



Texas Board of Professional  
Engineers and Land Surveyors

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June 1, 2024

The Honorable Greg Abbott, Governor  
The Honorable Dan Patrick, Lieutenant Governor  
The Honorable Dade Phelan, Speaker of the House  
Texas Legislative Budget Board  
Texas State Auditor's Office  
Texas State Library Publications Depository  
Texas Legislative Reference Library

Dear Ladies and Gentlemen,

We are pleased to submit the Texas Board of Professional Engineers and Land Surveyors Strategic Plan for fiscal years 2025 to 2029.

If you have any questions, please contact me at (512)440-3080 or via email at [lance.kinney@pels.texas.gov](mailto:lance.kinney@pels.texas.gov)

Sincerely,

A handwritten signature in black ink, appearing to read 'Lance Kinney'.

Lance Kinney, Ph.D., P.E.  
Executive Director

Enclosure

Email: Board Members, Texas Board of Professional Engineers and Land Surveyors



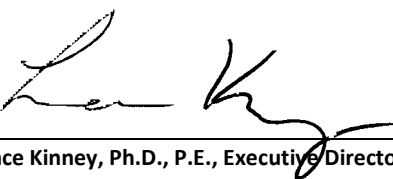
Texas Board of Professional Engineers  
and Land Surveyors

Agency Strategic Plan  
For Fiscal Years  
**2025 – 2029**

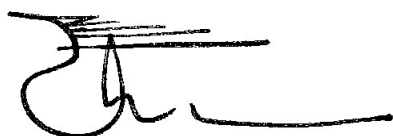
BOARD MEMBERS	DATES OF SERVICE	HOMETOWN
Dr. Sina K. Nejad, P.E., P.Eng. Board Chair	Appointed Chair 01/10/2020	Beaumont
Ademola Adejokun P.E. Vice Chair	12/06/2018 – 09/26/2029	Arlington
Albert Cheng Board Secretary	05/13/2016 – 09/26/2027	Houston
Kiran Shah Treasurer	12/06/2018 – 09/26/2029	Richmond
Catherine Norwood, P.E.	05/13/2016 – 09/26/2027	Midland
Coleen Johnson, R.P.L.S., P.M.P.	01/10/2020 – 09/26/2025	Leander
Mark J. Neugebauer, R.P.L.S., L.S.L.S.	Assigned by GLO	Round Rock
Karen Friese, P.E.	01/13/2022 – 09/26/2027	Austin
Marguerite McClinton Stoglin, Ph.D.	04/06/2020 – 09/26/2025	Grand Prairie
Roberto Moreno, P.E.	12/18/2023 – 09/26/2029	El Paso

June 1, 2024

SIGNED:

  
Lance Kinney, Ph.D., P.E., Executive Director

APPROVED:

  
Dr. Sina K. Nejad, P.E., P.Eng. Board Chair

# Texas Board of Professional Engineers and Land Surveyors Strategic Plan

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## **Texas Board of Professional Engineers and Land Surveyors Agency Mission**

*Our mission is to protect the health, safety, and welfare of the people of Texas through the licensure and registration of qualified individuals as professional engineers and land surveyors, compliance with applicable laws and rules, and education about engineering and land surveying.*

## **Texas Board of Professional Engineers and Land Surveyors Agency Operational Goals and Action Plan**

The practice of engineering and surveying are critical to the protection of the health, safety, property, and welfare of the citizens of the state of Texas. The Texas Board of Professional Engineers and Land Surveyors (TBPELS) achieves this mission through the effective and efficient licensure and registration of Professional Engineers (PE) and Registered Professional Land Surveyors (RPLS), the enforcement of the Texas Engineering Practice Act and the Professional Land Surveying Practices Act, and through outreach and communication to the regulated community and the public.

The agency is accountable to the public and the regulated engineering and surveying communities through the effective and efficient use of resources, and through our innovative and continuous improvement mindset which helps us optimize processes and procedures, minimize costs, and eliminate redundancy while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to our operations and continuously strives for exemplary service, clarity, and ease of use in all our customer interactions.

### **Agency Operations and Organizational Change**

Due to our organizational structure and internal process, the agency has been able to adapt quickly to change with an eye toward improvement. We are updating our online process and procedures, improving the surveying exam and registration process, reviewing our complaint intake and processing procedures, and migrating our computer systems on a cloud solution that allows for effective teleworking options. We are renovating our building lobby and restroom facilities and optimizing our in-office presence. TBPELS has a strong team culture and we are working to hire additional staff to handle our increasing workload while focusing on staff retention and succession planning.

As we move forward, the agency is implementing improvements and developing the 'agency of the future'. The agency is analyzing all of its key operations and looking for new ways to provide these mission critical services. We are looking at innovative uses of technology to provide remote work options for our team members while maintaining and improving productivity, communications, and online service delivery in an efficient and secure manner. Striving for these efficiencies, both technological and budgetary, will be the foundation of agency planning through at least the next biennium and beyond.

## **Goal 1- Licensing and Registration**

Provide a licensing and registration system to ensure that only qualified and competent individuals and firms practice professional engineering and/or land surveying in Texas.

### **Specific Action Items to Achieve the Goal:**

1. Provide licensing assistance, review, and evaluation of all applications for Professional Engineer (PE), Registered Professional Land Surveyor (RPLS), and Licensed State Land Surveyor (LSLS) and license or register those individuals found to be qualified.
2. Provide assistance, review, and evaluation of all applications for Engineer-In-Training (EIT) and Surveyor-In-Training (SIT) certification and certify those individuals found to be qualified.
3. Provide or facilitate examinations required for PE, RPLS, LSLS, EIT, or SIT licensure or registration.
4. Provide registration assistance, review, and evaluation of all applications for engineering and land surveying firm registration and register those firms found to be qualified.
5. Maintain and provide accurate and timely information regarding licensing and registration processes and the law and Board rules.
6. Provide an effective PE, RPLS, LSLS, SIT, EIT, and firm registration renewal process.

### **Describe how your Goal or Action Item Supports each Statewide Objective**

The practice of engineering and surveying are critical to the health, safety, property, and welfare of the citizens of the state of Texas. TBPELS is required to ensure that the practice of engineering and surveying is performed by qualified individuals. The agency is accountable to the public and the regulated engineering and surveying communities by effectively and efficiently processing and renewing licenses, registrations, and certificates. We value innovation and continuous improvement to optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to licensing and registration processes. TBPELS strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2025.

## **Goal 2 – Compliance and Enforcement**

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

### **Specific Action Items to Achieve the Goal:**

1. Investigate and reach final resolution of reported violations of the Texas Engineering Practice Act (Tx. Occupations Code 1001), Professional Land Surveying Practices Act (Tx. Occupations Code 1071), and Board rules in a timely and consistent manner.
2. Promote and enforce ethical and professional behavior of licensed professional engineers and registered professional land surveyors.
3. Ensure engineering and surveying firms provide engineering and surveying services consistent with the provisions of the Texas Engineering Practice Act, Professional Land Surveying Practices Act, and Board rules.

### **Describe how your Goal or Action Item Supports each Statewide Objective**

The practice of engineering and surveying are critical to the health, safety, property, and welfare of the citizens of the state of Texas. TBPELS is required to enforce and ensure compliance with the Texas Engineering Practice Act, the Professional Land Surveying Practices Act, and Board Rules. The agency is accountable to the public and the regulated engineering and surveying communities by effectively and efficiently processing complaints and cases and providing appropriate resolution to compliance and enforcement activities. We value innovation and continuous improvement to optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to compliance and enforcement processes. TBPELS strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2025.

### **Goal 3 – Communications and Outreach**

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

#### **Specific Action Items to Achieve the Goal:**

1. Develop and implement programs to enhance education, communications, outreach, and engagement of customers and each stakeholder group, including the innovative use of online processes and communications technology. Audiences of focus will include engineering and surveying practitioners, students, educators, and industry groups.
2. Particular emphasis for outreach will be toward innovative ways to engage stakeholders via online webinars as this is the most convenient for staff and attendees.
3. Customer Service – Enhance and integrate the comprehensive customer service program for all stakeholders and provide continuous improvement of the customer experience.

