforce the Texas Engineering Practice Act and Board rules strictly enough to ensure consumers are protected from unsafe, incompetent and unethical practice by licensed professional engineers. This measure addresses the effectiveness of enforcement as a deterrent for future violations.

Source/Collection of Data

TIDE. Get the intersection of (subjects who had a case closed w/ a board action in the last 12 fiscal quarter (FQ) months) and (subjects who had 2 or more cases closed w/ a board action against them in the last 60 FQ months).

Data Limitations

None

Calculation Type

Non-cumulative. This calculation method is based on data from TIDE for a particular date.

New Measure

No

C&E 7 - Number of complaints Resolved by Enforcement Action taken by the Board and the Manner that Action was Imposed

Definition

(Outcome Measure) Number of enforcement cases that were resolved during the reporting period and a break-down of those by the type of action taken by the Board.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

The measure is intended to show the extent to which the Board exercises its disciplinary authority. It is important that both the public and licensees have an expectation that the agency will work to ensure fair and effective enforcement of the Texas Engineering Practice Act and this measure seeks to indicate agency responsiveness to this expectation. The types of Actions required by 1001.254(b)(6)(B) include: stipulation, agreed settlement, consent order, default and order following a contested case.

Source/Collection of Data

TIDE. Get all the cases closed per fiscal quarter, grouped by basis for closing. For cases that were closed with a basis of Violation Terminated, don't include those that had a Board Action.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

C&E 8 - Number of Complaints Dismissed

Definition

(Outcome Measure) Number of enforcement cases that were dismissed during the reporting period and did not result in disciplinary action taken by the Board (closed as No Violation).

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

The measure is intended to show the extent to which the Board exercises its disciplinary authority in proportion to the number of complaints dismissed. It also designates the reason for dismissal.

Source/Collection of Data

TIDE. This is the count of cases closed between the desired date range with a basis for closing of No Violation.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

C&E 9 - Number of Sanctions imposed by Board Action by Type**Definition**

(Outcome Measure) Number of Sanctions imposed as a result of disciplinary action taken by the Board.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

The measure is intended to show the types of sanctions imposed by the Board. For any Board Action, multiple sanctions may be imposed including: penalty, ethics courses, censure of license or other restrictions or limitations.

Source/Collection of Data

TIDE. Get every Disciplinary Sanction type (11 types total) and cross reference with case Board Action date for each fiscal quarter (FQ) for the last 5 years to get a count of Sanctions imposed by type and FQ. This version uses the board action date instead of case close date. Keep in mind that each case can have only one Board Action, but a case can have more than one Sanction.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

C&E 10 - Number of Complaints Alleging Unlicensed Practice

Definition

(Outcome Measure) The number of enforcement cases closed due to the unlicensed practice of engineering in Texas. Cases related to this measure are classified as "B" Cases.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

It is critical that all individuals that offer and perform engineering services to the public are licensed with the Board. This measure is an indicator of the degree of unlicensed practice and a measure of effective enforcement of the Texas Engineering Practice Act.

Source/Collection of Data

TIDE. Report title "Complaint Report"

Data Limitations

None

Calculation Type

Non-cumulative. This calculation method is based on data from TIDE for a particular date.

New Measure

No

C&E 11 - Number of Board Actions Taken by Type

Definition

(Output Measure) The total number of cases closed by Board Actions taken by the agency against licensees during the reporting period.

Key Measure

This has been designated as a Key Measure by TBPE staff. It is required to be reported by statute. Texas Engineering Practice Act Section 1001.254(b)(6).

Purpose/Importance

The measure reflects the workload associated with the number of disciplinary actions taken by the Board against licensees. It is important that the agency enforce the Texas Engineering Practice Act and Board rules strictly enough to ensure consumers are protected from unsafe, incompetent, and unethical practice by licensed professional engineers.

Source/Collection of Data

TIDE. Data is based on board action dates, which are only officially logged in months in which a Board meeting is held. Uses the Board Action date and not the case close date. Each case can have only one Board Action, but a case can have more than one Sanction.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

C&E 12 - Percentage of Continuing Education Audits in compliance with requirements

Definition

(Explanatory Measure) The percentage of audits performed by staff to verify continuing education documentation from license holders that have renewed during the reporting period which are timely and are not referred for possible enforcement action based on non-compliance.

Key Measure

This has been designated as a non-Key Measure by TBPE staff.

It is not required to be reported by statute. It is historically reported to the Board quarterly.

Purpose/Importance

The Board is statutorily required to implement a continuing education program for the renewal of all active licenses. Part of that requirement is a periodic, random audit of compliance with the continuing education requirements in terms of amount and quality of continuing education activities. The number that are not referred to enforcement indicates the general acceptance of and compliance with the continuing education program and rules.

Source/Collection of Data

Audit candidates are randomly selected from all active license holders that renewed during the renewal period in question. Letters are sent requesting proof of completion of the continuing education requirements. Data concerning continuing education audits is collected by the continuing education coordinator. Data is reported on a renewal period basis.

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

Lic 1 - Total Number of Individuals Licensed

Definition

(Explanatory Measure) Total number of individual licenses in good standing, i.e. not delinquent or expired at the time the report is executed. Reported as total, active, and inactive licenses.

Key Measure

This has been designated as a Key Measure by TBPE staff

Purpose/Importance

The measure reflects the total number of currently licensed individuals, which indicates the size of the agency's primary constituency.

Source/Collection of Data

TIDE. Input to run the report is a date. The output is the number of licensed individuals as of the beginning of the date provided as input. The report is executed using the beginning date of a fiscal quarter, such as September 1, December 1, March 1, and June 1.

Method of Calculation

The total unduplicated number of individuals licensed. Three separate numbers are reported: the number of individuals in Active status, the number of individuals in Inactive Status, and the total number of individuals who are licensed (sum of Active and Inactive).

Data Limitations

None

Calculation Type

Non-cumulative.

New Measure

No

Lic 2 - Number of New Licenses Issued to Individuals**Definition**

(Output Measure) The number of licenses issued to individuals during the reporting period. The reporting period is for the fiscal quarter. The reporting period may also be for the quarter since the last board meeting.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

A successful licensing structure must ensure that legal standards for professional education and practice are met prior to licensure. This measure is a primary workload indicator which is intended to show the number of unlicensed persons who were documented to have successfully met all licensure criteria established by statute and rule as verified by the agency during the reporting period.

