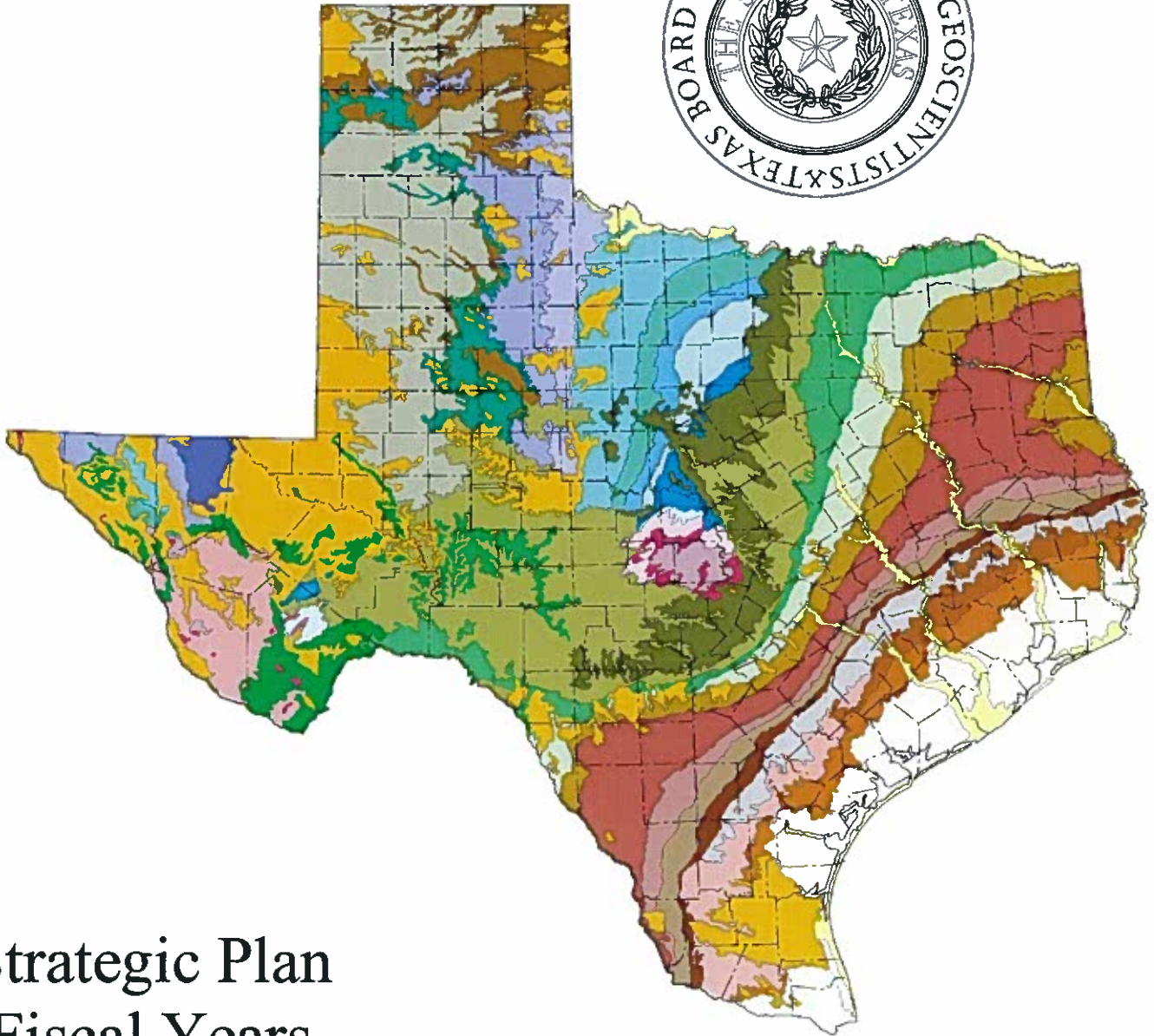


# TEXAS BOARD OF PROFESSIONAL GEOSCIENTISTS



Strategic Plan  
Fiscal Years  
2013 - 2017



# Agency Strategic Plan

FOR THE FISCAL YEARS 2013 - 2017

BY

## TEXAS BOARD OF PROFESSIONAL GEOSCIENTISTS

<u>Board Members</u>	<u>Dates of Term</u>	<u>Hometown</u>
<b>Ronald Kitchens</b> Chairman	2007 - 2013	Harper
<b>Charles S. Knobloch, P.G., J.D.</b> Vice-Chairman	2009 - 2015	Houston
<b>Kelly Krenz-Doe, P.G.</b> Secretary/Treasurer	2001 - 2015	Houston
<b>C. Thomas Hallmark, P.G., PhD.</b>	2007 - 2013	Hearne
<b>Barbara O. Roeling, P.G.</b>	2007 - 2013	Austin
<b>Justin McNamee</b>	2010 - 2015	Rowlett
<b>Gregory C. Ulmer, J.D.</b>	2011 - 2017	Houston
<b>Becky Johnson, P.G.</b>	2011 - 2017	Fort Worth
<b>Chris Mathewson, P.G., P.E., PhD.</b>	2012 - 2017	College Station

Date of Submission: June 18, 2012

SIGNED:



Charles Horton, Executive Director

APPROVED:



Ronald Kitchens, Chairman



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**Statement of the Texas Board of Professional Geoscientists**

Regulation of the public practice of geoscience is very important to Texans because, simply stated, the competent, ethical and accountable public practice of geoscience saves lives and prevents (and can assist with dealing with) fraud, waste and abuse of public and private citizen's funds.

**The mission of the Texas Board of Professional Geoscientists is to protect public health, safety, welfare and the state's natural resources by ensuring only qualified persons carry out the public practice of geosciences and enforcing the Professional Code of Conduct the Board has established for its licensees.**

The work performed by the geoscience profession is highly technical. To perform this work competently and safely, a person must be of good moral and ethical character; have engaged in a university level course of study specializing in a specific discipline of geoscience; demonstrated competence through a discipline specific examination; and gained at least five years of qualifying work experience under the direct supervision of a qualified individual. Society, through the state, has placed a great deal of trust and responsibility on the work performed by Professional Geoscientists. . Through licensure and the authorization to take disciplinary action, the state has also established accountability.

The Texas Board of Professional Geoscientists (TBPG) was created in 2001 by Senate Bill 405 (77<sup>th</sup> Legislature) and codified into Texas Civil Statutes, Article 8861. Authors of SB 405 in the Senate and House included Senator J. E. "Buster" Brown and Senator Jeff Wentworth. Representative Tony Goolsby sponsored the bill in the House. SB 405 was signed by Governor Rick Perry on May 11, 2001, making Texas the 28<sup>th</sup> state to regulate the public practice of geoscience.





How can the competent, ethical and accountable public practice of geoscience save lives? How can it prevent fraud, waste and abuse of public and private citizen's funds? What does the regulation of the public practice of geoscience cost me in taxpayer dollars? These are the questions critics raise regarding the regulation of the geoscience profession and the existence of the Board and the agency.

Excepting the performance of certain activities identified in the Texas Occupations Code, Title 6, Subtitle A, Chapter 1002 (the Texas Geoscience Practice Act or TGPA), only a person who is licensed as a Professional Geoscientist by the TBPG may offer or perform geoscientific work for the public. For example, only a Professional Geoscientist is authorized to submit geoscientific work to a state or local governmental entity of Texas or offer to or perform geoscience services for the public, such as a land owner or a business.

The accountability of Professional Geoscientists is a part of the state's efforts to combat fraud, waste, and abuse of public funds.

In its oversight of these processes, government agencies such as the Texas Commission on Environmental Quality rely on Professional Geoscientists completing certain work to determine that submittals, permit applications or reports are technically complete.

### **Regulated Disciplines of Geoscience**

According to the enabling statute, geoscience is "the science of the earth and its origin and history, the investigation of the earth's environment and its constituent soils, rocks, minerals, fossil fuels, solids, and fluids, and the study of the natural and introduced agents, forces, and processes that cause changes in and on the earth."

The Texas Board of Professional Geoscientists (TBPG) licenses Professional Geoscientists (P.G.) in accordance with criteria set forth in the TGPA and the rules of the Board. The TBPG issues licenses in three disciplines:

- Geology
- Geophysics
- Soil Science

**Geology** is the discipline of geoscience that addresses the science of the origin, composition, structure, and history of the earth and its constituent soils, rocks, minerals, fossil fuels, solids, fluids and gasses, and the study of the natural and introduced agents, forces, and processes that cause changes in and on the earth, and is applied with judgment to develop ways to utilize, economically, those natural and introduced agents, forces, and processes for the benefit of mankind. There are many subdivisions of geology, which include, but are not limited to the following: historical geology, physical geology, economic geology, mineralogy, paleontology, structural geology, mining geology, petroleum geology, physiography, geomorphology, geochemistry, hydrogeology, petrography, petrology, vulcanology, stratigraphic geology, engineering geology, and environmental geology.



**Geophysics** refers to that science which involves the study of the physical earth by means of measuring its natural and induced fields of force, including, but not limited to, electric, gravity and magnetic, and its responses to natural and induced energy or forces, the interpretation of these measurements, applied with judgment to benefit or protect the public.

**Soil Science** is the science of soils, their classification, origin and history, the investigation of physical, chemical, morphological, and biological characteristics of the soil including among other things, their ability to produce vegetation and the fate and movement of physical, chemical, and biological contaminants.

### **Examples of Highly Technical Work Performed by Professional Geoscientists**

- **Environmental Geology (Protection of the groundwater resources):** Proper subsurface investigation, interpretation, and characterization of accidental spills of toxics (e.g., gasoline from leaking storage tanks, perchloroethylene or perc from dry cleaning, etc.) performed by Professional Geoscientists is the first fundamental step in ensuring adequate “clean up” or remediation of the problem so that these and other highly toxic contaminants do not reach our precious groundwater. The sources of contamination are many. “Clean up” or remediation can be at the cost of the government, private citizens or corporations, or a combination. It is important that the characterization of the contamination be as accurate as scientifically possible so that funds are not spent unnecessarily and the remediation plan is successful.
- **Hydrogeology:** Professional Geoscientists explore for new sources of groundwater, delineate aquifers and identify the locations to drill for usable quality groundwater. Professional Geoscientists also perform mapping, characterization, and computer simulation/modeling of groundwater recharge rates to assist in local and statewide planning.
- **Engineering Geology:** Professional Geoscientists perform geologic subsurface investigation, interpretation, characterization for consideration in the design of engineered structures, including dams, buildings, bridges, roads, industrial power plants, etc. The ground into and upon which roads and these structures are built must be considered. The results of the failure of these designs can include road, bridge, building and dam failure or collapse. The consequences of these failures can result in significant human suffering and property damage. P.G.s also assess erosion of creek and river banks; sedimentation in lakes and reservoirs.
- **Environmental Geology:** Professional Geoscientists perform geologic subsurface investigation, interpretation, characterization for consideration in the design and placement of solid waste sites and underground injection hazardous waste sites.
- **Soil Scientists** use their expertise to map, classify, and characterize soils for use, management and resource decisions that impact water quality and quantity.
- Professional Geoscientists also identify faults, and monitor and assess seismic activity.