### **Describe how your Goal or Action Item Supports each Statewide Objective**

The practice of engineering and surveying are critical to the health, safety, property, and welfare of the citizens of the state of Texas. A key part of licensure and compliance activities is the communication and education of stakeholders and licensees/registrants/applicants of agency activities, regulations, and procedures. The agency is accountable to the public and the regulated engineering and surveying communities by effectively and efficiently providing communication and outreach. We value innovation and continuous improvement to optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still providing clear and informative communications. TBPELS actively monitors a variety of performance measures related to communications, outreach, and customer service. TBPELS strives for exemplary service, clarity, and ease of use in all customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2025.

## **Goal 4 – Organizational and Workforce Development**

Foster organizational and workforce development in the new and changing work environment by analyzing and providing for agency and staff needs and professional development to build an effective, efficient, engaged, and productive workforce.

### **Specific Action Items to Achieve the Goal:**

1. Review agency workflows and organizational framework to include hybrid / telework options and other workplace improvements while delivering a continued high quality of services.
2. Employee Training – Provide employees appropriate training for professional and personal growth, including in remote work and new work processes. Track and report employee training to encourage participation.
3. Internal Communications – Enhance internal communications at all levels within the agency. Fully integrate cross functional teams to address and agency improvement projects.
4. Workplace Improvements – Review agency needs and provide a well-maintained, safe, and healthy physical environment.
5. Organizational Improvements – Enhance workforce and organizational engagement.

### **Describe how your Goal or Action Item Supports each Statewide Objective**

The practice of engineering and surveying are critical to the health, safety, property, and welfare of the citizens of the State of Texas. The agency is accountable and can best serve the public and the regulated engineering and surveying communities by providing effective and efficient processes through an engaged and high performing workforce. We value innovation and continuous improvement to optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice.

TBPELS actively monitors a wide variety of performance measures and survey feedback related to our organization and workforce. TBPELS strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2025.

## **Goal 5 – Process and Product Improvement**

Employ innovative strategies to improve all agency processes and procedures in the new and changing work environment by employing and building upon the latest technology, performance monitoring to support data-driven operations, and continuous improvement procedures while reducing costs.

### **Specific Action Items to Achieve the Goal:**

1. In light of the need to streamline processes and minimize expenses, explore and implement new work processes and procedures in conjunction with innovative technology, including increased online options for all agency services.
2. Review and implement necessary process and procedure changes to integrate all engineering and surveying process flows, including moving surveying processes on-line as needed.
3. Software and Hardware Development and Improvements – Implement solutions which are innovative, adaptive, expandable, secure, and stable.



4. Process Analysis and Improvement – Review and implement continuous improvement principles to all agency processes and procedures
5. Performance Measures – Develop, implement, and act on meaningful and appropriate performance measures.
6. Process Documentation – Thoroughly define and document agency processes.

**Describe how your Goal or Action Item Supports each Statewide Objective**

The practice of engineering and surveying are critical to the health, safety, property, and welfare of the citizens of the state of Texas. The agency is accountable and can best serve the public and the regulated engineering and surveying communities by providing effective and efficient processes and procedures and through the use of innovative technologies. We value innovation and continuous improvement to optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to all of our processes and procedures. TBPELS strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining these high standards and finding new ways to improve the customer experience. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2025.

**Goal 6 – Historically Underutilized Business Purchases**

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

**Specific Action Items to Achieve the Goal:**

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

**Describe how your Goal or Action Item Supports each Statewide Objective**

TBPELS is accountable to the citizens of Texas and the regulated community by adhering to state purchasing laws and including Historically Underutilized Businesses. The contract and purchasing procedures used by the TBPELS provide active monitoring of performance to achieve agency core functions. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2025.

## **Texas Board of Professional Engineers and Land Surveyors Redundancies and Impediments**

During the 88<sup>th</sup> Regular Session (2023), the Texas Legislature extended the TBPELS Sunset date to 2033 (SB 1659). In addition, during FY 2023 TBPELS was audited by the State Auditor's Office (SAO). The SAO report issued to the Board in July 2023 was favorable and did not identify any redundancies or impediments. TBPELS regularly seeks input from various stakeholder groups including customers, advisory committees, and professional organizations in the engineering and land surveying communities.

## **Texas Board of Professional Engineers and Land Surveyors Schedule A – Budget Structure**

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

Since the pilot project began, the agency has been fiscally conservative and responsible and has developed internal policies to maintain a stable balance of revenues and expenditures. Agency finances are closely monitored by the Board, including the Board Treasurer along with the agency Executive Director and Chief Financial Officer providing guidance and control of agency budget practices. A fund balance policy has been established by the Board to determine when expenditure and revenue adjustments may be necessary to maintain a reasonable and responsible account balance. This policy has been very effective and has been shared as a model for other SDSI agencies.

Through efficient use of resources and conservative spending control, the agency has been able to improve services and handle an increase in workload with small changes to staffing and without raising fees. Using a continuous budget process instead of a biennial appropriation cycle, TBPELS is able to actively monitor and control spending and explore best practices that must account for performance and productivity using business modeling, recognized quality systems, and continuous process improvement concepts. The Board's budgeting process and controls have been reviewed through SAO and Comptroller audits with no significant findings.

### **Agency Goals**

Agency goals are the overarching guidance for all that TBPELS does. Unlike an appropriated agency, the relationship between the SDSI funding mechanism and the agency goals is critical. Goals are not funded specifically like traditional funding mechanisms, but instead taken as a whole and individual action items and projects are addressed in the budgetary process. This requires continuous monitoring of all aspects of agency performance to maintain the balance for all the necessary services. The six Agency Goals listed in this strategic plan are both operational and cross-functional:

- Licensing and Registration
- Compliance and Enforcement

- Communications and Outreach
- Organizational and Workforce Development
- Process and Product Improvement
- Historically Underutilized Business Purchases

## Objectives and Measures

As described in Schedule B, the agency keeps and reports a number of measures (Output, Outcome, Efficiency and Explanatory) to monitor and evaluate performance for all aspects of operations and to show progress toward objectives. With the agency merger to include surveying, additional performance measures have been added and the agency has begun data collection and tracking.

## Linking Goals and Budget

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

### Example budget categories are:

#### Revenue:

Licenses, Fees, and Permits  
Interest

#### Expenditures:

Salaries and Wages  
Payroll Related Costs

Professional Fees and Services  
Travel  
Materials and Supplies  
Communication and Utilities  
Repairs and Maintenance  
Rental and Leases  
Printing and Reproduction Other  
Operating Expenditures Capital  
Outlay

#### Transfers Out/SDSI Contribution

# **Texas Board of Professional Engineers and Land Surveyors**

## **Schedule B – Performance Measures**

### **Performance Measures**

TBPELS collects a wide range of performance measures covering licensure, registration, enforcement, and agency operations. There are similar measures for both engineering and surveying. Some of the measures are required by legislation or other agencies for specific purposes (strategic plan, SDSI, HUB, etc.) and some have been developed as internal measures of performance within the agency.

Depending on the report, these are reported quarterly, semi-annually, annually, or biennially. In general, Performance Measures should meet at least one of the following criteria:

- Direct connection to the Texas Engineering Practice Act, the Professional Land Surveying Practice Act, or the Self-Directed Semi-Independent statute
- Direct effect on agency budget
- Fundamental/Core Agency function (from strategic plan)
- Workload/Volume Indicator – Drives operations
- Indicator of the Health of the Engineering and Land Surveying Professions.

Since TBPELS is an SDSI agency, performance measures are not reported as part of the LAR process, but TBPELS does maintain all current Performance Measures in the standard format set up by the LBB. The following measures are Outcome, Output, Efficiency or Explanatory as defined by the LBB, but are organized in this report by agency function.

### **Compliance & Enforcement**

- 1.1 Percent of Engineering Licensees with No Disciplinary Actions taken by the Board (Outcome).
- 1.2 Percent of Surveying Registrants with No Disciplinary Actions taken by the Board (Outcome).
- 2.1 Number of complaints Received from the Public and the Number of complaints initiated by Agency Staff – Engineering (Outcome).
- 2.2 Number of complaints Received from the Public and the Number of complaints initiated by Agency Staff – Surveying (Outcome).
- 3.1 Number of enforcement Cases that Allege a Threat to Public Health, Safety and Welfare and the Disposition of those Cases – Engineering (Outcome).
- 3.2 Number of enforcement Cases that Allege a Threat to Public Health, Safety and Welfare and the Disposition of those Cases – Surveying (Outcome).
- 4.1 Total Number of Complaints Resolved and the Number of those from the Public – Engineering (Output).
- 4.2 Total Number of Complaints Resolved and the Number of those from the Public – Surveying (Output).
- 5.1 Average Time for Complaint Resolution – Engineering (Efficiency).
- 5.2 Average Time for Complaint Resolution – Surveying (Efficiency).
- 6.1 Recidivism of Engineering Licensees (Outcome).
- 6.2 Recidivism of Surveying Registrants (Outcome).
- 7.1 Number of complaints Dismissed and Resolved by Enforcement Action – Engineering (Outcome).
- 7.2 Number of complaints Dismissed and Resolved by Enforcement Action – Surveying (Outcome).
- 8.1 Number of Sanctions Imposed by Board Action by Type – Engineering (Outcome).
- 8.2 Number of Sanctions Imposed by Board Action by Type – Surveying (Outcome).