Source/Collection of Data

TIDE. Use the REPORT function and select the "Executive" report type. Select the "Approved For Licensure" report and run the report with appropriate date range. Data is collected on a month-by-month basis. Data is consolidated into 6-month periods for reporting to the Board.

Method of Calculation

This measure counts the total number of new licenses issued to individuals during the reporting period, regardless of when the application was originally received. Licenses are counted as new for persons who were previously licensed but whose license expired and were required to meet the same criteria as a new applicant.

Data Limitations

This measure is defined as an Output Measure because it is an indicator of workload for the agency, but it is completely independent of agency processes. The agency processes all applications received, but has no control over the number of new applications submitted or the number of individuals who successfully complete the examination requirements.

Calculation Type

This measure is calculated for a specific period and is not dependent on the results from the previous reported period.

New Measure

No

Lic 3 - Percent Eligible Licenses Renewed By Renewal Period

Definition

(Output Measure) Percentage of eligible licensees that renewed their license timely (by the expiration date). Reported for each renewal quarter (calendar quarter).

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

License renewal is intended to ensure that persons who want to continue to practice engineering in Texas satisfy current legal standards established by statute and Board rules. This measure is intended to track the number of individuals renewing their license during the reporting period. It will also show the number that renewed relative to the number that could have renewed for the same period.

Source/Collection of Data

TIDE.

Method of Calculation

The measure is a count of individual licenses eligible for renewal and the number renewed during the reporting period. This measure is a sum of license holders who have renewed by all methods, including paper renewals and online renewals. This report will exclude any late renewals where a late fee was assessed.

Data Limitations

The agency has no control over the number of licensees who do not renew their license.

Calculation Type

Not Cumulative. Each quarter is calculated separately.

New Measure

No.

Lic 4 - Average Processing Time per New Individual Licenses Issued (by type)

Definition

(Efficiency Measure) The average processing time of initial individual license applications from the time the application is received (payment date) until a final action is taken on the application (approved for licensure, approved for exams, denied, administratively withdrawn, or withdrawn by the applicant). The report is executed for the fiscal quarter and fiscal year.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

This measures the ability of the agency to process new applications in a timely manner and its responsiveness to its primary constituent group. This measure is also tied to staffing and

productivity. This is a primary measure of effectiveness for the Licensing department. It can be used to demonstrate the effectiveness of changes made in staffing, processes or procedures.

Source/Collection of Data

TIDE reporting database provides average application age for applications completed during a particular quarter.

Method of Calculation

The average number of days is calculated as the difference between the date the application is received (based on fee receipt date) and the date a final action on the application is taken such as, approved for licensure, approved for exams, denied, administratively withdrawn, or withdrawn by the applicant (based on the status change in TIDE). This measure is calculated for two application types: Applications for PE Waivers and Other applications. This measure is reported for a specific period and calculates the average of all applications reaching a final action in that period. It is not dependent on the results from the previous reported period.

Data Limitations

None

Calculation

Non-cumulative.

New Measure

No

Lic 5 - Percentage of Individual License Applications Received On-Line

Definition

(Explanatory Measure) The percent of individual license applications processed using the on-line system during the reporting period. The reporting period is by fiscal quarter.

Key Measure

This measure has been designated as not Key by TBPE staff.

Purpose/Importance

The agency has developed an on-line license application system. This results in a convenience for applicants, potential savings in agency cost, manpower, and processing time, and more accurate licensing and financial data.

Source/Collection of Data

TIDE. This measure consists of two components: (1) the number of license applications received and processed through the online system and (2) the total number of license applications received in the same period.

Method of Calculation

The total number of individual license applications received and processed online is divided by the total number of individual license applications received during the reporting period.

Data Limitations

This measure is considered an Explanatory Measure because other than significant policy changes, such as the decision to eliminate the credit card transaction fees, the agency has no control over the preferences of individual license applicants.

Calculation Type

Non-Cumulative. This measure is calculated for a specific period and is not dependent on the results from the previous reported period.

New Measure

No

Lic 6 - Percentage of Individual License Renewals Handled On-Line**Definition**

(Explanatory Measure) The percent of individual license renewals processed using the on-line renewal system (ECHO) during the reporting period. The percentage is of the total number of timely renewals. The reporting period is the calendar quarter.

Key Measure

This measure has been designated as not Key by TBPE staff.

Purpose/Importance

The agency has developed an on-line license renewal and profile management system called ECHO. This results in a savings in agency cost, manpower, and processing time, and more accurate licensing and financial data.

Source/Collection of Data

TIDE and ECHO. This measure consists of two components: (1) the number of license renewals handled through the ECHO online system is from a custom report run by the IT department and derived from the TIDE database, and (2) the total number of license renewals is from the performance measure Number of Licenses Renewed (Individuals).

Method of Calculation

The total number of renewals processed using the ECHO system is divided by the total number of individual licenses renewed during the reporting period.

Data Limitations

This measure is considered an Explanatory Measure because other than significant policy changes, such as the decision to eliminate the credit card transaction fees, the agency has no control over the renewal preferences of individual licensees.

Calculation Type

Non-Cumulative. This measure is calculated for a specific period and is not dependent on the results from the previous reported period.

New Measure

No

Lic 7 - Total Number of Firms Registered**Definition**

(Explanatory Measure) Total number of firms registered at the start of the reporting period. The reporting period is the fiscal quarter.

Key Measure

This has been designated as a Key Measure by TBPE staff

Purpose/Importance

The measure reflects the total number of currently registered firms which indicates the size of the agency's engineering business constituency.

Source/Collection of Data

TIDE. Use the REPORT function and select the "Licensing" report type. Select the "Licensure Status Count Per Date" report and run the report using the first day of the month to be reported (example: For February 2006, use 2/1/2006). Note reporting of firm type changed on 1/1/2008. (Firms and Sole Practitioner definitions have changed.)

Method of Calculation

The total unduplicated number of firms registered at the start of the reporting period. Three separate numbers are reported: the number of 'regular' registered firms, the number of sole practitioners, and the total number of firms that are registered (sum of regular and sole practitioner).

Data Limitations

None

Calculation Type

Cumulative

New Measure

No

Lic 8 - Number of New Firm Registrations**Definition**

(Output Measure) The number of new registrations issued to engineering firms during the reporting period.

Key Measure

This measure is designated as a Key Measure by TBPE staff.