## **Texas Board of Professional Geoscientists Highlights**

The agency's proud highlights of fiscal years 2011 - 2012 are:

- Continued fiscal responsibility—the agency implemented a 19% reduction in the biennial appropriation for the agency from the 2010-2011 fiscal biennium to the 2012-2013 fiscal biennium, including a 20% reduction in agency staff with a minimal negative impact on regulatory functions and customer service through reallocation of the use of positions
- Developed new Memorandums of Agreement to ensure more structured cooperation with and clarify jurisdiction between the Texas Board of Professional Geoscientists and the Texas Commission on Environmental Quality, the Railroad Commission of Texas, the Texas Water Development Board, and the Texas Board of Professional Land Surveying
- Implemented a new regulatory database that added several features including: online consumer licensee searches, online licensee profiles, added the ability for licensees to update certain information to the licensing record, provided online renewal capability for Geoscientists-in-Training and Geoscience Firms, and integrated licensing and enforcement workflow with the database
- Adopted several advisory opinions to provide guidance to related industries through interpretations of the statute and the application of the statute with respect to a specified existing or hypothetical situation
- Continued cooperative work through a Memorandum of Understanding with the Texas Board of Professional Engineers (TBPE)
- Refined the agency's enforcement program, including procedures for the investigation and disposition of complaints
- Continued administration of effective Professional Geoscientist licensing through examination, Geoscientist-in-Training certification through examination, and Geoscience Firm registration program
- Supported the return of the agency's executive director after recall to four years of active military duty
- Continued Human Resources management including development of a highly skilled workforce that is committed to customer service and achieved Texas Workforce Commission re-certification of compliance with applicable laws and standards
- Participated in more than twenty public outreach programs

## Priority Programs

The following are the implementation priorities for the Board in the 2013 - 2017 strategic planning cycle:

- Ensuring that licenses to practice professional geosciences are issued only to qualified applicants;
- Continuing the registration of firms that engage in the public practice of geosciences;
- Administering of efficient license, certification and registration renewal processes;
- Ensuring through effective enforcement that the public practice of geoscience is performed only by qualified individuals;
- Ensuring through effective enforcement that licensed Professional Geoscientists adhere to the Professional Code of Conduct adopted by the Board;
- Implementing the agency's complaint investigation / adjudication process; imposing disciplinary actions only when appropriate;
- Continuing the development of reciprocity agreements with other states;
- Continuing to support competent public practice of geoscience through our Continuing Education Program (CEP);
- Qualifying candidates for examination in the Geology, Geophysics, and Soil Science disciplines; administering statewide examination program for licensure;
- Continuing to review and develop the Professional Code of Conduct for Professional Geoscientists and all applicable licensed entities;
- Maximizing public awareness of geoscientist licensure through continued public outreach initiatives;
- Encouraging students/new graduates to become Professional Geoscientists through the Geoscientist-in-Training program;
- Providing guidance to licensees and relevant industries by issuing advisory opinions providing interpretations of the statute and the application of the statute with respect to a specified existing or hypothetical situation;
- Providing value to Professional Geoscientists through information by issuing newsletters, using the e-mail alert system, and timely updates to the TBPG's website;

# STATEWIDE VISION, MISSION AND PHILOSOPHY

## VISION OF TEXAS

March 2012

Fellow Public Servants:

Since the last exercise in strategic planning began in March 2010, our nation's economic challenges have persisted, but Texas' commitment to an efficient and limited government has kept us on the pathway to prosperity. Our strong economic position relative to other states and the nation is not by accident. Texas has demonstrated the importance of fiscal discipline, setting priorities, and demanding accountability and efficiency in state government. We have built and prudently managed important reserves in our state's "Rainy Day Fund," cut taxes on small businesses, balanced the state budget without raising taxes, protected essential services, and prioritized a stable and predictable regulatory climate to help make the Lone Star State the place to build a business and raise a family.

Over the last several years, families across this state and nation have tightened their belts to live within their means, and Texas followed suit. Unlike Washington D.C., here in Texas we believe government should function no differently than the families and employers it serves. As we begin this next round in our strategic planning process, we must continue to critically examine the role of state government by identifying the core programs and activities necessary for the long-term economic health of our state, while eliminating outdated and inefficient functions. We must continue to adhere to the priorities that have made Texas a national economic leader:

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

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

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

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

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

I am confident we can address the priorities of our citizens with the limited government principles and responsible governance they demand. I know you share my commitment to ensuring that this state continues to shine as a bright star for opportunity and prosperity for all Texans. I appreciate your dedication to excellence in public service and look forward to working with all of you as we continue charting a strong course for our great state.

Rick Perry

## **THE MISSION OF TEXAS STATE GOVERNMENT**

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

*AIM HIGH....WE ARE NOT HERE TO ACHIEVE INCONSEQUENTIAL THINGS!*

## **THE PHILOSOPHY OF TEXAS STATE GOVERNMENT**

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

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

# RELEVANT STATEWIDE GOALS AND BENCHMARKS

The TBPG has identified and defined its relationships to the relevant statewide priority goals and benchmarks.

## Natural Resources and Agriculture

### Priority Goal

To conserve and protect our state's natural resources (air, water, land, wildlife, and mineral resources) by:

- Providing leadership and policy guidance for state, federal, and local initiatives;
- Maintaining Texas' status as a leader in agriculture; and
- Encouraging responsible, sustainable economic development.

### Benchmarks

- Percentage of polluted site clean-ups to protect the environment and public health
- Percentage of environmental violations tracked and reported
- Percentage of implemented new technologies that provide efficient, effective, and value-added solutions for a balanced Texas ecosystem
- Percentage contribution of agricultural sector to the gross state product

**TBPG's Relationship to the Goal:** TBPG supports this Priority Goal by ensuring that only qualified, competent, and accountable licensed Professional Geoscientists engage in the public practice of geoscience in a manner that will conserve and protect the state's natural resources.

## Regulatory

### Priority Goal

To ensure Texans are effectively and efficiently served by high-quality professionals and businesses by:

- Implementing clear standards;
- Ensuring compliance;
- Establishing market-based solutions; and
- Reducing the regulatory burden on people and business.

### Benchmarks

- Percentage of state professional licensee population with no documented violations
- Percentage of new professional licensees as compared to the existing population
- Percentage of documented complaints to professional licensing agencies resolved within six months



- Percentage of individuals given a test for professional licensure who received a passing score
- Percentage of new and renewed professional licenses issued via Internet
- Percentage increase in utilization of the state business portal

**TBPG's Relationship to the Goal and Benchmarks:** TBPG impacts the Goal and Benchmarks through the following performance measures.

- Record and statistically analyze percent of licensed population with/without documented violations
- Track status of complaints from the date of complaint to resolution
- Document and statistically analyze pass rate for geology, geophysics and soil science fundamentals and practice exams
- Record number of new licenses issued annually
- Record the percent of licenses renewed via internet
- Document the method of license renewal for all licensed Professional Geoscientists

## General Government

### Priority Goal

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

- Supporting effective, efficient and accountable state government operations;
- Ensuring the state's bonds attain the highest possible bond rating; and
- Conservatively managing the state's debt.

### Benchmarks

- Number of state services accessible by Internet
- Total savings realized in state spending by making reports/documents/processes available on the Internet and accepting information in electronic format

**TBPG's Relationship to the Goal and Benchmarks:** TBPG meets the Goal and Benchmarks through its commitment to use its website as its primary means of communication, license renewals, conducting user surveys and receiving complaints.



## Economic Development

### Priority Goal

To provide an attractive economic climate for current and emerging industries and market Texas as a premier business expansion and tourist destination that fosters economic opportunity, job creation, and capital investment by:

- Promoting a favorable business climate and a fair system to fund necessary state services;
- Addressing transportation needs;
- Maintaining economic competitiveness as a key priority in setting State policy; and
- Developing a well-trained, educated, and productive workforce.

### Benchmarks

- Per capita gross state product
- Texas unemployment rate

**TBPG's Relationship to the Goal and Benchmarks:** To protect our natural resources, Professional Geoscientists identify, map and monitor reservoirs; perform the mapping, characterization, computer simulation/modeling of groundwater recharge, flow, discharge, and pumpage of groundwater aquifers; characterize and permit development to ensure resource conservation; and perform environmental investigation and remediation to ensure safe groundwater resources and economic expansion through redevelopment of formerly impacted properties.

## **AGENCY MISSION AND PHILOSOPHY**

### **TEXAS BOARD OF PROFESSIONAL GEOSCIENTISTS MISSION**

The mission of the Texas Board of Professional Geoscientists is to protect public health, safety, welfare, and the state's natural resources by ensuring that only qualified persons carry out the public practice of geosciences and enforcing the Professional Code of Conduct the Board has established for its licensees.

### **Texas Board of Professional Geoscientists Philosophy**

To accomplish our mission, we will:

- Ensure that only individuals who meet established standards are issued a license to carry out the public practice of geoscience in the state of Texas;
- Use the Board's statutory authority to clearly define the parameters of the geoscience profession;
- Act in accordance with the highest of ethical standards, accountability and efficiency in the licensing and regulatory processes;
- Base decisions on the law, sound geoscientific principles, appropriate standards of practice, and fiscal responsibility;
- Ensure that regulations are necessary, effective, and current;
- Continue to promote strong geoscientific practice through the Continuing Education process;
- Monitor compliance of Board regulations clearly and consistently;
- Ensure consistent, just, and timely enforcement when geoscience laws are violated; and
- Hire, develop, and retain a highly effective, diverse workforce.