- 9.1 Number of Complaints Alleging Unlicensed Practice – Engineering (Outcome).
- 9.2 Number of Complaints Alleging Unlicensed Practice – Surveying (Outcome).
- 10.1 Number of Board Actions Taken by Type – Engineering (Output).
- 10.2 Number of Board Actions Taken by Type – Surveying (Output).
- 11.1 Percentage of Continuing Education Audits in compliance with requirements – Engineering (Explanatory).
- 11.2 Percentage of Continuing Education Audits in compliance with requirements – Surveying (Explanatory).

## **Licensing**

- 1.1 Total Number of Individuals Licensed – Engineering (Explanatory).
- 1.2 Total Number of Individuals Registered – Surveying (Explanatory).
- 2.1 Number of New Licenses Issued to Individuals – Engineering (Output).
- 2.2 Number of New Registrations Issued to Individuals – Surveying (Output).
- 3.1 Percent Eligible Licenses Renewed By Renewal Period – Engineering (Output).
- 3.2 Percent Eligible Registrations Renewed By Renewal Period – Surveying (Output).
- 4.1 Average Processing Time per New Individual Licenses Issued (by type) – Engineering (Efficiency).
- 4.2 Average Processing Time per New Individual Registration Issued (by type) – Surveying (Efficiency).
- 5.1 Percentage of Individual License Applications Received On-Line – Engineering (Explanatory).
- 6.1 Percentage of Individual License Renewals Handled On-Line – Engineering (Explanatory).
- 6.2 Percentage of Individual Registration Renewals Handled On-Line – Surveying (Explanatory).
- 7.1 Total Number of Firms Registered – Engineering (Explanatory).
- 7.2 Total Number of Firms Registered – Surveying (Explanatory).
- 8.1 Number of New Firm Registrations – Engineering (Output).
- 8.2 Number of New Firm Registrations – Surveying (Output).
- 9.1 Percent Eligible Firm Registrations Renewed – Engineering (Output).
- 9.2 Percent Eligible Firm Registrations Renewed – Surveying (Output).
- 10.1 Percentage of Firm Renewals Handled Online – Engineering (Explanatory).
- 10.2 Percentage of Firm Renewals Handled Online – Surveying (Explanatory).
- 11.1 Number of Individuals Examined (by exam type) – Engineering (Explanatory).
- 11.2 Number of Individuals Examined (by exam type) – Surveying (Explanatory).
- 12.1 Total Number of Certificate Holders (EIT) (Explanatory).
- 12.2 Total Number of Certificate Holders (SIT) (Explanatory).

## **Communications**

- 1. Percentage Rating for Customer Service/Satisfaction (Outcome).
- 2. Number of Attendees for Outreach Events (Output).
- 3. Number of Outreach Events (Output).
- 4. Number of Website Hits/Downloads (Select Pages) (Output).

## **Workforce**

- 1. Staff Training Hours (Output).
- 2. Overall Job Satisfaction (Explanatory).

## **Finance**

1. Percentage of Total Dollar Value of Purchasing and Public Works Contracts and Subcontracts Awarded to HUBs (Outcome).
2. Percentage of Revenue Budget Collected (Output).
3. Percentage of Expenditure Budget Spent (Output).

## **Compliance & Enforcement 1.1 – Percent of Engineering Licensees with No Disciplinary Actions taken by the Board**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database (TIDE).

### ***Method of Calculation***

Each quarterly number will divide the number of licensed engineers who have not received a Board Disciplinary Action within the previous 4 quarters by the total number of individuals licensed at the end of reporting period.

### ***Data Limitations***

None.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Higher than target.

## **Compliance & Enforcement 1.2 – Percent of Surveying Registrants with No Disciplinary Actions taken by the Board**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database – TIDE.

**Method of Calculation**

Each quarterly number will divide the number of registered surveyors who have not received a Board Disciplinary Action within the previous 4 quarters by the total number of individuals licensed at the end of reporting period.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying was collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Compliance & Enforcement 2.1 – Number of complaints Received from the Public and the Number of complaints initiated by Agency Staff – Engineering****Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure includes the total number of engineering cases opened during the reporting period, the number of those that are initiated from complaints filed from the public or external sources (external), and complaints initiated by staff (internal).

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Lower than target. However, a decreasing trend in the number of complaints filed should be reviewed for underlying causes.

## **Compliance & Enforcement 2.2 – Number of Complaints Received from the Public and the Number of complaints initiated by Agency Staff – Surveying**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

This measure indicates the number of all land surveying cases opened as a result of public (non-staff) complaints compared to the number initiated by staff. This measure addresses enforcement workload. It is important to monitor the balance of public and staff-initiated cases to ensure consistent, fair and effective enforcement of the Professional Land Surveying Practices Act. This measure is an indicator of the health of the land surveying profession in Texas.

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

This measure includes the total number of surveying cases opened during the reporting period, the number of those that are initiated from complaints filed from the public or external sources (external), and complaints initiated by staff (internal).

### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Lower than target. However, a decreasing trend in the number of complaints filed should be reviewed for underlying causes.

## **Compliance & Enforcement 3.1 – Number of Enforcement Cases that Allege a Threat to Public Health, Safety, or Welfare and the Disposition of those Cases – Engineering**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

This measure is an indicator of number of engineering enforcement cases that allege a threat to health, safety, or welfare addressed by the Board. It is a measure of effective enforcement of the Texas Engineering Practice Act.

### ***Source/Collection of Data***

TBPELS internal database TIDE.



***Method of Calculation***

This measure counts the total number of engineering cases closed per reporting period and excludes cases that exclusively involve a violation of rules related to continuing education documentation or clerical violation. The total cases are further broken down into those with and without disciplinary action.

***Data Limitations***

None.

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Lower than target.

**Compliance & Enforcement 3.2 – Number of Enforcement Cases that Allege a Threat to Public Health, Safety, or Welfare and the Disposition of those Cases – Surveying*****Definition***

(Outcome Measure) Number of Land Surveying Enforcement Cases that Allege a Threat to Public Health, Safety, or Welfare and the Disposition of those Cases. These data include all enforcement cases. This is a count of cases closed that did not exclusively involve a violation of rules related to continuing education documentation or clerical violation. Rules: 661.46(a), 661.46(b), 661.97, 663.1(2), 663.1(3), 663.9(d), 663.11(a)(1), and 664.6 (previous surveying rules) and 138.5(a), 138.5(c), 138.17(p)(2), 138.17(p)(3), and 134.97(e) (revised surveying rules).

***Key Measure***

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

***Purpose/Importance***

This measure is an indicator of number of surveying enforcement cases that allege a threat to health, safety, or welfare addressed by the Board. It is a measure of effective enforcement of the Professional Land Surveying Practices Act.

***Source/Collection of Data***

TBPELS internal database TIDE.

***Method of Calculation***

This measure counts the total number of surveying cases closed per reporting period and excludes cases that exclusively involve a violation of rules related to continuing education documentation or clerical violation. The total cases are further broken down into those with and without disciplinary action.

***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Lower than target.

**Compliance & Enforcement 4.1 – Total Number of Complaints Resolved and the Number of those from the Public – Engineering*****Definition***

(Output Measure) This measure is reported as the total number of engineering cases resolved and the number of those that were initiated by the public (non-staff).

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

A count of the total number of engineering complaints during the reporting period upon which the Board took final action or for which a determination was made that a violation did not occur. This measure reports the total number of cases (complaints) resolved and the number of those that originated from an outside source (non-staff initiated). Does not restrict to case type.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Compliance & Enforcement 4.2 – Total Number of Complaints Resolved and the Number of those from the Public – Surveying****Definition**

(Output Measure) This measure is reported as the total number of land surveying cases resolved and the number of those that were initiated by the public (non-staff).