Purpose/Importance

A successful licensing structure must ensure that legal standards for registration are met for engineering firms. This measure is a primary workload indicator which is intended to show the number of engineering firms who were documented to have successfully met all registration criteria established by statute and rule as verified by the agency during the reporting period.

Source/Collection of Data

TIDE. Use the REPORT function and select the "Executive" report type. Select the "Approved For Licensure" report and run the report with appropriate date range. Data is collected on a month-by-month basis.

Method of Calculation

This measure counts the total number of new registrations issued to firms previously unregistered in Texas during the reporting period, regardless of when the application was originally received.

Data Limitations

This measure is defined as an Output Measure because it is an indicator of workload for the agency, but it is completely independent of agency processes. The agency processes all firm registration applications, but has no control over the number of new applications submitted or the number of firms that successfully complete the registration requirements.

Calculation Type

Non-cumulative. This measure is calculated for a specific period and is not dependent on the results from the previous reported period.

New Measure

No

Lic 9 - Firm Registrations Renewed by Fiscal Quarter**Definition**

(Output Measure) The percentage of eligible firms that renewed timely during the reporting period. The reporting period is by fiscal quarter.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

Firm registration renewal is intended to ensure that engineering firms who want to continue to offer or perform engineering services in Texas satisfy current legal standards established by statute and Board rules. This measure is intended to track the number of entities renewing their registration during the reporting period. It will also show the number that renewed relative to the number that could have renewed for the same period.

Source/Collection of Data

TIDE. The information is derived from a custom report. The report determines the total number of registered firms that have an expiration date for a specific month and the number of those renewals that were received. The report indicates the data by renewal type, including paper renewals and online renewals.

Method of Calculation

The measure is a count of firm registrations eligible for renewal and the number renewed during the reporting period. This measure is a sum of registrations that have renewed by all methods, including paper renewals and online renewals. This report will exclude all payments where a late fee was assessed.

Data Limitations

The agency has no control over the number of licensees who do not renew their license.

Calculation Type

Not Cumulative. Each month is calculated separately.

New Measure

No.

Lic 10 - Percentage of Firm Renewals Handled On-Line

Definition

(Explanatory Measure) The percent of firm registration renewals processed using the on-line renewal system (ECHO) during the reporting period. The percentage is of the total number of timely renewals. The reporting period is by the fiscal quarter

Key Measure

This measure has been designated as Not Key by TBPE staff.

Purpose/Importance

The agency has developed an on-line firm registration renewal and profile management system called ECHO. This results in a savings in agency cost, manpower, and processing time, and more accurate licensing and financial data.

Source/Collection of Data

TIDE and ECHO. This measure consists of two components: (1) the number of firm renewals handled through the ECHO online system is from a custom report run by the IT department and derived from the TIDE database, and (2) the total number of firm renewals is from the performance measure Number of Registrations Renewed (Firms).

Method of Calculation

The total number of firm renewals processed using the ECHO system is divided by the total number of firm registrations renewed during the reporting period.

Data Limitations

This measure is defined as an Explanatory Measure because other than significant procedural changes, such as eliminating the credit card transaction fee, the agency has no control over the renewal preferences of firms.

Calculation Type

Non-Cumulative. This measure is calculated for a specific period and is not dependent on the results from the previous reported period.

New Measure

No

Lic 11 - Number of Individuals Examined (by exam type)

Definition

(Explanatory Measure) The number of examinations, by type, administered during the reporting period whose results are to be reported to the TBPE. If an individual took more than one examination during the reporting period, each examination is reported. The reporting period is by fiscal quarter and fiscal year.

Key Measure

This measure has been defined as not Key by TBPE staff. It is required to be reported in the biennial 8930 8(a) report to the legislature (SDSI report).[[1]]

Purpose/Importance

The measure reflects the number of individuals examined which is a primary step in licensing the individual. It is a general indicator of workload. The functions related to exam registration, administration and grading are handled by a third party under contract.

Source/Collection of Data

TIDE. This data is currently retrieved from custom reports that will need to be modified for each exam period. This data is reported after grades are released for a given exam period; so there are only two data points per year.

Method of Calculation

This measure is the total number of examinees that attended an examination, including all that have the status pass, fail, or other statuses such as IRR, INV, etc. This number is determined after the examination data has been merged into TIDE. From the Flex Report, subtract the number of examinees with the status "no grade" from the total number of examinees to determine the number of individuals that attended the exam. The number of examinees for the Fundamentals of Engineering and the Principles and Practice of Engineering examinations is reported separately. Structural exam information (Lateral and Vertical) is not included in the PE exam totals and is reported separately.

Data Limitations

This measure is defined as explanatory because it is an indicator of workload, but has no direct effect on staff or budget. The FE and PE examinations are only offered twice each year. The agency has no control over the number of FE examinations scheduled or individuals examined and since the number of PE examinations given is primarily dependent on how many individuals apply for licensure, there is very little impact on the number of PE examinations.

Calculation Type

This measure is calculated for a specific period. The examinations are administered twice a year. This measure is calculated after the grades are received for each exam administration.

New Measure

No

Lic 12 - Total Number of Certificate Holders (EITs)

Definition

(Explanatory Measure) Total number of Engineer in Training (EIT) certificate holders. This report is executed for each fiscal quarter and reported each fiscal quarter and fiscal year.

Key Measure

This has been designated as Not Key by TBPE staff. This measure is required to be reported on the biennial SDSI 8930(8a) report.

Purpose/Importance

The measure reflects the total number of currently registered Engineers in Training. The number of EITs has no direct effect on agency workload.

Source/Collection of Data

TIDE. Use the Licensure Status Count Per Date report and run the report using the first day of the month to be reported (example: For February 2006, use 2/1/2006). This number indicates the count of license holders as of the morning of the date selected. Since date is usually needed for the number of PEs on the last day of a month, this data is recorded as the month preceding the month used in the query (example: Record the data for 2/1/2012 report as the value for January 2011 value).

Method of Calculation

The total number of individuals registered at the start of the reporting period.

Data Limitations

None

Calculation Type

Cumulative. This measure reports a total count of registrants when calculated.

New Measure

No.

Comm 1 - Percentage Rating for Customer Service / Satisfaction***Definition***

(Outcome Measure) The percent of the total number of licensed individuals surveyed who indicate that the agency provides services or products that meet their needs and expectations.

Purpose/Importance

Feedback from our regulated community is an important tool to determine the agencies effectiveness. This measure is an indicator of customer satisfaction with the agency's performance, services, and products.