## **Overview of Agency Scope and Functions**

The Texas Board of Professional Geoscientists is the state agency responsible for the implementation of the Texas Geoscience Practice Act. The agency was established in 2001 by the Seventy-seventh Legislature, Regular Session, to regulate the public practice of geoscience. Eight members of the Board were appointed by the Governor on November 15, 2001. The ninth member was appointed October 10, 2002. The Board which governs the agency is composed of six Professional Geoscientists, and three public members appointed by the Governor and confirmed by the Senate for six-year staggered terms. During the 82<sup>nd</sup> Legislature the Governor appointed, and the Senate approved, new professional members, Dr. Judy A. Reeves, P.G. of Grapevine, to replace the outgoing member Yale Clark of Farmers Branch, and Becky L. Johnson of Fort Worth to replace outgoing member Glenn Lowenstein of Houston. Also, public member Gregory C. Ulmer, J.D. of Houston was reappointed to the Board. In May 2012 Dr. Chris Mathewson, P.G., P.E. of College Station was appointed to replace Dr. Judy A. Reeves, P.G. who resigned.

Three disciplines of geoscience are recognized by the Board: Geology, Geophysics and Soil Science. In Texas, the public practice of geoscience includes, but is not limited to, work that supports design and construction of homes, buildings, roads, bridges, dams and industrial power plants. Professional Geoscientists assess erosion of creek and river banks, sedimentation in lakes and reservoirs, oil, gas and groundwater supply and availability, unstable geological features, active faults, environmental hazards, and mining reclamation.

The TBPG strives to educate both its regulated community and the general public about geoscientific issues in Texas. The citizens of Texas rely extensively on Professional Geoscientists and geoscientific work for the identification, development and protection of the state's natural resources including but not limited to petroleum, energy, minerals, and drinking water supplies.

## **Organizational Aspects**

The agency has authorized eight full-time funded positions, one of which is exempt. Eight positions are currently filled with eight full-time employees. One Professional Geoscientist has been added to the staff and serves as the Enforcement Coordinator bringing the agency's total Professional Geoscientists to two. The ethnic distribution of the staff is 13% Black, 37% Hispanic, 13% Asian and 37% White. Women make up 63% of the agency's work force.

The agency is divided into three main functions: administration, licensing, and enforcement. Each staff member's function is to implement particular portions of the Act and Board rules, in support of the agency's statutory role. The staff is composed of the Executive Director, Accountant VI, Program Specialist IV, License & Permit Specialist IV, Investigator IV, Investigator V, Administrative Assistant III and Administrative Assistant II. No employee is separated from the senior management. The organizational structure is designed to delegate tasks among the entire staff without a firm definition of roles and policies if the mission requires immediate results. This is done to minimize response time to the public and to provide accountability and consistency in the application of public policy.

The average state tenure of a TBPG employee is over fifteen years. During FY 2011 the agency lost one of its hires to another state agency. Thus, the average employee turnover rate for the agency for FY 2011 is 13%. The agency has a very competent and dedicated staff which it strives to keep in place.

The agency is located in the William P. Hobby, Jr. Building at 333 Guadalupe, Austin, Texas. All geographic regions of the state are served from this location. Professional Geoscientists and geoscientist activities are located throughout the state of Texas. Due to this fact, the time and expense associated with investigation of complaints and other services to licensees and the public being served may be significant. The agency will use outreach programs to educate licensees and the public as the programs become available. A newsletter is published at least twice a year and interim changes to policies and rules are posted on the Board's website. Using feedback from users, the website has been redesigned, and may be changed further to simplify its use by the citizens of Texas and the geoscience community.

### **Fiscal Aspects / Service Population Demographics**

The Comptroller estimates that the TBPG will collect approximately \$2,416,000 in revenue for new Professional Geoscientist licenses, Professional Geoscientist license renewals, new Geoscience Firm registrations, Geoscience Firm registration renewals, new Geoscientist-in-Training certifications and annual renewals, and miscellaneous fees over the 2012-2013 fiscal biennium. Money collected by the agency is deposited into the state's general revenue fund. The agency's appropriation, all from General Revenue, is \$1,169,163 for the 2012-2013 fiscal biennium. The agency estimates that it will collect \$1,246,837 more in revenue than it is appropriated over the 2012-2013 fiscal biennium.

The annual renewal fee for an individual Professional Geoscientist licenses is \$223. The number of license renewals projected for the 2012-2013 fiscal biennium is estimated at 4, 800 licensees per year. The annual renewal fee for Geoscience Firms is \$300 per year. The number of Geoscience Firms renewals projected for the 2012-2013 fiscal biennium is estimated at 350 registrations per year.

Based on historical data, TBPG projects the new number of Professional Geoscientist licenses issued will be approximately 62 per year. The number of new Geoscience Firms is expected to be approximately 20 per year. At this replenishment rate, the long-term projection of licensees for this Board is 3100. This projected number could be reached in as little as ten (10) years.

### **Licensing Examination Administration**

TBPG is a member of the National Association of State Boards of Geology (ASBOG®) and uses the ASBOG® national geology fundamentals and practice licensing examinations to qualify applicants for licensure in the geology discipline. TBPG participates in the ASBOG® Council of Examiners examination review and preparation activities through formal meetings two times per year. TBPG staff administers/proctors the ASBOG® examinations for qualified applicants.

TBPG also is a member of the Council of Soil Science Examiners (CSSE) and uses the CSSE national soil science fundamentals and practice licensing examinations to qualify applicants for

licensure in the soil science discipline. TBPG participates in the CSSE examination review and preparation activities.

TBPG developed and, in conjunction with the Gainesville Independent Testing Service, administers the Texas Geophysics Examination to qualify applicants for licensure in the geophysics discipline. The agency works with Gainesville Independent Testing Service to review the performance of the Texas Geophysics Examination and make improvements to the examination over time.

### **Current Geoscientists Characteristics**

Professional Geoscientists perform a broad array of services; TBPG's service population encompasses almost every demographic category. Geoscientists provide geological investigations for construction of such projects as buildings, highways, dams, lateral erosion that threatens housing and businesses along urban streams, coastal erosion, active faults along the Gulf Coastal Plain and landslides in urban areas. They also lend their expertise in soil science management to increase agricultural output and efficiency and perform wetland delineations. To protect our natural resources, Professional Geoscientists identify, map and monitor reservoirs, perform the mapping, characterization, computer simulation/modeling of groundwater recharge, flow, discharge, and pumpage of groundwater aquifers, and perform environmental investigation and remediation to ensure a safe and sufficient supply of drinking water.

### **Future Trends and Their Impact**

As the population of Texas increases, so too will the demand for Texas Professional Geoscientists and their services. There are now and will be in the future jobs and careers for Professional Geoscientists. Consequently, there will be an increased demand for qualified Professional Geoscientists to effectively assess, properly develop and adequately protect our natural resources. The population of Texas reached more than 25 million in 2010, according to the latest estimates from the Texas State Data Center. The 2010 Census indicates that the majority of Texas' population lives in metropolitan areas. Growth in the state's metro areas, however, is not evenly distributed. It is concentrated in the large metropolitan areas of Dallas, Houston, San Antonio Fort Worth, El Paso, and Austin. The Texas State Data Center at Texas A&M has projected that the Texas population is expected to reach 35 million by 2040. The increased population growth will require development, conservation and protection of the state's natural resources while accommodating the demand for new infrastructure.

### **Economic Variables**

The general health of the economy is the primary variable on the number of licensees. Professional Geoscientists are involved in many of the industries which drive the economy, including construction, petroleum exploration and production, groundwater supply, environmental regulation, and agriculture. Geoscience has multiple disciplines, and each is affected by changes in specific economic sectors. For example, increases in construction starts affect the need for geoscience services. To ensure that buildings and other structures are safely built, the geological specifics of the site need to be assessed by a licensed Professional Geoscientist. Also, the continued importance of agricultural production in the state's economy assures the continued need for Professional Geoscientists' expertise in soil management and



conservation. Additionally, economic development is highly dependent on sufficient water supplies that Professional Geoscientists assess, monitor and develop.

### **Impact of Federal Statutes/Regulations and Other Legal Issues**

There is no requirement for geological licensure at the federal level. However, evaluation by geologists is required by several Federal Statutes: 1) Title 40, Protection of the Environment, Solid Waste Disposal Programs, 2) Title 30, Mineral Resources, Underground Mining Permit Applications, and 3) 40 CFR Part 312, Performing Assessment Work – Mining Claims. Most of the statutes have references to “a professional geologist” or a “qualified geologist”. The federal government may now rely on qualified Professional Geoscientists to perform this work in Texas.

State and local governmental agencies that implement construction projects or regulatory programs that may result in an environmental impact to soils, surface water, groundwater, and topography/bathymetry are all required to ensure that geoscience work is conducted by a Professional Geoscientist. Additionally, such work that is submitted to a state agency must be completed, signed, and sealed by a Professional Geoscientist. These state agencies include but are not limited to Texas Commission on Environmental Quality, Railroad Commission of Texas, Texas Department of Transportation, Texas Water Development Board, and the Water Well Drillers of the Texas Department of Licensing and Regulation.

### **Impacts of Legislation**

Upon passage of Senate Bill 405 by the 77<sup>th</sup> Legislature (2001), regulation of the public practice of geoscience was initiated, and geoscientists were recognized as licensed professionals. This legislation protects the public health, safety and welfare through its regulation of the public practice of geoscience.

The most recent state legislation that amended the Texas Geoscience Practice Act was Senate Bill 940 by the 81<sup>st</sup> Legislature (2009). The changes to the statute that authorized the TBPG to issue advisory opinions, implement a new Geoscientist-in-Training Program, and to initiate complaints when it becomes aware of information that may indicate a violation have all been implemented by Board rule and agency practices, as appropriate.

## **Technology Resource Planning**

### **Part 1: Technology Assessment**

Key components of the TBPG's use of technology include, and are shown in Figure 1:

- TBPG's internal network (including off site back up protocols) are designed and supported by Vintage IT Services, Inc. Vintage IT Services provides consultative oversight of hardware and software, including an annual review of the status of equipment and software licenses and product developments. Vintage IT Services also assists TBPG as needed to ensure that the agency complies with Department of Information Resources (DIR) requirements in IT planning, reporting, security protocols, operational requirements and TPBG's seat management needs. Laptops are utilized by agency staff for working remotely and planning for emergency business recovery contingency.
- TBPG's licensing and enforcement database, Versa Regulation, is maintained and managed by Iron Data and agency staff. TBPG has a customized online portal making it easier for our licensees to renew their licenses online.

The TBPG has contracted with Neubus for its document imaging and digital storage needs by utilizing a contract through the Council on Competitive Government. All licensing and financial files are now imaged and stored digitally.

- The TBPG website is hosted by The Wilkins Group and managed and updated by agency staff.
- Other TBPG office technology includes, but is not limited to, printers, a photocopier, telecommunications system and facsimile.