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

A count of the total number of surveying complaints during the reporting period upon which the Board took final action or for which a determination was made that a violation did not occur. This measure reports the total number of cases (complaints) resolved and the number of those that originated from an outside source (non-staff initiated). Does not restrict to case type.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

## **Compliance & Enforcement 5.1 – Average Time for Complaint Resolution – Engineering**

### ***Definition***

(Efficiency Measure) The average length of time to resolve all engineering complaints during the reporting period.

### ***Key Measure***

This has been designated as a Key Measure by TBPELS staff. It is required to be reported by statute. Texas Engineering Practice Act Section 1001.254(b)(5) and Texas Government Code Chapter 472.104(b)(5)(H).

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

The total number of calendar days per engineering complaint resolved (summed for all complaints resolved during the reporting period) that lapsed from the date the case is opened in the database to the date the case is closed in the database, divided by the number of complaints resolved during the reporting period.

### ***Data Limitations***

None.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Lower than target.

## **Compliance & Enforcement 5.2 – Average Time for Complaint Resolution – Surveying**

### ***Definition***

(Efficiency Measure) The average length of time to resolve all land surveying complaints during the reporting period.

### ***Key Measure***

This has been designated as a Key Measure by TBPELS staff. It is required to be reported by statute. Texas Engineering Practice Act Section 1001.254(b)(5) and Texas Government Code Chapter 472.104(b)(5)(H).

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

The total number of calendar days per surveying complaint resolved (summed for all complaints resolved during the reporting period) that lapsed from the date the case is opened in the database to the date the case is closed in the database, divided by the number of complaints resolved during the reporting period.

### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

**Target Attainment**

Lower than target.

**Compliance & Enforcement 6.1 – Recidivism of Engineering Licensees**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure is calculated as the number of engineer licensees against whom action was taken by the Board within the last year period who had a separate Board action against him or her within the last five years. This measure only includes D cases.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Lower than target.

**Compliance & Enforcement 6.2 – Recidivism of Surveying Registrants**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure is calculated as the number of surveyor registrants against whom action was taken by the Board within the last year period who had a separate Board action against him or her within the last five years. This measure only includes D cases.

**Data Limitations** Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Lower than target.

## **Compliance & Enforcement 7.1 – Number of complaints Dismissed and Resolved by**

### **Enforcement Action – Engineering**

**Definition**

(Outcome Measure) Number of engineering enforcement cases that were resolved during the reporting period broken down by the type of action taken by the Board or the number dismissed (closed as No Violation).

**Key Measure**

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

**Purpose/Importance**

The measure is intended to show the extent to which the Board exercises its disciplinary authority. It is important that both the public and licensees have an expectation that the agency will work to ensure fair and effective enforcement of the Texas Engineering Practice Act and this measure seeks to indicate agency responsiveness to this expectation. The types of Actions required by 1001.254(b)(6)(B) include: stipulation, agreed settlement, consent order, default and order following a contested case. Since April 2018, this measure is a combination of two measures that reported resolution of enforcement cases. This measure reports all cases resolved for the reporting period.

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure includes the total number of engineering cases closed during the reporting period and is broken down as follows:

- The number closed with Disciplinary Action
- The number closed with No Violation/Dismissed
- The number closed as Violation Terminated with no Disciplinary Action
- The number closed with Voluntary Compliance.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Neutral. This is a reporting measure and is based on the facts of individual cases.

## **Compliance & Enforcement 7.2 – Number of complaints Dismissed and Resolved by Enforcement Action – Surveying**

### ***Definition***

(Outcome Measure) Number of land surveying enforcement cases that were resolved during the reporting period broken down by the type of action taken by the Board or the number dismissed (closed as No Violation).

### ***Key Measure***

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

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

This measure includes the total number of surveying cases closed during the reporting period and is broken down as follows:

- The number closed with Disciplinary Action
- The number closed with No Violation/Dismissed
- The number closed as Violation Terminated with no Disciplinary Action
- The number closed with Voluntary Compliance.

### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Neutral. This is a reporting measure and is based on the facts of individual cases.

## **Compliance & Enforcement 8.1 – Number of Sanctions imposed by Board Action by Type – Engineering**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure reports the total number of sanctions imposed of each type for all engineering cases closed during the reporting period. The number of individual sanctions imposed do not equate to the number of cases resolved since the number of sanctions varies for each case.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Neutral. This is a reporting measure and is based on the facts of individual cases.

**Compliance & Enforcement 8.2 – Number of Sanctions imposed by Board Action by Type – Surveying****Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure reports the total number of sanctions imposed of each type for all surveying cases closed during the reporting period. The number of individual sanctions imposed do not equate to the number of cases resolved since the number of sanctions varies for each case.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Neutral. This is a reporting measure and is based on the facts of individual cases.

## **Compliance & Enforcement 9.1 – Number of Complaints Alleging Unlicensed Practice – Engineering**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

This measure counts the total number of engineering cases closed per reporting period (except those with No Violation) indicating a violation for unlicensed practice of engineering (B-cases).

### ***Data Limitations***

None.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Lower than target.

## **Compliance & Enforcement 9.2 – Number of Complaints Alleging Unlicensed Practice – Surveying**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

It is critical that all individuals that offer and perform land surveying services to the public are licensed with the Board. This measure is an indicator of the degree of unlicensed practice and a measure of effective enforcement of the Land Surveying Practices Act.

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

This measure counts the total number of surveying cases closed per reporting period (except those with No Violation) indicating a violation for unlicensed practice of surveying (B-cases)

### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

### ***Calculation Type***

Non-cumulative.



**New Measure**

No.

**Target Attainment**

Lower than target.

**Compliance & Enforcement 10.1 – Number of Board Actions Taken by Type – Engineering****Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure is a count of the total number of Board actions for engineering cases issued by the agency during the reporting period. Note that this measure is the number of Board orders and is not the same as the number of cases closed with a disciplinary action. A single case may have multiple disciplinary actions.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Neutral. This is a reporting measure and is based on the facts of individual cases.

**Compliance & Enforcement 10.2 – Number of Board Actions Taken by Type – Surveying****Definition**

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

**Key Measure**

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

**Purpose/Importance**

The measure reflects the workload associated with the number of actions taken by the Board. It is important that the agency enforce the Land Surveying Practices Act and Board rules strictly enough to ensure consumers are protected from unsafe, incompetent, and unethical practice by registered professional land surveyors as well as other violations of the Act and rules.

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure is a count of the total number of Board actions for surveying cases issued by the agency during the reporting period.

Note that this measure is the number of Board orders and is not the same as

the number of cases closed with a disciplinary action. A single case may have multiple disciplinary actions.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Neutral. This is a reporting measure and is based on the facts of individual cases.

**Compliance & Enforcement 11.1 – Percentage of Continuing Education Audits in compliance with requirements – Engineering****Definition**

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

**Key Measure**

This measure has been designated as Not Key by TBPELS staff. It is not required to be reported by statute. It is historically reported to the Board quarterly.

**Purpose/Importance**

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

**Source/Collection of Data**

Audit candidates are randomly selected from all active license holders that renewed during the renewal period in question. Data concerning continuing education audits are collected by the continuing education coordinator.

**Method of Calculation**

This measure is the count of timely, acceptable audit responses divided by the total number of audits performed during the reporting period.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

## **Compliance & Enforcement 11.2 – Percentage of Continuing Education Audits in compliance with requirements – Surveying**

### ***Definition***

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

### ***Key Measure***

This has been designated as a non-Key Measure by TBPELS staff. It is not required to be reported by statute. It is historically reported to the Board annually.

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

Audit candidates are randomly selected from all active license holders that renewed during the renewal period in question. Data concerning continuing education audits are collected by the continuing education coordinator.

### ***Method of Calculation***

This measure is the count of timely, acceptable audit responses divided by the total number of audits performed during the reporting period.

### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Higher than target.

## **Licensing 1.1 – Total Number of Individuals Licensed – Engineering**

### ***Definition***

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

### ***Key Measure***

This has been designated as a Key Measure by TBPELS staff

### ***Purpose/Importance***

The measure reflects the total number of currently licensed professional engineers, which indicates the size of one of the agency's primary constituencies.

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

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

### ***Data Limitations***

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 1.2 – Total Number of Individuals Registered – Surveying****Definition**

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

**Key Measure**

This has been designated as a Key Measure by TBPELS staff

**Purpose/Importance**

The measure reflects the total number of currently registered professional land surveyors, which indicates the size of one of the agency's primary constituencies.