Source/Collection of Data

That data is collected from yearly customer service surveys of a sample of licensed individuals.

Method of Calculation

Calculated as total number of license holders indicating that they 'agree' or 'strongly agree' on the overall quality question divided by the number of respondents to customer service survey. Presented as a percentage.

Data Limitations

Agency has no control over survey response rate.

Calculation Type

Non-Cumulative

New Measure

No

Comm 2 - Number of Attendees for Outreach Events***Definition***

(Output Measure) Total number of attendees for outreach events presented by agency staff during the reporting period.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

An important aspect of increasing overall compliance with the Act and Board rules is to educate and inform the public and the engineering community of the roles, responsibilities, and

requirements for professional engineers and potential licensees. Outreach presentations are an important part of this communication effort.

Source/Collection of Data

Data concerning outreach attendees is collected by the outreach coordinator. Data is reported to the outreach coordinator from individual presenters or by other means, such as webinar attendance records. Data is reported on a fiscal year quarter basis.

Method of Calculation

This measure counts the number of attendees at outreach presentations and webinars given by staff during the reporting period.

Data Limitations

This measure is defined as an Output Measure because it is an indicator of workload for the agency. It is based primarily on customer requests but the control of responding to the requests is dependent on agency processes and policies related to outreach.

Calculation Type

Non-cumulative.

New Measure

No.

Comm 3 - Average Cost Per Attendee for Outreach Activities

Definition

(Efficiency Measure) Average cost expended per attendee for outreach activities completed during the reporting period.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

An important aspect of increasing overall compliance with the Act and Board rules is to educate and inform the public and the engineering community of the roles, responsibilities, and requirements for professional engineers and potential licensees. Outreach presentations are an important part of this communication effort. This measure represents the ability of the agency to control costs related to outreach activities.

Source/Collection of Data

Data concerning outreach attendees is collected by the outreach coordinator. Data is reported to the outreach coordinator from individual presenters or by other means, such as webinar attendance records. Cost data is derived from actual travel reimbursement cost to employees. Data is reported on a fiscal year quarter basis.

Method of Calculation

The total cost (including any reimbursed travel expenses) for all outreach activities during the reporting period, divided by the number of attendees at outreach presentations and webinars given by staff during the reporting period.

Data Limitations

This measure is defined as an Efficiency Measure because it is an indicator of how well the agency uses resources to perform this important service to the engineering community. It is

based primarily on customer requests but the control of responding to the requests and the responsible allocation of resources are dependent on agency processes and policies related to outreach. The average cost will vary according to distance traveled, the number of events, and event attendance.

Calculation Type

Non-Cumulative

New Measure

No.

Comm 4 - Number of Outreach Events

Definition

(Output Measure) Total number of outreach events that staff presents during the reporting period broken down by Audience Type.

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

An important aspect of increasing overall compliance with the Act and Board rules is to educate and inform the public and the engineering community of the roles, responsibilities, and requirements for professional engineers and potential licensees. Outreach presentations are an important part of the communication efforts of the agency.

Source/Collection of Data

Data concerning outreach events is collected by the outreach coordinator. Data is reported to the outreach coordinator from individual presenters. Data is reported on a fiscal year quarter basis.

Method of Calculation

This measure counts the number of outreach presentations given by staff during the reporting period.

Data Limitations

This measure is defined as an Output Measure because it is an indicator of workload for the agency. It is based primarily on customer requests but the control of responding to the requests is dependent on agency processes and policies related to outreach.

Calculation Type

Non-Cumulative

New Measure

No.

Comm 5 - Number of Website Hits / Downloads (Select Pages)

Definition

(Output Measure) The number of visits to particular agency websites.

Purpose/Importance

An important aspect of encouraging compliance with the Act and board rules is to inform the public and the engineering community of the roles, responsibilities, and requirements for professional engineers. It is also vital to communicate board activities and other information to the general public. An accurate and informative website is critical to communicating this information.

Source/Collection of Data

This information is collected from website statistics tracking software (google analytics) provided through the agency internet service provider. Data is recorded on a month-by-month basis.

Method of Calculation

The number of visits to specific pages is totaled for the reporting period. These include:

- Index page
- PE Search
- Downloads
- Lic App
- ECHO Login

Data Limitations

The agency has no control over the number of visitors to the Web site.

Calculation Type

Non-cumulative

New Measure

No.

WF 1 - Staff Training Hours***Definition***

(Output) This measure shows the number of training hours taken by staff.

Key Measure

This has been designated as a non-Key Measure by TBPE staff.

Purpose/Importance

TBPE wants to hire and retain qualified people. Part of that retention is a commitment to each employee to give him or her the opportunity to grow professionally and personally. TBPE encourages and expects each employee to get training throughout the year. TBPE provides the opportunity and resources for training through the budget process. This measure shows the number of training hours taken by all staff whether they are paid classes or free.

Source/Collection of Data

Training hours will be collected monthly from staff on standard timesheets and put into a spreadsheet that can be used to show performance. Once data is collected, it can be rolled up for totals or averaged.

Data Limitations

None.

Calculation Type

Non-cumulative

New Measure

Yes. Established in FY 2016.

WF 2 - Overall Job Satisfaction

Definition

(Explanatory Measure) The job satisfaction is one of the roll-up indicators for agency performance measured by the Survey of Employee Engagement (SEE). The survey is given to all staff every two years and is made up of more than 70 questions related to each individual's job. The job satisfaction number is ranked on a 1 to 5 scale and multiplied by 100 so it is expressed with a 500 point maximum. The SEE allows comparison with previous surveys as well as with other agencies of the same size (number of employees) and purpose (mission - regulatory).

Key Measure

This has been designated as a Key Measure by TBPE staff.

Purpose/Importance

TBPE leadership and staff have put in a significant effort to improving job satisfaction. Much of the agency strategic plan and the Journey Toward Excellence program is aimed at improving communication and working relationships amongst staff with the ultimate goal of providing better service to customers. This measure is an indicator of the effectiveness of those efforts.

Source/Collection of Data

This is from the regular Texas Survey of Employee Engagement.

Data Limitations

None.

Calculation Type

Non-cumulative

New Measure

No.

Fin 1 - Percentage of Total Dollar Value of Purchasing and Public Works Contracts and Subcontracts Awarded to HUBs

Definition

(Outcome Measure) The percentage dollar value of Contracts and Subcontracts awarded to Historically Underutilized Business (HUB) during the reporting period.