With funding approved by the 81<sup>th</sup> Texas Legislature, the TBPG worked with Iron Data, Inc. to convert from a limited application of LicenseEase® to configure VersaRegulation® to meet the TBPG's business needs. TBPG went live with VersaRegulation® in May 2011. VersaRegulation® is a complete regulatory database. Its features include licensing and complaint database structures, online interface, and financial transaction tracking, and all related reporting. Throughout the configuration process, TBPG has planned for the integration of the use of VersaRegulation® into the work processes of the agency. Although the configuration/conversion process to VersaRegulation® is complete, tool refinement and full integration are ongoing.

TBPG has the equipment and infrastructure in place to allow staff and the Board to carry out the mission of the agency. The TBPG utilizes components of the Enterprises Services and Infrastructure where possible and feasible. To meet the state goal of utilizing the Enterprise Services and Infrastructure (as shown in the following section), the TBPG remains open to and seeks opportunities to further align its technologies with Enterprises Services and Infrastructure.



## **Statewide Technology Goals**

### **Goal 1: Strengthen and Expand the Use of Enterprise Services and Infrastructure**

- Communications Technology Infrastructure
- Statewide Portal Infrastructure

To meet this goal, TBPG plans to:

- Continue to use the Department of Information Services (DIR) telecommunications services.
- Continue internet portal through DIR.
- Continue recently expanded range of online financial transactions through the Texas.gov portal, using the Texas Payment Engine (TPE).
- Continue to use Qualified Information Systems Vendors (QISV) vendors.
- Explore contracting with other small state agencies for database management services that are currently contracted with Iron Data e.

## Goal 2: Secure and Safeguard Technology Assets and Information

- Vulnerability to Cyber Attacks
- Response and Recovery Capabilities
- Management Services

To meet this goal, TBPG plans to:

- Continue penetration testing scheduled through DIR.
- Continue its offsite daily network back up protocol through Vintage IT services.
- Continue having key personnel assigned laptops for remote access to the network or a rebuilt network in the event of a need to recover essential services. The agency would need to purchase certain hardware. It is not feasible to keep the hardware on hand as a contingency.
- Continue to submit annual Risk Assessments to DIR.
- Continue to submit monthly Incident Reports to DIR.
- Continue to review IT policies and provide staff training on IT policies every three years.
- Continue Network management and seat management support through Vintage IT Services. The contract with Vintage includes provision of/coordination of necessary protections from viruses, or other threats, software license management.

## Goal 3: Serve Citizens Anytime, Anywhere

- Facilitate Open and Transparent Government

To meet this goal, TBPG plans to:

- Continue to maintain its website which is designed to provide information and services regarding the key functions of the agency, including the requirement of licensure (term is meant to include firm registration and GIT certification), the requirements for licensure, the Board's Professional Code of Conduct, search for licensees, public meeting information, enforcement issues, policy development and rule making activities, financial information, location and contact information, and services available by coming to or contacting the TBPG office.
- Licensees may access the TBPG Online system through the state portal at Texas.gov or the agency website. Through setting up an account a licensee may securely renew a license, update certain information with the Board, and choose to display certain information regarding their professional services or qualification on the licensee's profile that is viewable by the public through the public search feature.

## Goal 4: Pursue Excellence and Foster Innovation across the Enterprise

- Link Technology to Workplace Innovations
- Legacy Systems Modernizations
- Best Practices for Managing Digital Information
- TBPG currently uses Neubus, an entity endorsed by the Council on Competitive Government to scan, index, and image the licensing files upon issuance of new licenses and additional records that are generated annually or ad hoc.

- In May 2011, TBPG completed a project working with Iron Data Systems, Inc. to configure Iron Data's Versa Regulation regulatory database. With funding approved by the 81<sup>th</sup> Texas Legislature, the TBPG worked with Iron Data, Inc. to convert from a limited application of LicensEase® to configure VersaRegulation® to meet the TBPG's business needs. TBPG went live with VersaRegulation® in May 2011.
- VersaRegulation® is a complete regulatory database. Its features include licensing and complaint database structures, online interface, and financial transaction tracking, and all related reporting. Throughout the configuration process, TBPG has planned for the integration of the use of VersaRegulation® into the work processes of the agency. Although the configuration/conversion process to VersaRegulation® is complete, refinement and full integration its use are ongoing.

**Part 2: Technology Initiative Alignment**

Technology Initiative	Related Agency Objective	Status	Anticipated Benefits	Innovation, Best Practices, Benchmarking
Better utilize VersaRegulation within the workflow of the processing of complaints	Provide timely and effective enforcement to protect the public health, safety, and welfare of the people of Texas	Current	More consistent and timely implementation of the complaint process; better complaint data collection, reporting and analysis	Department of State Health Services Professional Licensing and Certification Division; select Health Professions Council member agencies and other small state agencies

## Procedures to Implement HUB Purchasing

The TBPG has faithfully sought historically underutilized businesses (HUBs) to meet agency procurement needs. The agency has met or exceeded HUB purchasing goals set by the Legislature. The TBPG's use of historically underutilized businesses has been greatly assisted by the efforts of the Texas Comptroller of Public Accounts. The database of HUB vendors provided to agencies by the Texas Comptroller of Public Accounts greatly facilitates the patronage of HUBs.

The following are a list of the factors, which affect agency procurement decisions directly relating to historically underutilized business:

- Are there a sufficient number of qualified HUB vendors providing the goods or services required?
- Is the value and quality of the goods or services equal to that of other vendors?
- Is the purchase price of the goods or services substantially less than other vendors? If the purchase price is greater, is the total cost no more than 5% of the cost of the lowest bidder?
- Has the HUB vendor provided adequate customer service and/or assistance for previous purchases?
- Will the HUB vendor be able to provide the goods or services in a timely manner?

## HUB Goals and TBPG Performance

Category	TBPG Performance		Statewide Goals for 2013-2017
	2010	2011	
Commodity Services Contracts	96.5%	79.8%	12.6%
Other Services Contracts	61.9%	46%	33%
Professional Services Contracts	86%	100%	20%
Special Trade Construction Contracts	n/a	n/a	n/a

## NOTES

### **Part III: Agency Goals**

The goals, objectives, strategies, and measures below have received formal approval from the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board on June 6, 2012.

#### **GOAL A: LICENSING**

Provide a licensing process that assures professional geoscience in Texas is practiced only by qualified and competent Texas Licensees and registered firms.

#### **GOAL B: ENFORCEMENT**

Provide timely and effective enforcement to protect the health, safety and welfare of the people of Texas.

#### **GOAL C: INDIRECT ADMINISTRATION**

Indirect Administration.

## NOTES



## **Part IV: Objectives and Outcome Measures**

The goals, objectives, strategies, and measures below have received formal approval from the Governor's Office of Budget, Planning and Policy and the Legislative Budget on June 6, 2012.

### **OBJECTIVE GOAL 01: ASSURE GEOSCIENCE IS PRACTICED ONLY BY QUALIFIED/REGISTERED LICENSEES**

Ensure Timely Licensure/Registration of Practicing Geoscientists/Firms

#### **Outcome (Results/Impact):**

- 01 Percent of Licensees with No Recent Violation
- 02 Percent of Licensees Who Renew Online
- 03 Percent of New Individual Licenses Issued Online
- 04 Percent of Firms That Renew Online

### **OBJECTIVE GOAL 02: ENSURE EFFECTIVE ENFORCEMENT OF TX GEOSCIENCE PRACTICE ACT**

Ensure Due Process for all Complaints within 180 Days

#### **Outcome (Result/Impact):**

- 01 Percent of Complaints Resulting in Disciplinary Action
- 02 Recidivism Rate for Those Receiving Disciplinary Action
- 03 Percent of Documented Complaints Resolved within Six Months

## NOTES

## **Part V: Strategies and Output, Efficiency, and Explanatory Measures**

The goals, objectives, strategies, and measures below have received formal approval from the GOBPP/LBB on June 6, 2012.

### **A.1.1. STRATEGY: APPLICATION REVIEW**

Evaluate Applications and Ensure Proper Examination

#### **Output (Volume):**

Number of New Licenses Issued to Individuals

Number of New Firms Registered

Number of Licenses Renewed (Individuals)

#### **Efficiencies:**

Percentage of New Individual Licenses Issued within 10 Days

Percentage of Individual License Renewals Issued within 7 Days

Average Time for Individual License Renewal (Days)

#### **Explanatory:**

Total Number of Individuals Licensed

Average Time for Individual License Issuance

### **A.1.3. STRATEGY: INFORMATIONAL SERVICES**

Maintain Current Registry and Provide Timely Information

#### **Output (Volume):**

Number of Information Requests

Number of Information Packets Distributed to Individuals & Establishments

## **B.1.1. STRATEGY: ENFORCEMENT**

Investigate and Reach Final Resolution of Reported Violations

### **Output (Volume):**

Complaints Resolved

Number of Compliance Orders Issued

Number of Disciplinary Actions Taken

### **Efficiencies:**

Average Time for Complaint Resolution (Days)