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 2.1 – Number of New Licenses Issued to Individuals –Engineering****Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

same criteria as a new applicant.

**Data Limitations**

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

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 2.2 – Number of New Registrations Issued to Individuals – Surveying**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

This measure counts the total number of new professional land surveying registrations issued to individuals during the reporting period, regardless of when the application was originally received. Registrations are counted as new for persons who were previously registered but whose registration expired and were required to meet the same criteria as a new applicant.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 3.1 – Percent Eligible Licenses Renewed By Renewal Period – Engineering**

**Definition**

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

**Key Measure**

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

***Purpose/Importance***

License renewal is intended to ensure that persons who want to continue to practice engineering in Texas satisfy current legal standards established by statute and Board rules. This measure is intended to show the

number that renewed relative to the number that could have renewed for the same period.

***Source/Collection of Data***

TBPELS internal database TIDE.

***Method of Calculation***

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

***Data Limitations***

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

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Higher than target.

**Licensing 3.2 – Percent Eligible Registrations Renewed By Renewal Period – Surveying*****Definition***

(Output Measure) Percentage of eligible professional land surveyor registrations that renewed their registration timely (by the expiration date). Reported for the annual renewal period.

***Key Measure***

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

***Purpose/Importance***

Registration renewal is intended to ensure that persons who want to continue to practice land surveying in Texas satisfy current legal standards established by statute and Board rules. This measure is intended to show the number that renewed relative to the number that could have renewed for the same period.

***Source/Collection of Data***

TBPELS internal database TIDE.

***Method of Calculation***

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

***Data Limitations***

The agency has no control over the number of registrants who do not renew their registration. Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Higher than target.

#### **Licensing 4.1 – Average Processing Time per New Individual Licenses Issued (by type) –**

##### **Engineering**

###### ***Definition***

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

###### ***Key Measure***

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

###### ***Purpose/Importance***

This measures the ability of the agency to process new applications in a timely manner and its responsiveness to a primary constituent group. This measure is also tied to staffing and productivity. This is a primary measure of effectiveness for the Licensing and Registration department. It can be used to demonstrate the effectiveness of changes made in staffing, processes, or procedures.

###### ***Source/Collection of Data***

TBPELS internal database TIDE.

###### ***Method of Calculation***

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

###### ***Data Limitations***

None.

###### ***Calculation***

Non-cumulative.

###### ***New Measure***

No.

###### ***Target Attainment***

Lower than target.

#### **Licensing 4.2 – Average Processing Time per New Individual Registration Issued (by type) –**

##### **Surveying**

###### ***Definition***

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

###### ***Key Measure***

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

###### ***Purpose/Importance***

This measures the ability of the agency to process new applications in a timely manner and its responsiveness to a primary constituent group. This measure is also tied to staffing and productivity. This is a primary measure of effectiveness for the Licensing and Registration department. It can be used to demonstrate the effectiveness of changes made in staffing, processes, or procedures.

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Lower than target.

**Licensing 5.1 – Percentage of Individual License Applications Received On-Line – Engineering****Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified. This measure is considered an Explanatory Measure because other than significant policy changes, such as the decision to eliminate the credit card transaction fees, the agency has no control over the preferences of individual license applicants.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 6.1 –Percentage of Individual License Renewals Handled On-Line – Engineering****Definition**



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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

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

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 6.2 – Percentage of Individual Registration Renewals Handled On-Line – Surveying**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

The total number of land surveyor registration renewals processed using the ECHO system is divided by the total number of timely individual registrations renewed during the reporting period.

**Data Limitations**

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

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 7.1 – Total Number of Firms Registered – Engineering**

**Definition**

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

**Key Measure**

This has been designated as a Key Measure by TBPELS staff

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

None.

**Calculation Type**

Cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 7.2 – Total Number of Firms Registered – Surveying**

**Definition**

(Explanatory Measure) Total number of surveying firms registered at the end of the reporting period. The reporting period is the calendar year.

**Key Measure**

This has been designated as a Key Measure by TBPELS staff

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

The total number of surveying firms registered at the end of the reporting period.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

### **Licensing 8.1 – Number of New Firm Registrations – Engineering**

#### ***Definition***

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

#### ***Key Measure***

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

#### ***Purpose/Importance***

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

#### ***Source/Collection of Data***

TBPELS internal database TIDE.

#### ***Method of Calculation***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified. This measure counts the total number of new registrations issued to engineering firms in Texas during the reporting period, regardless of when the application was originally received.

#### ***Data Limitations***

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

#### ***Calculation Type***

Non-cumulative.

#### ***New Measure***

No.

#### ***Target Attainment***

Higher than target.

### **Licensing 8.2 – Number of New Firm Registrations – Surveying**

#### ***Definition***

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

#### ***Key Measure***

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

#### ***Purpose/Importance***

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

#### ***Source/Collection of Data***

TBPELS internal database TIDE.

#### ***Method of Calculation***

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

#### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified. This measure is defined as an Output Measure because it is an indicator of workload for the agency, but it is completely independent of agency processes. The agency processes all surveying

firm registration applications but has no control over the number of new applications submitted or the number of firms that successfully complete the registration requirements.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 9.1 – Percent Eligible Firm Registrations Renewed – Engineering**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

The agency has no control over the number of engineering firms who do not renew their registration.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 9.2 – Percent Eligible Firm Registrations Renewed – Surveying**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

### ***Method of Calculation***

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

### ***Data Limitations***

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified. The agency has no control over the number of surveying firms who do not renew their registration.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Higher than target.

## **Licensing 10.1 – Percentage of Firm Renewals Handled On-Line – Engineering**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

TBPELS internal database TIDE.

### ***Method of Calculation***

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

### ***Data Limitations***

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

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Higher than target.

## **Licensing 10.2 – Percentage of Firm Renewals Handled On-Line – Surveying**

### ***Definition***

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

The reporting period is by the fiscal quarter.

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified. This measure is defined as an Explanatory Measure because other than significant procedural changes, such as eliminating the credit card transaction fee, the agency has no control over the renewal preferences of firms.

**Calculation Type**

Non-Cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 11.1 – Number of Individuals Examined (by exam type) – Engineering**

**Definition**

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

**Key Measure**

This measure has been defined as Not Key by TBPELS staff.

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE and data retrieved from the National Council of Examiners for Engineering and Surveying (NCEES). The FE exam information is obtained directly from the NCEES records. The PE exam information is derived from the TIDE database. These data are reported after grades are released for a given exam period, so there are only two data points per year.

**Method of Calculation**

This measure is the total number of examinees that attended an examination, including all that have the status pass, fail, or other statuses such as IRR, INV, etc. This number is determined after the PE examination data has been merged into TIDE. The number of examinees for the Fundamentals of Engineering and the Principles and Practice of Engineering examinations is reported separately. Structural exam information (Lateral and Vertical) is not included in the PE exam totals and is reported separately.

**Data Limitations**

This measure is defined as explanatory because it is an indicator of workload but has no direct effect on staff or budget. The FE examinations are offered year around through NCEES. The PE examinations are only offered twice each year for most exams. Beginning in 2018 some of the PE exams are offered as computer-based exams throughout the year.

As NCEES moves more exams to computer-based testing (CBT) the method for calculating the exam numbers will be modified. The agency has no control over the number of FE examinations scheduled or individuals examined and since the number of PE examinations given is primarily dependent on how many individuals apply for licensure or EIT certificates, there is very little impact on the number of PE examinations.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 11.2 – Number of Individuals Examined (by exam type) – Surveying****Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

TBPELS internal database TIDE and data retrieved from the National Council of Examiners for Engineering and Surveying (NCEES). The FS and PS exam information is obtained directly from the NCEES records. The RPLS exam information is derived from the TIDE database. These data are reported after grades are released for a given exam period, so there are only two data points per year.

**Method of Calculation**

This measure is the total number of examinees that attended an examination, including all that have the status pass, fail, or other statuses such as IRR, INV, etc. The number of examinees for the Fundamentals of Surveying and the Registered Professional Land Surveying examinations is reported separately.

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified. This measure is defined as explanatory because it is an indicator of workload. The FS examinations are offered year around through NCEES. The RPLS examinations are only offered twice each year for most exams. Beginning in 2021, the agency may deliver the PS exam via computer-based exams throughout the year.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 12.1 – Total Number of Certificate Holders (EIT)**

**Definition**

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

**Key Measure**

This has been designated as Not Key by TBPELS staff.