Purpose/Importance

It is a statewide initiative to give preference whenever possible to Historically Underutilized Businesses (HUBs).

Source/Collection of Data

The data is derived from information available from the Comptrollers Website. Data is reported on a fiscal year basis.

Method of Calculation

The measure is calculated by dividing the total dollar amount of contracts and subcontracts awarded to HUBs by the total dollar amount of contracts and subcontracts awarded during the reporting period. This data is reported semi-annually to the Texas Comptroller and also considers the number of HUB contracts awarded and the dollar amount of HUB contracts awarded. The Comptroller report includes expense group and HUB group detailed figures.

Data Limitations

Agency has no control over number of bids during a reporting period.

Calculation Type

Non-Cumulative

New Measure

No

Fin 2 - Percentage of Revenue Budget Collected***Definition***

The actual amount of revenue collected and reported in the agency Annual Financial Report at the end of the fiscal year divided by the approved revenue budget amount for that fiscal year.

Key Measure

This measure has been designated as Not Key by TBPE staff.

Purpose/Importance

This measure helps indicate the effectiveness of the agency budgeting process for fees collected.

Source/Collection of Data

Annual budgeted amount comes from the approved agency budget each August. Actual revenue amount comes from the Annual Financial Report Exhibit II.

Method

The actual amount of revenue collected and reported in the agency Annual Financial Report at the end of the fiscal year divided by the approved revenue budget amount for that fiscal year.

Data Limitations

None

Calculation Type

Non-Cumulative. The calculation method is based on annual amounts for budget and actual collected.

New Measure

No

Fin 3 - Percentage of Expenditure Budget Spent***Definition***

The actual amount of expenditures reported in the agency Annual Financial Report at the end of the fiscal year divided by the approved expenditure budget amount for that fiscal year.

Key Measure

This measure has been designated as Not Key by TBPE staff.

Purpose/Importance

This measure helps indicate the effectiveness of the agency budgeting process for planned expenditures.

Source/Collection of Data

Annual budgeted amount comes from the approved agency budget each August. Actual expenditure amount comes from the Annual Financial Report Exhibit II.

Method

The actual amount of expenditures reported in the agency Annual Financial Report at the end of the fiscal year divided by the approved expenditure budget amount for that fiscal year.

Data Limitations

None

Calculation Type

Non-Cumulative. The calculation method is based on annual amounts for budget and actual spent.

New Measure

No .

Texas Board of Professional Engineers Schedule C – Historically Underutilized Business Plan

TBPE regularly submits HUB reports in compliance with Article IX of the 2016-2017 GAA, both Section 7.06 and Section 7.07. The Texas Board of Professional Engineers (TBPE) has made participation in the Historically Underutilized Businesses a goal and a policy.

The Board seeks to contract with historically underutilized businesses (HUBs) whenever they offer the needed goods and services and provide the best value to the state agency. Each of the past two fiscal years, TBPE's overall percentage of expenditures with HUBs has exceeded the consolidated state of Texas performance.

TBPE has had the highest percentage of HUB expenditures in the Special Trade category followed by Commodity Purchasing. The most utilized certified HUB group by TBPE for the past two years has been Woman Owned followed by Black.

The internal goals for each HUB procurement category set by TBPE are reviewed annually to consider purchasing trends and anticipated purchases for the upcoming year. Although the agency is small, with reportable HUB procurement category purchases under \$250,000, the percentage of dollars spent with HUBs was more than twice that of the consolidated Texas agencies in 3 out of 4 categories.

The TBPE purchaser reviews all HUB vendors on the Centralized Master Bidders List (CMBL) for biddable and regular purchases. HUB vendors are preferred, but don't always offer the necessary items for agency needs.

TBPE will strive to maintain HUB purchasing performance above its annual goals and attempt to contract with different HUB vendors when possible.

Texas Board of Professional Engineers

Schedule F – Workforce Plan

FORWARD

The Texas Board of Professional Engineers Workforce Plan provides an overview of agency staffing information. The agency has been successful in meeting its mission and goals and providing excellent service with a highly training and skilled staff of motivated individuals. The agency has been able to work smarter and leverage technology to address a significant increase in the number of licensees while holding total staffing relatively flat. The Workforce Plan forecasts staffing goals, workforce skills, demographics and trends required to continue to ensure the high standard of agency operations and services.

OVERVIEW

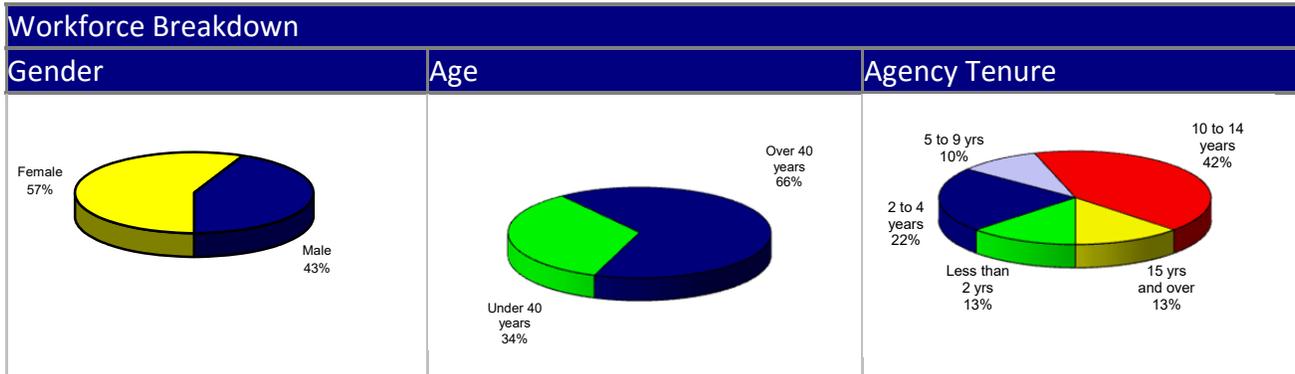
The agency works effectively and efficiently under the SDSI project program and currently employs 31 full-time employees, which requires most staff members to perform multiple job functions. The Board expects high standards of performance and customer service that require the agency to maintain a highly engaged and skilled workforce.

The knowledge, skills, and experience of our employees are vital to meet the goals and objectives of the Board. The last five years has seen a significant growth in workload; however, advances in internal technology and staff training and skills have allowed the agency to provide quality customer service to meet its mission and goals without an increase in staff. Current strategic goals are aligned to support the development of the agency workforce, including training, communications, agency environment, and succession and retention planning.