### **Explanatory:**

Jurisdictional Complaints Received

## **APPENDIX A**

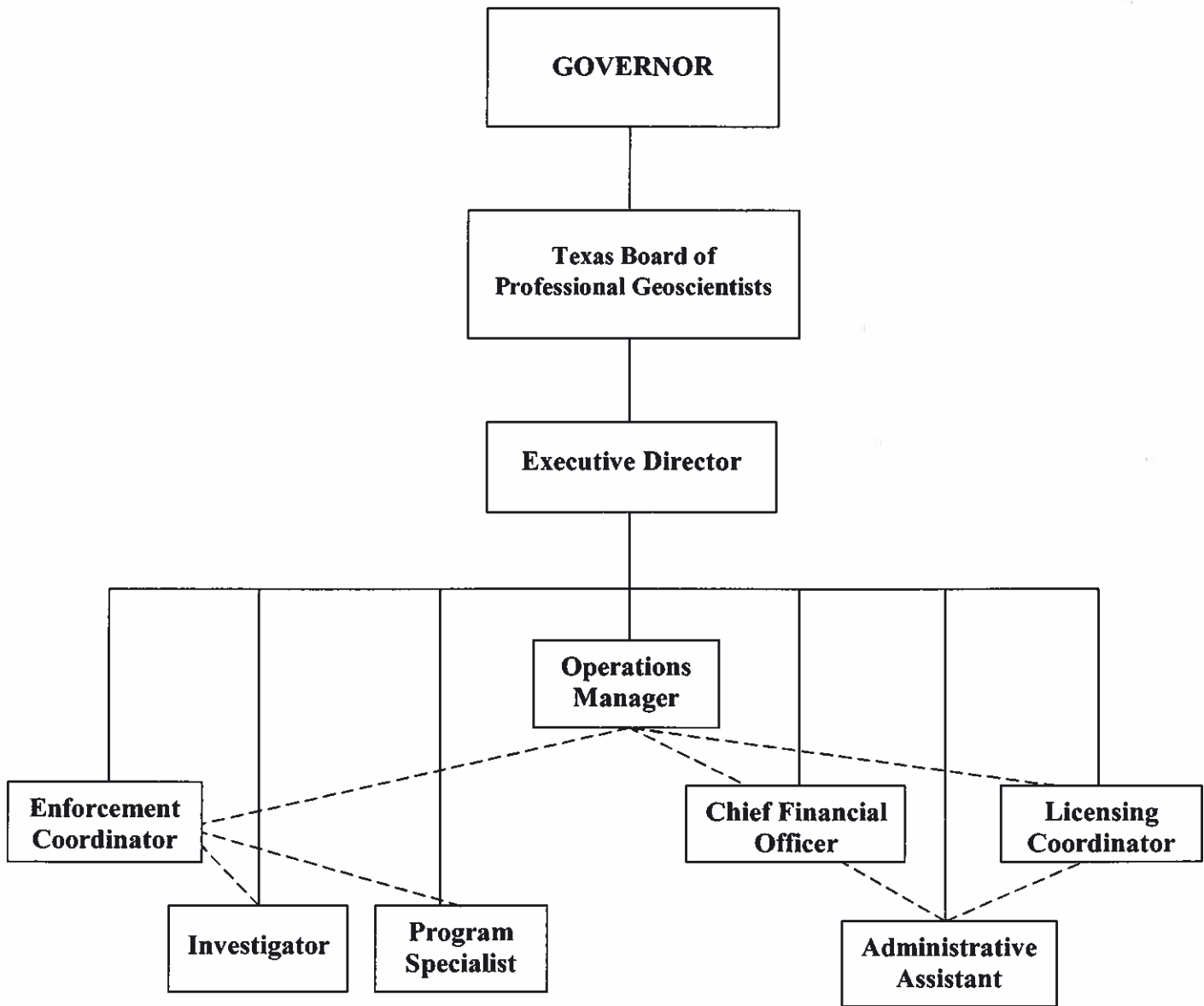
### **TBPG PLANNING PROCESS**

1. The TBPG begins the planning process by identifying the agency mission and goals as set forth in the Geoscience Practice Act. Suggestions and possible action plans are submitted by agency staff, the public, and Board Members to the Executive Director who, in turn, forwards the information to the Board's Strategic Planning Committee. The staff assists the Strategic Planning Committee in developing a draft Strategic Plan for action by the Board.
2. Board Members select the best course of action to follow, in order to accomplish the identified mission and goals. The staff is then given the responsibility to implement the Board approved plan.
3. The staff is also given the responsibility to report back to the Board via the Executive Director upon the effectiveness of the plan once it is put into motion. The Strategic Planning Committee submitted proposed changes to the agency's budget structure elements to the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board.
4. The Board's mission and goals defined in the Strategic Plan are the basis on which more detailed plans and procedures are based. The TBPG seeks to use the best available information for its planning processes.
5. Information is gathered from all external and internal sources including surveys of staff, licensees, and complainants. This will allow a direct response concerning critical agency services and informs the TBPG of the level of satisfaction with the agency.
6. Staff and Board priorities are assigned based on needs and resources of the agency. Individual staff members and Board committees are employed as appropriate to address specific planning projects and develop regulations, policies and procedures that better serve the geoscience community and the citizens of the state of Texas.

**APPENDIX B**

**TBPG ORGANIZATIONAL CHART**

**Texas Board of Professional Geoscientists**



## NOTES



**APPENDIX C**

**TBPG PROJECTED OUTCOMES**

**FISCAL YEARS 2013-2017**

<b>OUTCOME</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Percent of Licensees with No Recent Violation	98%	98%	98%	98%	98%
Percent of Complaints Resulting in Disciplinary Action	25%	25%	25%	25%	25%
Percent of Licensees Who Renew Online	87%	87%	87%	87%	87%
Percent of Documented Complaints Resolved Within Six Months	90%	90%	90%	90%	90%

## NOTES

## APPENDIX D

### MEASURE DEFINITIONS

The State of Texas uses a set of organized procedures known as the “Strategic Planning and Budgeting System,” in which funding and other decisions are based upon what an agency is *accomplishing*, rather than just what they are doing. As an important element of the monitoring phase of budgeting, performance measures serve as specific targets that indicate the success in achieving agency goals.

#### Introduction to Performance Measures

There are four types of performance measures:

1. **Outcome Measures** are tools used to assess the effectiveness of an agency’s effectiveness in serving its customers and in achieving its mission and goals. An outcome measure is typically expressed as a percentage, rate, or ratio.
2. **Output Measures** are tools or indicators, to count the services and goods produced by an agency. They are helpful in assessing agency workload and demand for services as well as agency efforts to address those demands. The number of people receiving service and the number of services delivered are often used as measures of output.
3. **Explanatory Measures** reflect the agency’s operating environment and explain factors that are relevant to the interpretation of other agency measures.
4. **Efficiency Measures** are indicators which quantify costs, unit cost, or productivity associated with a given outcome or output.

#### Measure Definitions

The definition of a performance measure follows a format prescribed by the Texas Legislative Budget Board. The components of a measure are as follows:

1. **Short Definition:** Provides a brief explanation of the measure, with enough detail to give a general understanding of the measure.
2. **Purpose/Importance:** Describes the intended purpose of the measure and its significance.
3. **Source/Collection Data:** Describes the source of the data or information and how it is collected.
4. **Method of Calculation:** Clearly specifies how the measure is calculated.
5. **Data Limitations:** Identifies any limitations and factors beyond the control of the agency which may impact reported performance.
6. **Calculation Type:** Specifies whether the information is cumulative or non-cumulative from quarter to quarter.
7. **New Measure:** Identifies whether the measure is new or has been significantly changed.
8. **Desired Performance:** Clarifies whether the optimal level of performance is higher, near or lower than projections.

The following is a listing of the TBPG's performance measures and their definitions for fiscal years 2013 and 2014.

## PERFORMANCE MEASURES AND DEFINITIONS

### Goal A.1.1. Strategy: Registration and Evaluation

Outcome	
01-01-01	<b>Percent of Licensees With No Recent Violations</b>
<p><b>Short Definition:</b> The percent of the total number of licensed individuals at the end of the reporting period who have not incurred a violation within the current and preceding two years (three years total).</p>	
<p><b>Purpose/Importance:</b> This measure is important because it indicates how effectively the agency's activities deter violations of professional standards established by statute and rules.</p>	
<p><b>Source/Collection of Data:</b> The agency responds to complaints submitted by the public. The agency also initiates complaints based on information that becomes known from anonymous sources, media stories or from agency compliance investigations.</p>	
<p><b>Method of Calculation:</b> This measure is calculated by subtracting the total number of licensees with violations during the three-year period from the total number of licensees at the end of the reporting period. The results is divided by the total number of licensees at the end of the reporting period and multiplied by 100 to achieve a percentage.</p>	
<p><b>Data Limitations:</b> The number of complaints received is limited if licensees and members of the public are unwilling to submit a complaint. Members of the public may be unaware of the complaint process. Efforts to mitigate include: publishing enforcement information on website and in newsletters and requiring licensees to post a notice regarding the TBPG. These limitations also cause the number of complaints received and therefore the number of violations found to fluctuate over time.</p>	
<p><b>Calculation Type:</b> Non-cumulative.</p>	
<p><b>New Measure:</b> No</p>	
<p><b>Desired Performance:</b> Above projections.</p>	

Outcome	
01-01-02	<b>Percent of Licensees Who Renew Online</b>
<p><b>Short Definition:</b> The percent of licensees who renew their license online.</p>	
<p><b>Purpose/Importance:</b> This measure indicates how effective the TBPG is at utilizing technological resources to make license renewals easier and more efficient.</p>	
<p><b>Source/Collection of Data:</b> The number of individual licensees who renew their license online as compared to the total number of licensees.</p>	
<p><b>Method of Calculation:</b> This measure is calculated by dividing the total number of licensees who renew their licenses online with the total number of licensees at the end of the reporting period. The result is multiplied by 100 to obtain a percentage.</p>	
<p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p>	
<p><b>Calculation Type:</b> Non-Cumulative</p>	
<p><b>New Measure:</b> No</p>	
<p><b>Desired Performance:</b> Above projections.</p>	

Output 01-01-03	Percent of New Individual Licenses Issued Online
<p><b>Short Definition:</b> The percentage of initial individual license applications that were processed during the reporting period within 10 calendar days measured from the time in days elapsed from receipt of the initial completed application until the license is issued. An application is complete when the documentation supporting or demonstrating that all requirements have been met is received or when the Board makes a determination that affects the status of an application and the appropriate fee has been received.</p> <p><b>Purpose/Importance:</b> This measure indicates the ability of TBPG to process new application in a timely and efficient manner.</p> <p><b>Source/Collection of Data:</b> The agency is licensing Geology, Geophysics and Soil Science. Appropriate procedures for the collection and storage of data within systems operated by the TBPG are developed. This element of the measure will be revised to specify the procedures and systems after further development.</p> <p><b>Method of Calculation:</b> This measure is calculated by dividing the number of individual licenses issued within 10 calendar days during the reporting period by the total number of individual licenses issued during the reporting period. The result is multiplied by 100 to achieve a percentage.</p> <p><b>Data Limitation:</b> A process to provide for individual license issuance online has not been developed. Although an application for licensure and the payment of the application fee could be made available online, the requirements of licensure cannot be demonstrated to have been met without the submission of significant supplemental information. It is not feasible to make program changes to the existing system at this time.</p> <p><b>Calculation Type:</b> Non-Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Output 01-01-04	Percent of Firms That Renew Online
<p><b>Short Definition:</b> The percentage of firms that renew their registration online.</p> <p><b>Purpose/Importance:</b> This measures the TBPG's use of its technology resources to process registration renewals.</p> <p><b>Source/Collection of Data:</b> Those firms that renew their registrations online in comparison to the total number of firms registered.</p> <p><b>Method of Calculation:</b> Divide the total number of firms that register online by the total number of firms. The result is multiplied by 100 to achieve a percentage.</p> <p><b>Data Limitation:</b> A process for firm registration renewal online has not been developed. Because the agency is converting to a new licensing and enforcement database, it is not feasible to make program changes to the existing system. The availability of an online renewal for registered for registered firms will be included in the new database system. It is expected that this measure could be reported on beginning the first quarter of FY 2012.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

### A.1.1. Strategy: Registration and Evaluation

<b>Output</b>	
<b>01-01-01-01</b>	<b>Number of New Licenses Issued to Individuals</b>
<b>Short Definition:</b> The number of licenses issued to previously unlicensed individuals during the reporting period.	
<b>Purpose/Importance:</b> This measure provides data relating to the number of individuals desiring to be initially licensed by TBPG and who have successfully met all the licensing criteria.	
<b>Source/Collection of Data:</b> Individuals seeking licensure from TBPG.	
<b>Method of Calculation:</b> Total the number of new licenses issued during the reporting period. Those individuals who had a license in the previous reporting period are not counted. A report generates the name, license number and date of issuance for each individual issued a license during the reporting period.	
<b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.	
<b>Calculation Type:</b> Cumulative.	
<b>New Measure:</b> No	
<b>Desired Performance:</b> Above projections.	