**Purpose/Importance**

The measure reflects the total number of currently registered Engineers-in-Training. With decoupling, the number of EITs can have a direct effect on agency workload.

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

None.

**Calculation Type**

Cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Licensing 12.2 – Total Number of Certificate Holders (SIT)**

**Definition**

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

**Key Measure**

This has been designated as Not Key by TBPELS staff.

**Purpose/Importance**

The measure reflects the total number of currently registered Surveyors-in-Training. The number of SITs can have a direct effect on agency workload.

**Source/Collection of Data**

TBPELS internal database TIDE.

**Method of Calculation**

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

**Data Limitations**

Prior to September 1, 2019, data related to land surveying were collected by TBPLS in the VERSA database and cannot be verified.

**Calculation Type**

Cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.



## **Communications 1 – Percentage Rating for Customer Service/Satisfaction**

### ***Definition***

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

### ***Purpose/Importance***

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

### ***Source/Collection of Data***

Data are collected from yearly customer service surveys of a sample of licensed, registered, or certified individuals.

### ***Method of Calculation***

Calculated as total number of survey respondents indicating that they are 'neutral', 'satisfied', or 'extremely satisfied' on the overall quality question divided by the number of respondents to customer service survey. Presented as a percentage.

### ***Data Limitations***

Agency has no control over survey response rate.

### ***Calculation Type***

Non-cumulative.

### ***New Measure***

No.

### ***Target Attainment***

Higher than target.

## **Communications 2 – Number of Attendees for Outreach Events**

### ***Definition***

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

### ***Key Measure***

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

### ***Purpose/Importance***

An important aspect of increasing overall compliance with the Acts and Board rules is to educate and inform the public and the engineering and surveying communities of the roles, responsibilities, and requirements for professional engineers, professional land surveyors, and potential licensees and registrants. Outreach presentations are an important part of this communication effort.

### ***Source/Collection of Data***

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

### ***Method of Calculation***

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

### ***Data Limitations***

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

### ***Calculation Type***

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Communications 3 – Number of Outreach Events****Definition**

(Output Measure) Total number of outreach events that staff presents during the reporting period.

**Key Measure**

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

**Purpose/Importance**

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

**Source/Collection of Data**

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

**Method of Calculation**

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

**Data Limitations**

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

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Communications 4 – Number of Website Hits/Downloads (Select Pages)****Definition**

(Output Measure) The number of visits to an agency website.

**Purpose/Importance**

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

**Source/Collection of Data**

This information is collected from website statistics tracking software provided by Google Analytics.

**Method of Calculation**

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

- Index page
- Roster Search
- Downloads
- Licensing Applications

- ECHO Login

**Data Limitations**

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

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Work Force 1 – Staff Training Hours**

**Definition**

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

**Key Measure**

This has been designated as Not Key by TBPELS staff.

**Purpose/Importance**

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

**Source/Collection of Data**

Training hours will be collected monthly from staff and entered in a spreadsheet that can be used to show performance. Once data are collected, it can be rolled up for totals or averages.

**Data Limitations**

None.

**Calculation Type**

Non-cumulative.

**New Measure**

No.

**Target Attainment**

Higher than target.

**Work Force 2 – Overall Job Satisfaction**

**Definition**

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

**Key Measure**

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

**Purpose/Importance**

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

measure is an indicator of the effectiveness of those efforts.

***Source/Collection of Data***

This information is provided by the Texas Survey of Employee Engagement.

***Data Limitations***

None.

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Higher than target.

**Finance 1 – Percentage of Total Dollar Value of Purchasing and Public Works Contracts and Subcontracts Awarded to HUBs**

***Definition***

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

***Purpose/Importance***

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

***Source/Collection of Data***

Data are derived from information available from the Comptroller reports. Data are reported on a fiscal year basis.

***Method of Calculation***

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

***Data Limitations***

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

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Neutral or higher than target.

**Finance 2 – Percentage of Revenue Budget Collected**

***Definition***

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

***Key Measure***

This has been designated as Not Key by TBPELS staff.

***Purpose/Importance***

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

***Source/Collection of Data***

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

***Method of Calculation***

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

***Data Limitations***

None.

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Neutral or higher than target.

**Finance 3 – Percentage of Expenditure Budget Spent*****Definition***

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

***Key Measure***

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

***Purpose/Importance***

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

***Source/Collection of Data***

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

***Method***

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

***Data Limitations***

None.

***Calculation Type***

Non-cumulative.

***New Measure***

No.

***Target Attainment***

Neutral or lower than target.

## **Texas Board of Professional Engineers and Land Surveyors**

### **Schedule C – Historically Underutilized Business Plan**

TBPELS regularly submits HUB reports in compliance with Article IX of the 2024-2025 GAA, both Section 7.06 and Section 7.07. The Texas Board of Professional Engineers and Land Surveyors (TBPELS) has made participation in the Historically Underutilized Businesses a goal and a policy.

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

TBPELS has had the highest percentage of HUB expenditures in the Commodity Purchasing category followed by Other Services. The most utilized certified HUB groups by TBPELS for the past year have been Woman Owned and Asian American, followed by Hispanic and Black.

The internal goals for each HUB procurement category set by TBPELS are reviewed annually to consider purchasing trends and anticipated purchases for the upcoming year. Although the agency is small, with reportable HUB procurement category purchases under \$400,000, the percentage of dollars spent with HUBs was higher than the consolidated Texas agencies in two categories.

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

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

# **Texas Board of Professional Engineers and Land Surveyors**

## **Schedule F – Workforce Plan**

### **FORWARD**

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

### **OVERVIEW**

The agency works effectively and efficiently under the SDSI project program and as of May 31, 2024, employs 33 full-time employees and 1 part-time employee, which requires most staff members to perform multiple job functions. The Board expects high standards of performance and customer service that require the agency to maintain a highly engaged and skilled workforce.

Advances in internal technology and staff training and skills have allowed the agency to provide quality customer service to meet its mission and goals with only a small change in staffing

Current strategic goals are aligned to support the agency workforce, including training, communications, agency environment, and succession and retention planning.

### **WORKFORCE DEMOGRAPHICS**

#### **Gender, Age, Ethnicity**

A total of 38 full-time positions and 1 part-time position are budgeted for, and 34 are filled, including one exempt position. There are six supervisors and managers including the executive director. Five Professional Engineers are on staff to analyze and evaluate technical engineering issues and the technical/professional credentials of applicants.

The agency's workforce comprises 62% females and 38% males.

The ethnic distribution of the staff is 12% Black, 44% Hispanic, and 44% White. The average age of employees is 48 years old.

Turnover is an important issue in any organization and the TBPELS is no exception. Average tenure in the agency is about 12 years with an average of 17 years total state service among employees. To address turnover, the agency is focusing on employee retention, succession planning, and performance improvement issues. The turnover rate in the past year was 13% including one retirement and four voluntary separations.

#### **Retirement Eligibility**

The agency estimates that 10 employees would be eligible to retire within the next year. The agency has

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

## **FUTURE WORKFORCE PROFILE**

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

### **A. Critical Functions**

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

### **B. Expected Workforce Changes**

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

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

- Agency will review staffing needs in light of improvements and process changes and present revisions to the Board;
- Due to constant workload increases related to agency Core Functions and the goal of providing enhanced educational outreach, additional staff may be considered by the Board, if necessary.

### **D. Future Workforce Skills Needed**

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

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

The TBPELS expects to be able to satisfy and fulfill future workforce needs with the current hiring, retention, and succession planning practices and procedures.



**Texas Board of Professional Engineers and Land Surveyors  
Schedule G – Report on Customer Service**



***June 1, 2024***

## INTRODUCTION

The practice of engineering and surveying are critical to the protection of the health, safety, property, and welfare of the citizens of the state of Texas. The Texas Board of Professional Engineers and Land Surveyors (TBPELS) achieves this mission through the effective and efficient licensure and registration of Professional Engineers (PE) and Registered Professional Land Surveyors (RPLS), the enforcement of the Texas Engineering Practice Act and the Professional Land Surveying Practices Act, and through outreach and communication to the regulated community and the public.

The agency is accountable to the public and the regulated engineering and surveying communities through the effective and efficient use of resources, and through our innovative and continuous improvement mindset which helps us optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to our operations and continuously strives for exemplary service, clarity, and ease of use in all our customer interactions.