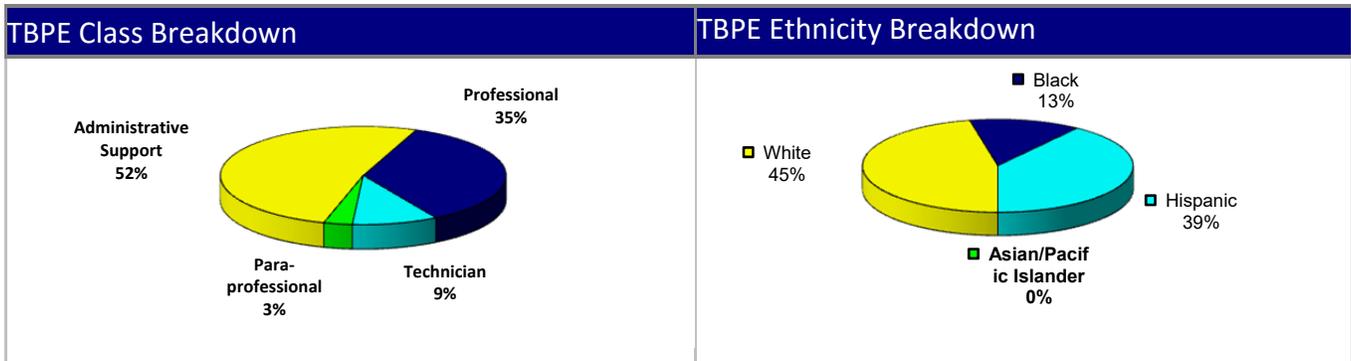
WORKFORCE DEMOGRAPHICS

Gender, Ethnicity, Age

The following charts profile the agency’s workforce as of May 2016. The agency’s workforce comprises 58.62% females and 41.38% males. 65.52% of the employees are over the age of 40. A little more than 35% of employees have less than five year’s agency service. This percentage warrants training programs to ensure our employees maintain professional growth and development.



A total of 31 full-time positions are budgeted for, and 31 are filled, including one exempt position. Using EEO definitions, currently there are: officials and administrators—1; professionals—10; administrative support employees—16; para-professional-1 and technicians—3. Five Professional Engineers are on staff to analyze and evaluate technical engineering issues and the technical/professional credentials of applicants. The ethnic distribution of the staff is 45.16% White, 38.71% Hispanic, and 12.90% Black. There are no Asian/Pacific Islander members currently on staff.



Employee Turnover

Turnover is an important issue in any organization and the TBPE is no exception. Average tenure in the agency is 9.7 years. By focusing on employee retention and performance improvement issues, the agency turnover rate has remained steady with a two year average of 6.5%.

Retirement Eligibility

During the last two years, the Board lost no employee due to retirement. The agency estimates that the agency could lose seven employees in the next five years due to retirement. One employee is scheduled to retire before the end of FY 2016. The agency has implemented a

career ladder program and is working on a retention and succession program, as well as overall staffing and workload issues to address this potential change.

FUTURE WORKFORCE PROFILE

The new goals of the agency identified as Customer Communication, Organizational Resource Development, and Process and Product Improvements, along with agency Core Functions of Licensing and Enforcement provide us with a context for future workforce planning.

A. Critical Functions

- Enhancement of communication and outreach functions;
- Enhancement and improvement of internal processes; and
- Continued development of in-house IT initiatives.

B. Expected Workforce Changes

- Increase use of technology to revise and streamline work processes; and
- Increased employee cross-training in functional areas.
- Retention and Recruiting Programs.

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

- Due to continued optimizations, the agency does not anticipate a significant increase in FTE count;
- Agency will review staffing needs in light of improvements and process changes and present revisions to the Board;
- Due to constant workload increases related to agency Core Functions and the goal of providing enhanced educational outreach, additional staff may be considered by the Board, if necessary.

D. Future Workforce Skills Needed

To administer the variety of activities required in an efficient and effective manner, the agency relies on a competent and knowledgeable staff. In addition to the competencies listed before, additional skills will be essential for future positions:

- Communication skills – both interpersonal and external presentation skills;
- Process analysis and improvement;
- Technical and computer skills;
- Project management;
- Performance management;
- Strategic planning; and
- Business process creation or revision.

The TBPE expects to be able to satisfy and fulfill future workforce needs with the current hiring and retention practices and procedures.

Schedule G – Report on Customer Service



Texas Board of Professional Engineers Customer Service Report *May, 2016*

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INTRODUCTION

The Texas Board of Professional Engineers (TBPE) was created in 1937 in the aftermath of the New London School explosion which killed over 300 students and teachers, the result of an improperly designed gas heating system. The agency was created to protect the public health, safety, and welfare by regulating the practice of engineering through licensing of qualified engineers and enforcement of practice requirements.

Agency Mission

Our mission is to protect the health, safety and welfare of the people of Texas by regulating the practice of engineering through licensure of qualified individuals and compliance with the laws and rules.

Customer's Voice

The Texas Board of Professional Engineers (TBPE) has continued its Journey Toward Excellence, a series of initiatives designed to improve all areas of organization. One of these areas is customer service, and towards that end the customer service survey has been designed for listening to the voice of the customer.

Customer Service Quality Standards

TBPE staff recognizes that, in order to best meet our primary mission of protecting the health, safety, and welfare of the citizens of Texas, we must provide the highest level of customer service. With that balance in mind, staff has designated the following as guiding principles and common purpose regarding customer service. These standards apply to all customer interactions with staff, facilities (physical and virtual) and processes.

- **Accuracy** - TBPE will give the correct answer based on current Law and Board Rules. Information provided to customers will be clear and effectively convey the appropriate message. Staff will be knowledgeable and competent. Materials, forms and guidance will be concise and complete.
- **Listening** - TBPE will actively listen to its customers. Whether by personal contact or feedback received through surveys or other methods, TBPE will seek to understand what each individual customer wants and needs and will resolve issues.
- **Respect** - We will treat all customers professionally. All customers will receive courteous communication that is respectful of the customer's time and effort. Staff, facilities and processes will be respectful of customer information and keep it secure.
- **Responsiveness** - TBPE will have an answer for all questions asked. Answers will be as complete as possible within a reasonable amount of time. This includes providing information for predicted questions. It also includes automated responses, informational emails, etc.