<b>Output</b>	
<b>01-01-01-02</b>	<b>Number of New Firms Registered</b>
<b>Short Definition:</b> Total number of new firms registered at the end of the reporting period.	
<b>Purpose/Importance:</b> This measure provides data concerning the number of new firms that register with the TBPG enabling them to legally offer and practice geoscience before the public in Texas.	
<b>Source/Collection of Data:</b> The agency database provides a report that reflects the names of firms that have been registered between certain dates. The data is a count of firms registered during a reporting period.	
<b>Method of Calculation:</b> Total the number of new firm registrations issued during the reporting period. Firms registered in previous reporting periods will not be counted.	
<b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering these data.	
<b>Calculation Type:</b> Cumulative.	
<b>New Measure:</b> No	
<b>Desired Performance:</b> Above projections.	



Output 01-01-01-03	Number of Licenses Renewed (Individuals)
<p><b>Short Definition:</b> The number of licensed individuals who held licenses previously and renewed their license during the current reporting period.</p> <p><b>Purpose/Importance:</b> This measure provides data relating to the number of individuals choosing to remain licensed by TBPG.</p> <p><b>Source/Collection of Data:</b> The majority of licenses are renewed online and easily tracked. All manual renewals can be counted and tracked as well.</p> <p><b>Method of Calculation:</b> Total the number of licenses renewed during the reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Efficiency 01-01-01-01	Percentage of New Individual Licenses Issued within Ten Days
<p><b>Short Definition:</b> The percentage of initial individual license applications that were processed during the reporting period within 10 calendar days measured from the time in days elapsed from receipt of the initial completed application until the license is issued. An application is complete when the documentation supporting or demonstrating that all requirements have been met is received or when the Board makes a determination that affects the status of an application and the appropriate fee has been received.</p> <p><b>Purpose/Importance:</b> This measure indicates the ability of TBPG to process new application in a timely and efficient manner.</p> <p><b>Source/Collection of Data:</b> The agency maintains a spreadsheet that tracks each application for licensure, including the date the application was received, communications sent from the agency, communications and supplemental information received in support of the application through the final issuance of the license. The spreadsheet is sorted to ascertain relevant data related to the licensing process.</p> <p><b>Method of Calculation:</b> This measure is calculated by dividing the number of individual licenses issued within 10 calendar days during the reporting period by the total number of individual licenses issued during the reporting period. The result is multiplied by 100 to achieve a percentage.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Non-cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Efficiency 01-01-01-02	Percentage of Individual License Renewals Issued within Seven Days
<p><b>Short Definition:</b> The percentage of complete individual professional geoscience license renewal applications that were processed during the reporting period within 7 calendar days of receipt in office, measured from the time (in calendar days) elapsed from receipt of the renewal application until the date the license is renewed in the licensing system.</p> <p><b>Purpose/Importance:</b> This is a measure of TBPG’s ability to process renewal applications in timely and efficient manner.</p> <p><b>Source/Collection of Data:</b> The agency tracks each application for licensure, including the date the application was received, communications sent from the agency, communications and supplemental information received in support of the application through the final issuance of the license.</p> <p><b>Method of Calculation:</b> This measure is calculated by dividing the number of individual licenses renewed within 7 calendar days during the reporting period by the total number of individual licenses renewed during the reporting period. The result is multiplied by 100 to achieve a percentage.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Non-cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Efficiency 01-01-01-03	Average Time for Individual License Renewal (Days)
<p><b>Short Definition:</b> The average number of calendar days for a completed individual Professional Geoscientist renewal application from the time the completed application is received in the office, measured from the time (in calendar days) elapsed from the receipt of the completed renewal application until the date the license renewal card was issued.</p> <p><b>Purpose/Importance:</b> This measure indicates TBPG’s efficiency in processing renewal applications.</p> <p><b>Source/Collection of Data:</b> The agency tracks each application for licensure, including the date the application was received, communications sent from the agency, communications and supplemental information received in support of the application through the final issuance of the license.</p> <p><b>Method of Calculation:</b> The average of the number of calendar days elapsed between the receipt of each completed renewal application received during the reporting period and the time that license is issued.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Below projections.</p>	



Explanatory 01-01-01-01	Total Number of Individuals Licensed
<p><b>Short Definition:</b> The total number of individuals holding current licenses at the end of the reporting period.</p> <p><b>Purpose/Importance:</b> This measure indicates the total number of individuals licensed at the end of the reporting period.</p> <p><b>Source/Collection of Data:</b> The total number of individuals currently licensed is available through the agency database.</p> <p><b>Method of Calculation:</b> The total number of licensees indicated in our database that hold licenses are not expired and are current at the end of the reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Non-cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Explanatory 01-01-01-02	Average Time for Individual License Issuance
<p><b>Short Definition:</b> The average number of calendar days from the date that completed applications were received until the date that a license has been issued and the certificate has been mailed. An application is complete when the documentation supporting or demonstrating that all requirements have been met is received or when the Board makes a determination that affects the status of an application and the appropriate fee has been received.</p> <p><b>Purpose/Importance:</b> This measure indicates TBPG's efficiency in processing the initial applications for a license.</p> <p><b>Source/Collection of Data:</b> The agency maintains a spreadsheet that tracks each application for licensure, including the date the application was received, communications sent from the agency, communications and supplemental information received in support of the application through the final issuance of the license. The spreadsheet is sorted to ascertain relevant data related to the licensing process.</p> <p><b>Method of Calculation:</b> The average of the number of calendar days elapsed between the receipt of each completed application received during the period and the time that license is issued.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Below projections.</p>	
<p><b>A.1.3. Strategy: Informational Services</b></p>	

Output 01-01-03-01	Number of Information Requests
<p><b>Short Definition:</b> The total number of requests received through written open records requests and requests for information packets and other agency information made via phone, fax or email.</p> <p><b>Purpose/Importance:</b> This measure indicates the number of requests for information regarding agency statute, rules, policies and programs.</p> <p><b>Source/Collection of Data:</b> Log of all open records requests and requests made for agency information packets.</p> <p><b>Method of Calculation:</b> Total the number of requests received from written open records requests and requests for information packets and other agency information made via phone, fax or email.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Output 01-01-03-02	Number of Information Packets Distributed to Individuals & Establishments
<p><b>Short Definition:</b> The total number of agency information packets, which include pamphlets, brochures and newsletter, distributed to the general public, schools, students and licensees.</p> <p><b>Purpose/Importance:</b> To distribute agency information to the general public and our licensees.</p> <p><b>Source/Collection of Data:</b> Agency tracks number of packets ordered and can calculate total distributed based on number remaining at the end of the reporting period.</p> <p><b>Method of Calculation:</b> Subtract the number of information packets distributed from the total number of information packets ordered at the beginning of the reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

**Goal: B.1.1 Strategy: Enforcement**

**Outcome**

**02-01-01**

**Percent of Complaints Resulting in Disciplinary Action**

**Short Definition:** Percent of complaints that were resolved during the reporting period that resulted in disciplinary action.

**Purpose/Importance:** This measure indicates the effectiveness of complaint resolution processes by TBPG.

**Source/Collection of Data:** Records of disciplinary action are maintained in the agency database. The number of complaints which were closed with disciplinary action taken by the full Board is divided into the total number of complaint cases resolved during the reporting period. The result is multiplied by 100 to derive a percent. The source of what constitutes a disciplinary action is defined under Texas Occupations Code 1002.403. The source of what constitutes a complaint is Texas Occupations Code 1002.202. Note: Non-disciplinary cease and desist notices are not included in these data.

**Method of Calculation:** The number of disciplinary actions divided by the total number of complaints resolved during the reporting period. The result is multiplied by 100 to achieve a percentage.

**Data Limitation:** There is nothing to prohibit the TBPG from gathering this information.

**Calculation Type:** Non-Cumulative

**New Measure:** No

**Desired Performance:** Above projections.

**Outcome**

**02-01-02**

**Recidivism Rate for Those Receiving Disciplinary Action**

**Short Definition:** The number of repeat offenders at the end of the reporting period as a percentage of all offenders during the most recent three-year period.

**Purpose/Importance:** This measure shows how effectively the agency enforces its regulatory requirements.

**Source/Collection of Data:** The agency relies on formal complaints filed with the Board and self-initiated complaints initiated as a result of anonymous information gathered from agency compliance investigations or as a result of media reports or other information that becomes known to the agency. Complaint case data is stored in agency database and complaint case files are maintained. The source of what constitutes a complaint is Texas Occupations Code 1002.002. The source of what constitutes a disciplinary action is Texas Occupations Code 1002.403. Note: Non-disciplinary cease and desist notices are not included in these data.

**Method of Calculation:** The total number of individuals against whom at least one disciplinary action was taken by the Board during the current period and two or more disciplinary actions were taken within the current and preceding two fiscal years divided by the total number of individuals receiving disciplinary actions within the current and preceding two fiscal years. The result is multiplied by 100 to achieve a percentage.

**Data Limitation:** Unless a repeat offense occurs and the TBPG receives a formal complaint or discovers the offense through its own investigation, there will be no data to report.