### Agency Mission

***Our mission is to protect the health, safety, and welfare of the people of Texas through the licensure and registration of qualified individuals as professional engineers and land surveyors, compliance with applicable laws and rules, and education about engineering and land surveying.***

### Customer's Voice

The Texas Board of Professional Engineers and Land Surveyors (TBPELS) has followed its continuous improvement program, a series of initiatives designed to improve all areas of organization. One of these areas is customer service, and towards that end the customer service survey has been designed for listening to the voice of the customer.

### Customer Service Quality Standards

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

- **Accuracy** – TBPELS will give the correct answer based on current Law and Board Rules. Information provided to customers will be clear and effectively convey the appropriate message. Staff will be knowledgeable and competent. Materials, forms and guidance will be concise and complete.
- **Listening** – TBPELS will actively listen to its customers. Whether by personal contact or feedback received through surveys or other methods, TBPELS will seek to understand what each individual customer wants and needs and will resolve issues.

- **Respect** – We will treat all customers professionally. All customers will receive courteous communication that is respectful of the customer’s time and effort. Staff, facilities and processes will be respectful of customer information and keep it secure.
- **Responsiveness** – TBPELS will have an answer for all questions asked. Answers will be as complete as possible within a reasonable amount of time. This includes providing information for predicted questions. It also includes automated responses, informational emails, etc.
- **Resolution** – TBPELS will empower its employees at all levels to understand and resolve customer service issues, questions or failures immediately or as soon as possible. Always find the answer for the customer and/or find the correct person to resolve the issue.
- **Ease of Use** – TBPELS will create and maintain facilities and processes aimed at making the customer’s experience convenient, timely and efficient. Staff will keep the customer’s perspective in mind in all functions.

### Defining Customers Served

TBPELS serves multiple groups which includes approximately 75,000 Professional Engineers (PE) licensed to practice in Texas, more than 20,000 Engineers-In-Training, 12,000 registered engineering firms, almost 2,800 Registered Professional Land Surveyors (RPLS), over 500 Surveyors in Training (SIT), 1,300 registered professional surveyor firms and approximately 60 Licensed State Land Surveyors (LSLS). The Board is purposeful in communicating with these groups, including connecting with approximately 23,000 people in FY 23 via outreach presentations, webinars, and conference presentations. We also send eNewsletters to our customers and license-specific emails for keeping licensees and other interested parties up-to-date.

The TBPELS website is the primary means of communicating the mission and objectives of the agency to the general public. It includes clear links to information the public might need, such as how to file a complaint, how to apply for and maintain a license, rosters of current engineers, surveyors, and firms, and contact information for questions. The customer service survey used by TBPELS addresses customer interactions on an individual basis (telephone, email, etc.), as well as products (web content, application materials, etc.) and its facilities (both physical and online). An additional feedback survey is continuously available on the website and is offered in the footer of every standard email. Responses are emailed to directors immediately if a response is received to a question relevant for their specific division.

### Survey

The FY 2024 customer service survey was emailed on April 9, 2024, to 16,550 licensed Professional Engineers, 4,600 registered Engineers-In-Training, 605 registered Professional Land Surveyors, and 120 Surveyors-In-Training. It was sent again to non-openers on April 15, 2024. A new random group was pulled on May 28, 2024, and the email was sent again to the identical license and registration types. The results below contain 972 responses received between April 9<sup>th</sup> and May 31<sup>st</sup>, 2024. The customer service survey is on a 5 point scale.

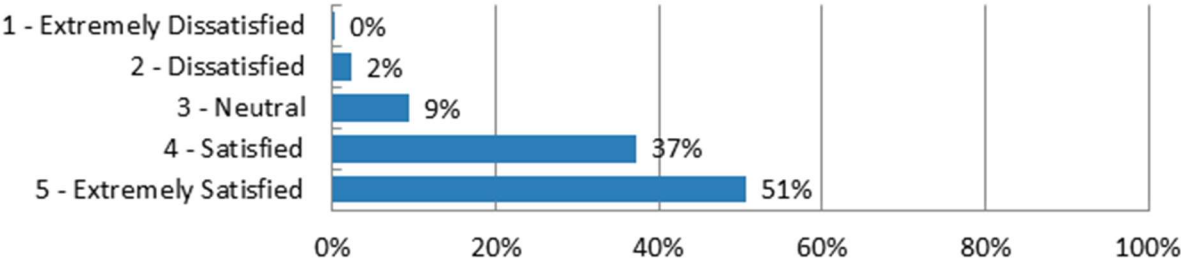
## Results

The responses for each question are summarized below.

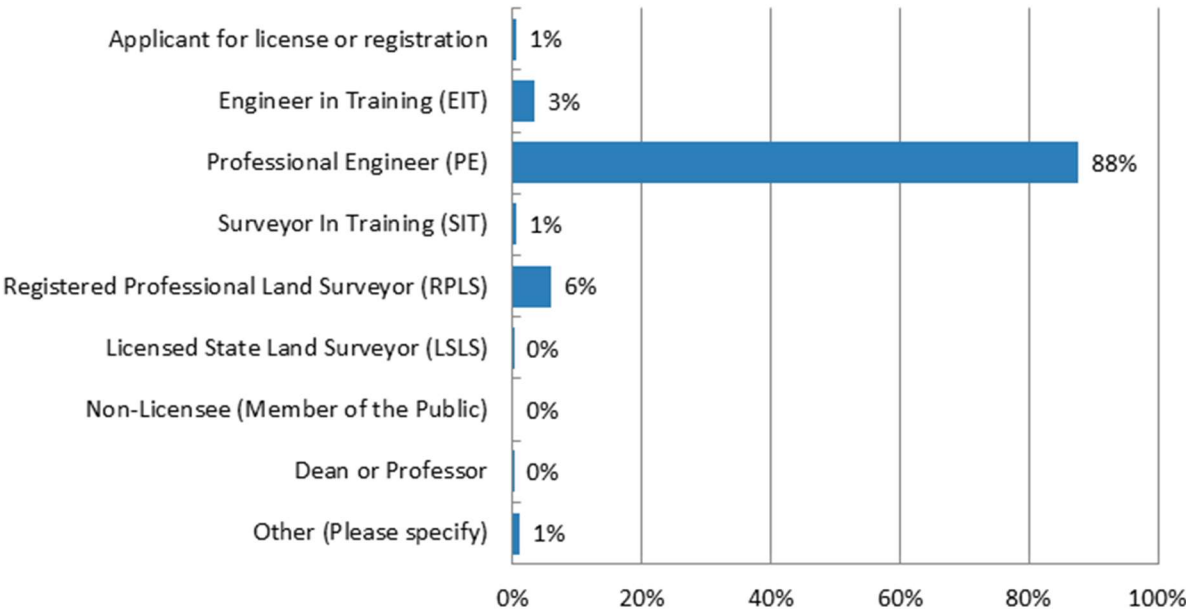
### "I am satisfied with the overall level of service received from TBPELS."