- **Resolution** - TBPE will empower its employees at all levels to understand and resolve customer service issues, questions or failures immediately or as soon as possible. Always find the answer for the customer and/or find the correct person to resolve the issue.
- **Ease of Use** - TBPE will create and maintain facilities and processes aimed at making the customer's experience convenient, timely and efficient. Staff will keep the customer's perspective in mind in all functions.

Defining Customers Served

TBPE serves multiple groups which includes over 60,000 Professional Engineers (PE) licensed to practice in Texas, more than 15,000 Engineers-In-Training, and 10,000 registered engineering firms. The Board is purposeful in communicating with these groups, including connecting with nearly 20,000 people this year via outreach presentations, webinars, and conference presentations. We also send newsletters, eNewsletters, and license-specific emails for keeping licensees and other interested parties up-to-date.

While TBPE does not communicate specifically with the general public, the citizens of the state of Texas comprise the agency's largest audience, which is one reason that the TBPE website has been redesigned. As the primary means of communicating the mission and objectives of the agency, the TBPE website is intended to be a general resource for all audiences, which requires continuous improvement. The customer service survey used by TBPE addresses customer interactions on an individual basis (telephone, email, etc.), as well as products (web content, application materials, etc.) and its facilities (both physical and online). The survey is continuously available on the website and is offered in the footer of every standard email. It is also administered annually to a random selection of the customer groups identified above.

Survey

The FY 2016 customer service survey was sent on May 4, 2016 via email to 12,000 licensed Professional Engineers and 3,000 registered Engineers In Training. In addition to the directed survey, the same questions are available to any potential customers on the agency website and through a link on all outgoing correspondence. The results below contain all responses received between May 4 and May 23, 2016.

Results

The responses for each question are summarized below.

I am a(n):	
Applicant	29
Professional Engineer	1370
Engineer in Training	121
Non-Licensee (Member of the Public)	1
Other	0

Overall Satisfaction

I am satisfied with the level of service received from this agency. 98% positive	
Strongly Agree	590
Agree	831
Disagree	27
Strongly Disagree	7

Out of State Comparison

Are you licensed in other jurisdictions/states?	
No	936
Yes	605

If you answered yes, how does the licensing renewal process in Texas compare? 93% positive	
Much Better	75
Better	152
About the Same	330
Worse	29
Much Worse	13

Facility

In the last year I have been to the TBPE facility and found it was clean, accessible and had reasonable operating hours. 98% positive	
Strongly Agree	46
Agree	73
Disagree	2
Strongly Disagree	1

Website

The website is well organized and easy to use. 96% positive	
Strongly Agree	370
Agree	1028
Disagree	60
Strongly Disagree	2

_Website forms and files were easy to	
---------------------------------------	--

download and use. 96% positive	
Strongly Agree	373
Agree	840
Disagree	43
Strongly Disagree	3

ECHO – Online renewal system

If you have used the ECHO online system in the last year, were you satisfied with the system? 98% positive	
Strongly Agree	532
Agree	605
Disagree	16
Strongly Disagree	5

Were you able to renew your license online to your satisfaction? 98% positive	
Strongly Agree	627
Agree	469
Disagree	13
Strongly Disagree	4

Social Media

Do you follow TBPE on social media using sources such as Facebook, Twitter, RSS Feeds or LinkedIn?	
Yes	114
No	1348

The TBPE social media outlets provide useful information. 93% positive	
Strongly Agree	22
Agree	78
Disagree	6
Strongly Disagree	1

Enforcement Process

I have filed a complaint with the agency about an enforcement issue in the last year.	
Yes	10
No	1431

The website provided adequate information regarding the enforcement process. 100% positive	
Strongly Agree	5
Agree	12
Disagree	0
Strongly Disagree	0

Correspondence regarding my complaint or case was clear and easy to understand. 89% positive	
Strongly Agree	4
Agree	4
Disagree	0
Strongly Disagree	1

My complaint or case was handled in a timely manner. 88% positive	
Strongly Agree	3
Agree	4
Disagree	0
Strongly Disagree	1

General Communication

Communication with the agency regarding my complaint or case was handled in a professional manner. 88% positive	
Strongly Agree	4
Agree	3
Disagree	0
Strongly Disagree	1

I contacted the Board with a question or concern in the last year.	
Yes	218
No	1239

I communicated with the board staff through the following method:	
Phone	131
Email	133
Mail	15

In Person	6
-----------	---

The staff members I've interacted with were courteous and professional. 97% positive	
Strongly Agree	133
Agree	71
Disagree	5
Strongly Disagree	1

My question or concern was answered promptly. 91% positive	
Strongly Agree	125
Agree	68
Disagree	12
Strongly Disagree	7

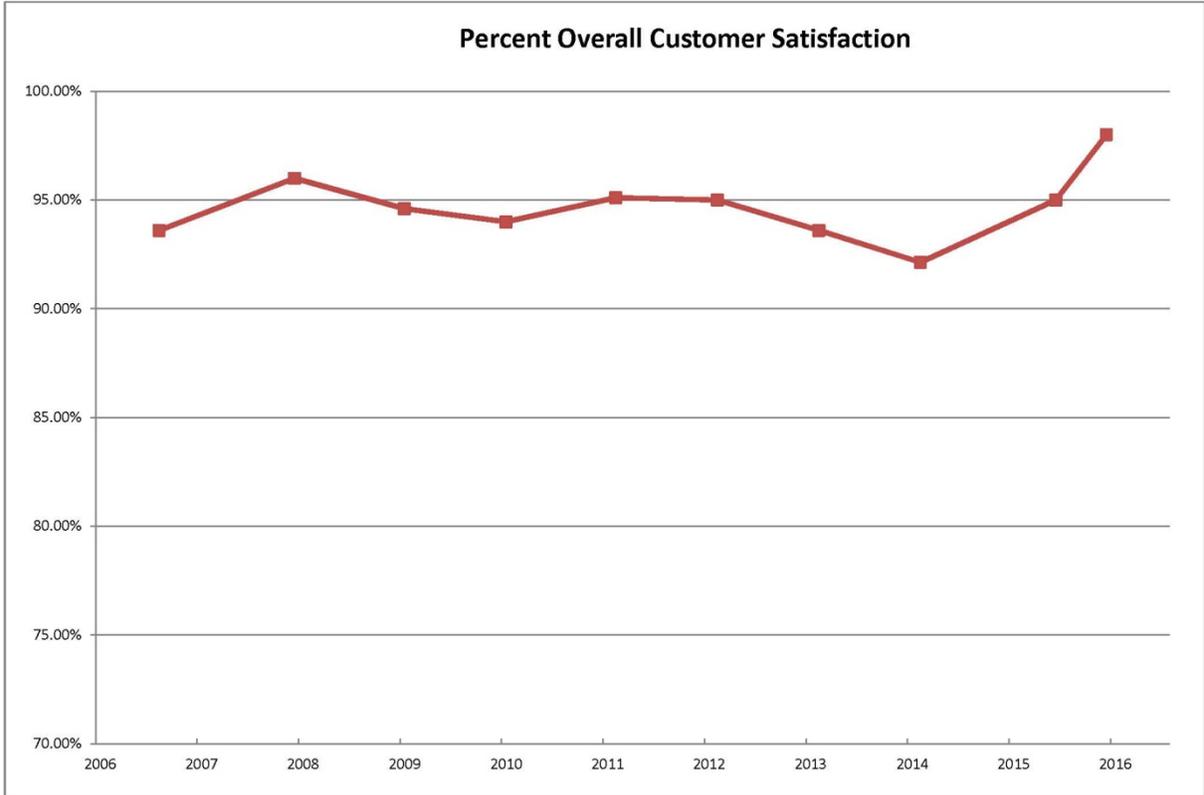
My question or concern was answered to my satisfaction. 94% positive	
Strongly Agree	125
Agree	70
Disagree	9
Strongly Disagree	4