**Calculation Type:** Non-Cumulative

**New Measure:** No

**Desired Performance:** Below projections.

Outcome 02-01-03	Percent of Documented Complaints Resolved within Six Months
<p><b>Short Definition:</b> The percent of complaints resolved during the reporting period that was resolved within a six month period from the time they were initially received by the agency.</p> <p><b>Purpose/Importance:</b> This measure indicates the effectiveness of complaint resolution processes by TBPG.</p> <p><b>Source/Collection of Data:</b> Complaint case data is stored in agency database and complaint case files are maintained. The source of what constitutes a complaint is Texas Occupations Code 1002.202. The source of what constitutes a disciplinary action is Texas Occupations Code 1002.403. Note: Non-disciplinary cease and desist notices are not included in these data.</p> <p><b>Method of Calculation:</b> The total number of complaints resolved within six months from the date of receipt divided by the number of complaints resolved during the reporting period. The result is multiplied by 100 to achieve a percentage.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Non-Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	

Output 02-01-01-01	Complaints Resolved
<p><b>Short Definition:</b> The total number of complaints resolved during the reporting period. A complaint is resolved when it is dismissed without a recommendation of disciplinary action by a TBPG Complaint Review Team or when it is closed with a disciplinary action taken by the full Board as authorized in statute.</p> <p><b>Purpose/Importance:</b> This measure reflects the efforts of TBPG's enforcement activities to resolve complaints.</p> <p><b>Source/Collection of Data:</b> Data is derived from agency's database. All complaints are given a case number and tracked through completion. Complaints are defined as per Statute 1002.202. Information is kept with performance measure quarterly reports and is available via hard copies from the TBPG Investigator.</p> <p><b>Method of Calculation:</b> The sum of complaints closed during the reporting period upon which final action was taken by the Board or agency or for which a determination is made that a violation did not occur minus non-jurisdictional complaints during the same reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the agency from providing the summary data related to the resolution of complaints.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Above projections.</p>	



Output 02-01-01-03	Number of Compliance Orders Issued
<p><b>Short Definition:</b> The total number of Compliance Orders issued during the reporting period. Compliance Orders include but are not limited to non-disciplinary cease and desist letters issued to individuals and firms and non-disciplinary advisory letters when the letters specifically direct an individual, firm or corporation to cease and desist in certain activity.</p> <p><b>Purpose/Importance:</b> This measure reflects the number of TBPG's enforcement activities which require the issuance of a Compliance Order.</p> <p><b>Source/Collection of Data:</b> Data is derived from agency's database. Any disciplinary action, including Compliance Orders, is tracked for any complaint received. Copies of Compliance Orders are kept in the performance measure quarterly reports and the TBPG's Investigator's office.</p> <p><b>Method of Calculation:</b> The sum of Board Orders issued during the reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Near projections.</p>	

Output 02-01-01-04	Number of Disciplinary Actions Taken
<p><b>Short Definition:</b> The total number of disciplinary actions taken by the Board during the reporting period. A Board Order imposing disciplinary action against a licensed Professional Geoscientist, a registered firm, a certified Geoscientist-in-Training, an unlicensed individual, or an unregistered firm may include more than one sanction. For the purposes of this measure a single disciplinary Board Order shall be considered one disciplinary action. The measure, therefore, is the total number of Board Orders imposing disciplinary action against a licensed Professional Geoscientist, a registered firm, a certified Geoscientist-in-Training, an unlicensed individual or an unregistered firm during the reporting period.</p> <p><b>Purpose/Importance:</b> This measure reflects the number of TBPG's enforcement activities which resulted in disciplinary action by the Board.</p> <p><b>Source/Collection of Data:</b> Data is derived from agency database. All disciplinary action taken by the Board is tracked and therefore easily counted. A disciplinary action is defined under Statute 1002.403. Disciplinary actions are kept in performance quarterly reports and TBPG's Investigator's office.</p> <p><b>Method of Calculation:</b> The sum of disciplinary Board Orders taken by the Board during the reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Near projections.</p>	

Efficiency 02-01-01-01	Average Time for Complaint Resolution (Days)
<p><b>Short Definition:</b> The average number of calendar days to resolve a complaint, for all complaints resolved during the reporting period. A complaint is resolved when it is dismissed without a recommendation of disciplinary action by a TBPG Complaint Review Team or when it is closed with a disciplinary action taken by the full Board as authorized by statute.</p> <p><b>Purpose/Importance:</b> This measure indicates the effectiveness of investigative and complaint resolution processes by TBPG.</p> <p><b>Source/Collection of Data:</b> Data is derived from agency database. Appropriate procedures for the collection and storage of data within systems operated by the TBPG have been developed. The data is kept in an Excel spreadsheet available from the TBPG Investigator and copies are kept in performance measure quarterly reports.</p> <p><b>Method of Calculation:</b> The sum of the number of calendar days elapsed between the receipt of each complaint resolved during the period and the resolution of that complaint divided by the number of complaints resolved during that period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Non-Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Below projections.</p>	

Explanatory 02-01-01-01	Jurisdictional Complaints Received
<p><b>Short Definition:</b> The total number of complaints received from a member of the public or initiated by the agency in accordance with Texas Occupations Code 1002.154.</p> <p><b>Purpose/Importance:</b> This measure indicates the case workload of TBPG.</p> <p><b>Source/Collection of Data:</b> Data is derived from agency. Appropriate procedures for the collection and storage of data within systems operated by the TBPG have been developed. File folders of complaints are maintained by TBPG's Investigator and hard copies are kept in the performance measure quarterly reports.</p> <p><b>Method of Calculation:</b> The sum of all complaints received during the reporting period minus those complaints closed for lack of jurisdiction during the reporting period.</p> <p><b>Data Limitation:</b> There is nothing to prohibit the TBPG from gathering this information.</p> <p><b>Calculation Type:</b> Cumulative</p> <p><b>New Measure:</b> No</p> <p><b>Desired Performance:</b> Near projections.</p>	

## APPENDIX E

### FISCAL YEARS 2013 - 2014 WORKFORCE PLAN

#### Workforce Planning Report

##### Agency Overview

The Board regulates the public practice of geoscience. This goal is accomplished by issuing licenses to qualified geoscientists, registering qualified geoscience firms, investigating complaints about the unlawful practice of geoscience, and educating the industry and the public about the activities of the Board.

The agency notes the following issues that need to be tracked:

- The agency needs to systematize the initial Professional Geoscientist licensure, firm registration, and Geoscientist-in-Training certification programs, so that the status of examination requests and applications are processed and tracked through the agency database.
- Enforcement efforts are increasing with the addition of enforcement staff, but there is still a need to further re-file the agency's investigation, adjudication, and data reporting processes.
- Because a number of licensees work in exempt settings, the number of individuals with current licenses has decreased from a high of approximately 6,700 licensees in 2005 to the current level of approximately 4,900 individuals with current licenses. The decrease has caused a decrease in revenue generated by the agency.
- The number of Professional Geoscientists in Texas may not be adequate to meet the increased demand for their services in the future.
- The agency's workforce needs will change as effective systems are put in place. Current needs include both staff that can develop and refine work systems and staff that complete key administrative, financial, licensing and enforcement functions.

## Agency Mission

The mission of the Texas Board of Professional Geoscientists is to protect public health, safety, welfare, and the state's natural resources by ensuring that only qualified persons carry out the public practice of geosciences and enforcing the professional code of conduct the Board has established for licensees.

## Strategic Goals and Objectives

<b>GOAL A</b>	<b>LICENSING</b>
<b>Objective</b>	Provide a licensing process that assures professional geosciences in Texas is practiced only by qualified and competent Texas licensees and registered firms.
<b>Strategies</b>	<ul style="list-style-type: none"><li>• Application Review</li><li>• Informational Services</li><li>• TexasOnline</li></ul>

<b>GOAL B</b>	<b>ENFORCEMENT</b>
<b>Objective</b>	Provide timely and effective enforcement to protect the health, safety, and welfare of the people of Texas.
<b>Strategies</b>	<ul style="list-style-type: none"><li>• Enforcement</li></ul>

<b>GOAL C</b>	<b>INDIRECT ADMINISTRATION</b>
<b>Objective</b>	Indirect Administration
<b>Strategies</b>	<ul style="list-style-type: none"><li>• Indirect Administration - Licensing</li><li>• Indirect Administration - Enforcement</li></ul>



## CURRENT WORKFORCE PROFILE (SUPPLY ANALYSIS)

Although there are many important workforce issues facing the agency, it is difficult to address all concerns immediately. TBPG has dedicated its focus on workforce planning issues that will address the most critical areas in the agency. These issues include placing greater emphasis on staff that can develop and refine work systems and staff that complete key administrative, financial, licensing and enforcement functions.

### A. Critical Workforce Skills

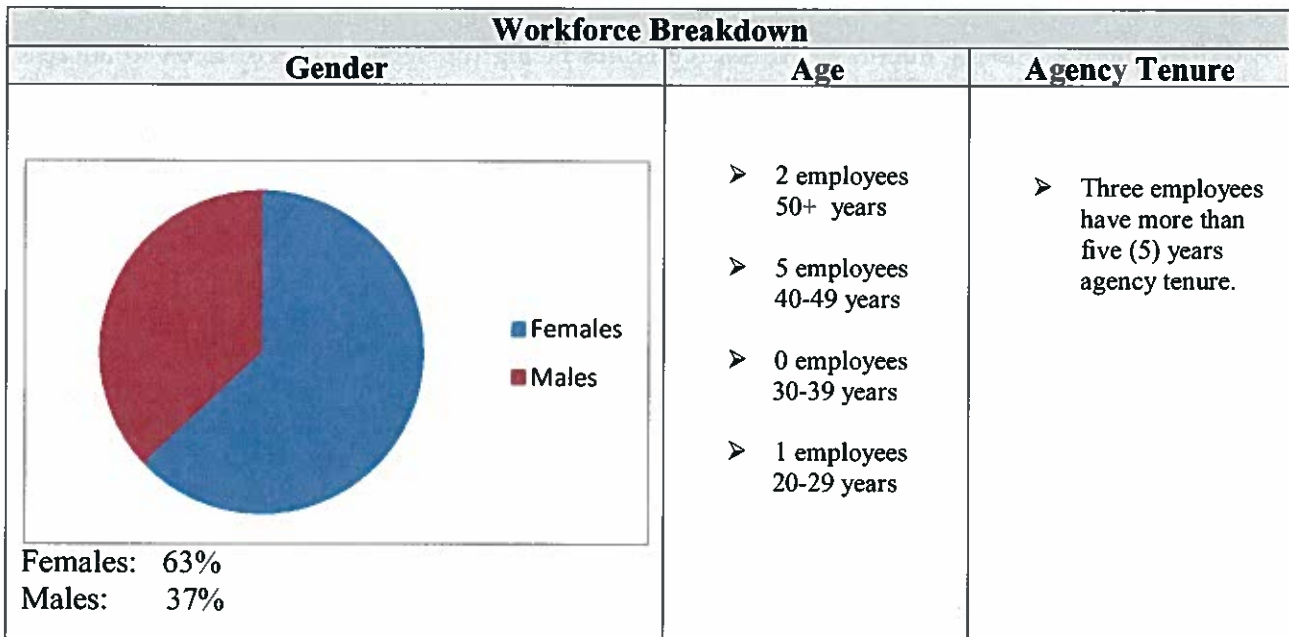
There are several critical skills that are important to the agency's ability to operate. TBPG has dedicated its focus on workforce planning issues that will address the most critical areas in the agency. These issues include placing greater emphasis on employees with knowledge, skills and abilities in management and leadership; flexible budgeting; development of work systems and policy; licensing and related customer service; enforcement; and implementing outreach programs/communications systems. Key knowledge, skills and experience include:

- Leadership and management skills
- High level communications skills
- Implementation of an effective licensing and enforcement database product
- Revenue/budget tracking and reporting of performance measures
- Conducting complaint investigations; adjudicating complaints involving violations
- Maintaining licensing functions (applications reviews, coordination of renewal and late notices, consumer service/support, etc.) and developing new programs
- Interpreting legal statutes and developing policy
- Human resource knowledge

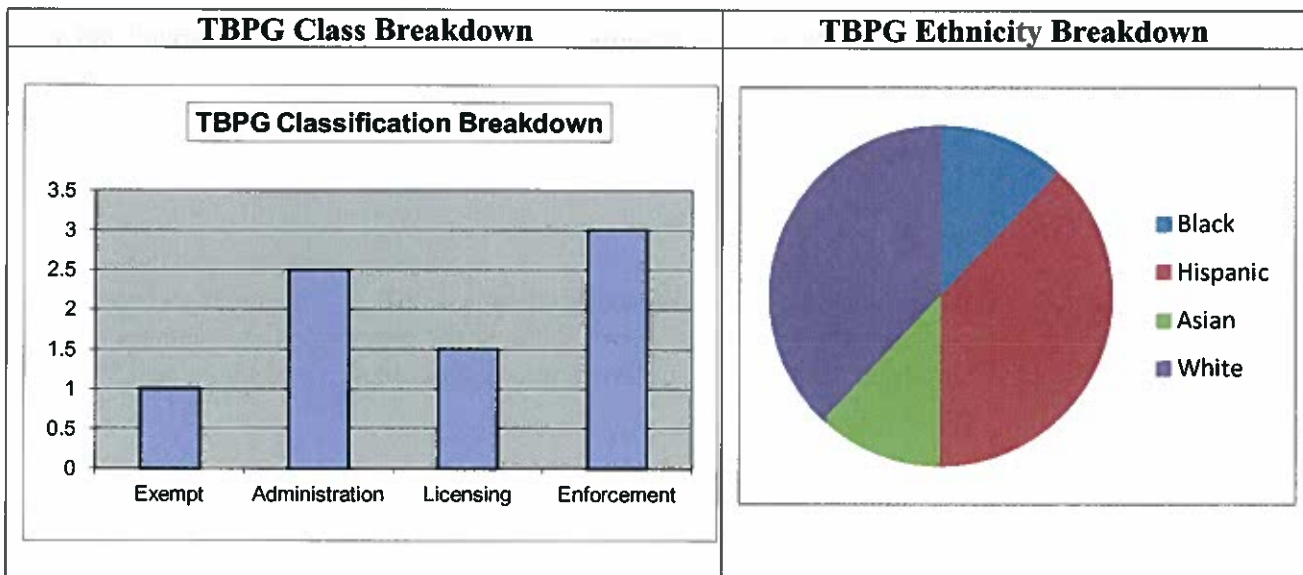
### B. Workforce Demographics

The following charts profile the agency's workforce as of June 1, 2012. The agency's workforce is comprised of 63% females and 37% males. Over 87% of the employees are over the age of 40. The percentage of employees with less than five years of state experience stands at 25%.

Figure 2: Workforce Breakdown



The agency is authorized 8 full-time employees, which includes one exempt position. There are currently 8 employees who are on staff to execute the functions of the agency.



The ethnic distribution of the staff is 13% Black, 37% Hispanic, 13% Asian and 37% White. The following tables compare the classes and ethnicity of the agency.

Figure 3: TBPG Classification and Ethnicity Breakdowns

### C. Employee Turnover

Turnover is an important issue in any organization, and TBPG is no exception. The agency turnover rate in Fiscal Year 2011 was 13%.

### D. Retirement Eligibility

During fiscal years 2013-2017, one employee is eligible to retire. It is important to ensure that the agency's institutional knowledge and organizational experience be preserved.

## **FUTURE WORKFORCE PROFILE (DEMAND ANALYSIS)**

The demand for an effective regulatory model means TBPG will have to revise current processes and reorganize business units. As a result, these are the changes we anticipate in our workforce:

### A. Critical Functions

- Implementation of an effective licensing and enforcement database product
- Revenue/budget tracking and reporting of performance measures
- Conducting complaint investigations; adjudicating complaints involving violations
- Maintaining licensing functions (applications reviews, coordination of renewal and late notices, consumer service/support, etc.) and developing new programs
- Interpreting legal statutes and developing policy

### B. Anticipated Workforce Changes

- Increased use of technology to revise and streamline work processes
- Employees cross-trained in functional areas

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

The agency's current level of FTEs appears to be sufficient to complete its mission in the future. However, any reductions could jeopardize the agency's ability to continue to meet its objectives and responsibilities.

- Beginning September 1, 2011 the role of TBPG staff were redefined to better utilize the knowledge, skills, and abilities of existing staff.
- Three staff members, including an Enforcement Coordinator, an Investigator and an Enforcement Specialist are exclusively assigned to enforcement efforts.
- Two staff members, including a Licensing Coordinator and an Administrative Assistant are assigned to licensing and related efforts.
- Because the TBPG is a small state agency, one staff member must fulfill the agency's needs in the roles of Chief Financial Officer, Risk Management Coordinator, Human Resources Officer and related functions.
- One staff member serves to coordinate activities related to informational services strategy.
- The agency has employed the use of technology to minimize the number of staff needed to complete necessary duties and fulfilling responsibilities of the agency.

#### D. Future Workforce Skills Needed

To administer the Texas Geoscience Practice Act effectively the agency relies on a competent and knowledgeable staff. In addition to the critical competencies listed before, these are additional ones essential for the agency to maintain in its staff in the future:

- Change management
- Process analysis
- Collaboration
- Negotiation and facilitation
- Project management
- Performance management
- Strategic planning
- Leadership and management skills
- High level communication skills
- Human resource knowledge
- Database management
- Web management
- External communication
- Publication skills

## APPENDIX E

### SURVEY OF EMPLOYEE ENGAGEMENT RESULTS

The Texas Board of Professional Geoscientists strives for high standards of quality and public service. Those are only attained with a staff that is dedicated, experienced and enthusiastic.

During the month of January 2012, TBPG staff was given the opportunity to participate in the Survey of Employee Engagement (SEE). TBPG considers the data gathered from the survey to be valuable in planning for the future.

TBPG had 100% participation in the survey. Given our size, non-participation would have had a significant impact on our scores.

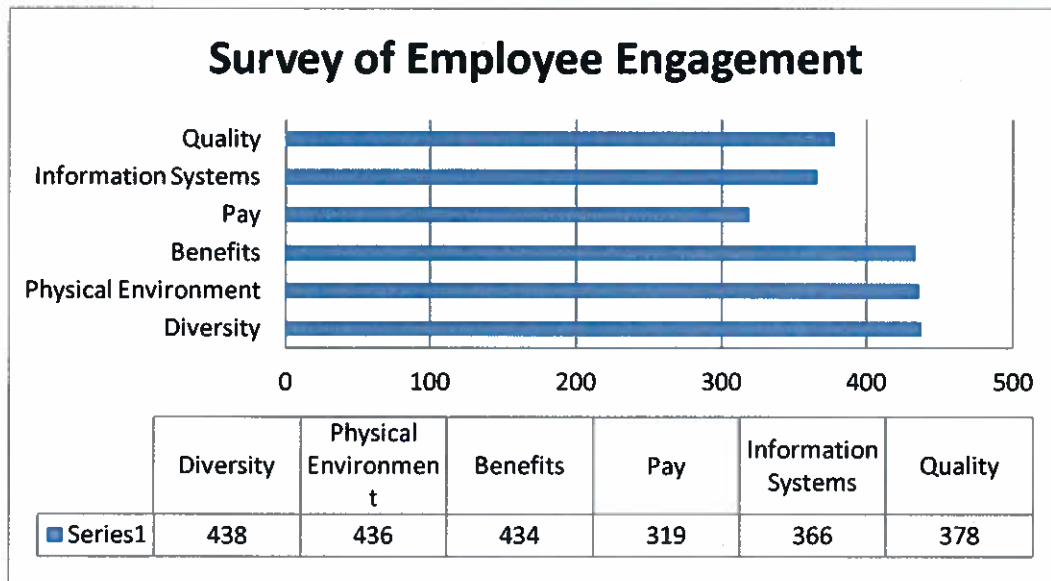
This survey period found the following areas of concern and strength:

Areas of Strength

Diversity  
Physical Environment  
Benefits

Areas of Concern

Pay  
Information Services  
Quality



Agency staff view our organization as diverse with a good physical environment. The creativity that comes from individual differences assists the agency to improve its organizational effectiveness.

Our Information Systems are scored low. This may be due to the new licensing and enforcement system coming online late in the year. As we go through the process of remedying the information system problems, it is important staff study the system carefully to determine the correct causative factors. The agency will continue to assess our information technology needs.

Staff perception of pay yielded one of the lowest scores. The score is mostly likely due to the continued rise of grocery, utility, gasoline and housing costs and the perception that salaries are not keeping pace with the cost of living in the Austin metro area.

It should be noted that economic downturn and subsequent overall state budget deficit has been a source of uncertainty for employees in regard to future job security. Employees' survey responses indicate that TBPG employees do not feel their job performance has been negatively impacted and remain committed to working for the organization.

TBPG Administration has taken this information very seriously. The agency has a goal to continue to provide an atmosphere that encourages all employees to develop professionally to their fullest potential. TBPG leadership will continue to review its practices so that employees will have confidence in the administration's commitment to improve the workplace.

TBPG contact information:

Texas Board of Professional Geoscientists  
P.O. Box 13225  
Austin, TX 78711

Telephone: 512.936.4400  
Fax: 512.936.4409

Charles Horton, Executive Director  
Leticia Kappel, Chief Financial Officer