Findings

The FY 2016 customer service survey showed an increase in overall customer satisfaction compared to previous years. With the establishment of the TBPE Customer Service Quality Standards and the continuous improvement efforts of the Journey Toward Excellence mentioned above, the focus on improved customer service is a primary effort at the TBPE. Specifically, staff and leadership at the TBPE have developed strategic goals to address and improve all aspects of customer interaction.

Performance Measures

TBPE keeps 34 Performance Measures (schedule B) for all aspects of operations including overall customer satisfaction, license application processing times, enforcement case processing time and a number of measures to identify the scope of the customers we serve.



Texas Board of Professional Engineers
Schedule H – Assessment of Advisory Committees

ASSESSMENT OF ADVISORY COMMITTEES
April, 2016
Texas Board of Professional Engineers - Agency #460

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Industrial Advisory Committee

Number of Members: 15

Committee Status (Ongoing or Inactive): Ongoing
 Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: May, 2004 **Date to Be Abolished:** N/A

Budget Strategy (Strategies) (e.g. 1-2-4): A.1 **Strategy Title (e.g. Occupational Licensing):** Licensing Individuals

Budget Strategy (Strategies): **Strategy Title:**

State / Federal Authority
 State Authority
 State Authority
 State Authority
 Federal Authority
 Federal Authority
 Federal Authority

Select Type	Identify Specific Citation
Admin Code	30 TAC Title 22 Chapter 131 Section 131.15(d)

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$697	\$1,000	\$1,000
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$765	\$1,000	\$1,000
<i>Total, Committee Expenditures</i>	<i>\$1,462</i>	<i>\$2,000</i>	<i>\$2,000</i>

Committee Members' <u>Indirect</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>

Method of Financing	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
997 - Other Funds	\$1,462	\$2,000	\$2,000
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0

Meetings Per Fiscal Year	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
	1	1	1

Committee Description: The industry advisory committee shall consist of practicing engineers from various disciplines and functions in engineering including, but not limited to, consulting, manufacturing, regulatory, research, and utility service. The committee shall meet as needed and submit any reports or recommendations to the General Issues Committee. The board chair may appoint one or more board members as liaisons to the advisory committee.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

ASSESSMENT OF ADVISORY COMMITTEES
April, 2016
Texas Board of Professional Engineers - Agency #460

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name:	Government Advisory Committee		
Number of Members:	20		
Committee Status (Ongoing or Inactive):	Ongoing	Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.	
Date Created:	December, 2008	Date to Be Abolished:	N/A
Budget Strategy (Strategies) (e.g. 1-2-4)	A.1	Strategy Title (e.g. Occupational Licensing)	Licensing Individuals
Budget Strategy (Strategies)		Strategy Title	

State / Federal Authority
 State Authority
 State Authority
 State Authority
 Federal Authority
 Federal Authority
 Federal Authority

Select Type	Identify Specific Citation
Admin Code	30 TAC Title 22 Chapter 131 Section 131.15(d)

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$697	\$1,000	\$1,000
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$765	\$1,000	\$1,000
<i>Total, Committee Expenditures</i>	<i>\$1,462</i>	<i>\$2,000</i>	<i>\$2,000</i>

Committee Members' <u>Indirect</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>

Method of Financing	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
997 - Other Funds	\$1,462	\$2,000	\$2,000
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0

Meetings Per Fiscal Year	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
	1	1	1

Committee Description: The governmental advisory committee shall consist of representatives of various governmental agencies, organizations, or jurisdictions that employ professional engineers or use engineering services. The committee shall meet as needed and submit any reports or recommendations to the General Issues Committee. The board chair may appoint one or more board members as liaisons to the advisory committee.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

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NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Education Advisory Committee

Number of Members: 24

Committee Status (Ongoing or Inactive): Ongoing
 Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: May, 2004
Date to Be Abolished: N/A

Budget Strategy (Strategies) (e.g. 1-2-4): A.1
Strategy Title (e.g. Occupational Licensing): Licensing Individuals

Budget Strategy (Strategies):
Strategy Title:

State / Federal Authority
 State Authority
 State Authority
 State Authority
 Federal Authority
 Federal Authority
 Federal Authority

Select Type	Identify Specific Citation
Admin Code	30 TAC Title 22 Chapter 131 Section 131.15(d)

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' <u>Direct</u> Expenses	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
Travel	\$697	\$1,000	\$1,000
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$765	\$1,000	\$1,000
<i>Total, Committee Expenditures</i>	\$1,462	\$2,000	\$2,000

Committee Members' <u>Indirect</u> Expenses	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Method of Financing	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
Method of Finance			
997 - Other Funds	\$1,462	\$2,000	\$2,000
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0

Meetings Per Fiscal Year	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
	1	1	1

Committee Description: The educational advisory committee shall consist of the deans of the colleges or the department heads or other program administrator for those institutions without a college of engineering or the representatives for the deans or department heads and other invited representatives of the academic community. The committee shall meet as needed and submit any reports or recommendations to the Licensing Committee.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

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11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.