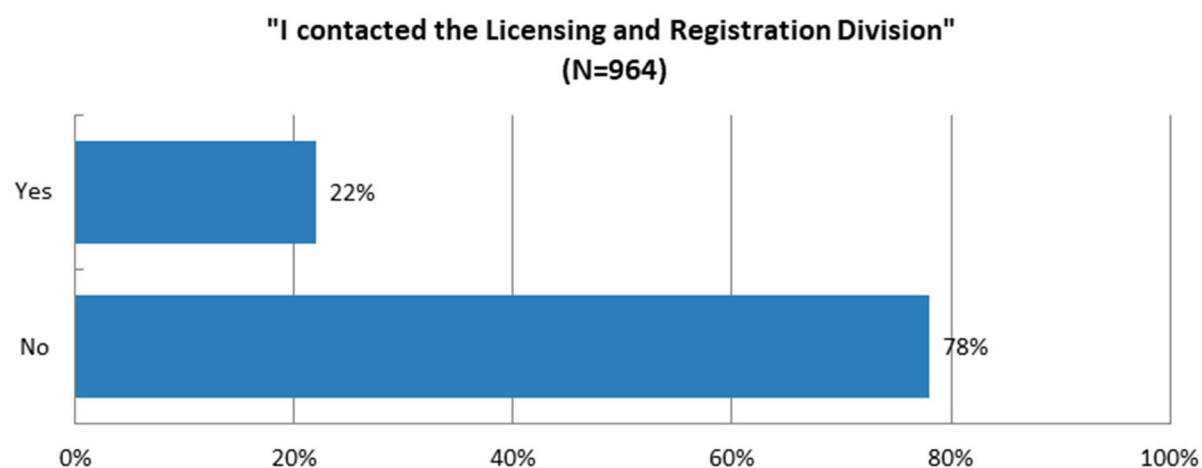
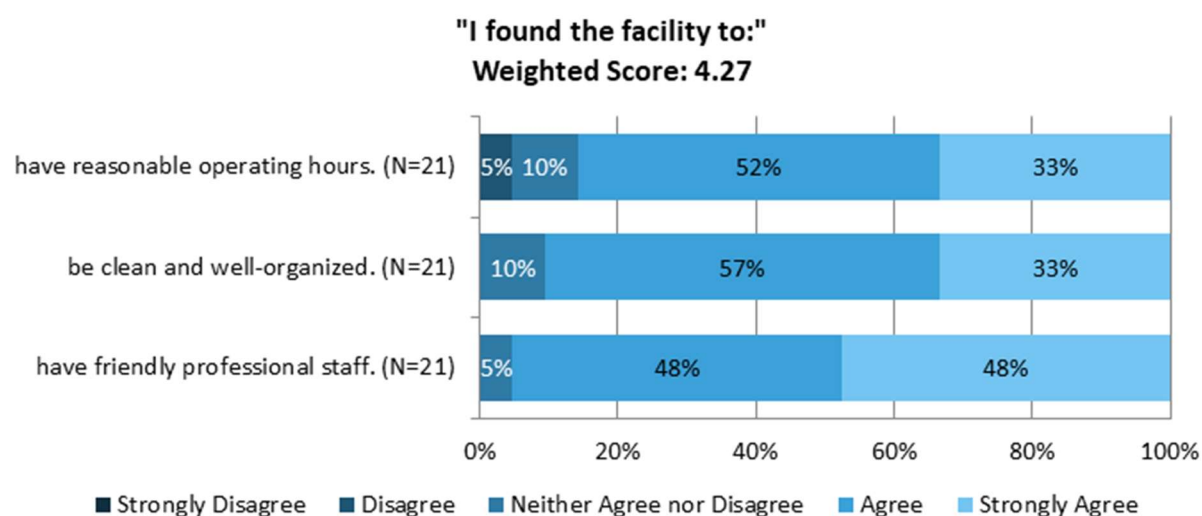
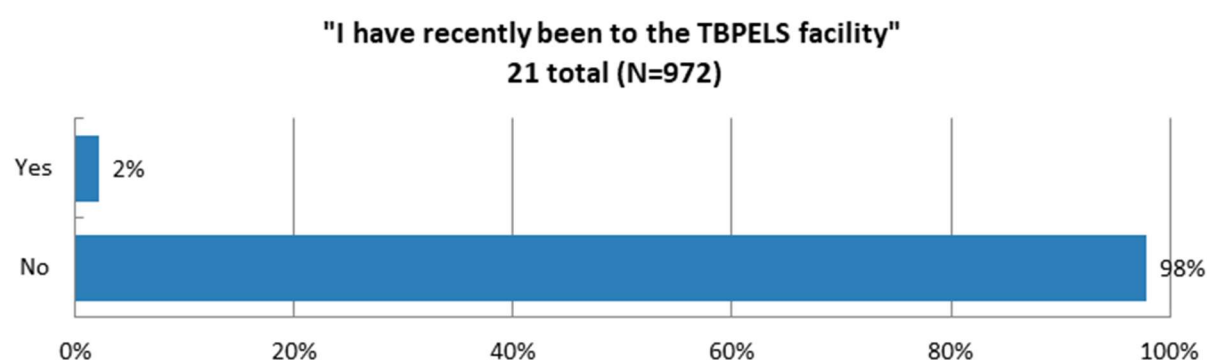
**Favorable: 98%**

**Weighted Score: 4.35 | (N=972)**

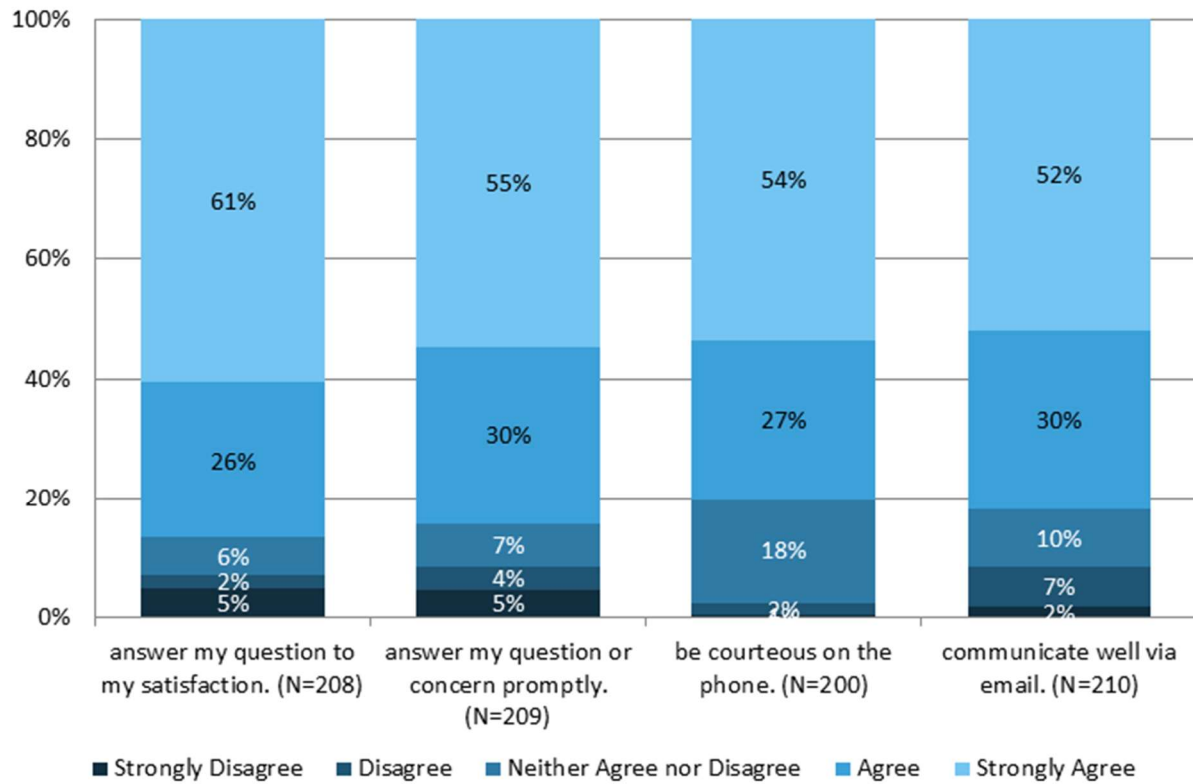


### "I am a(n)" (N=972)

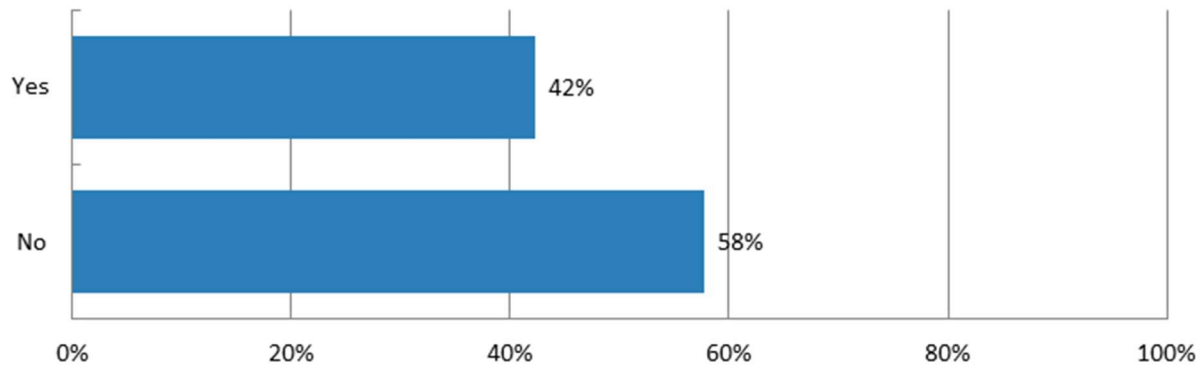




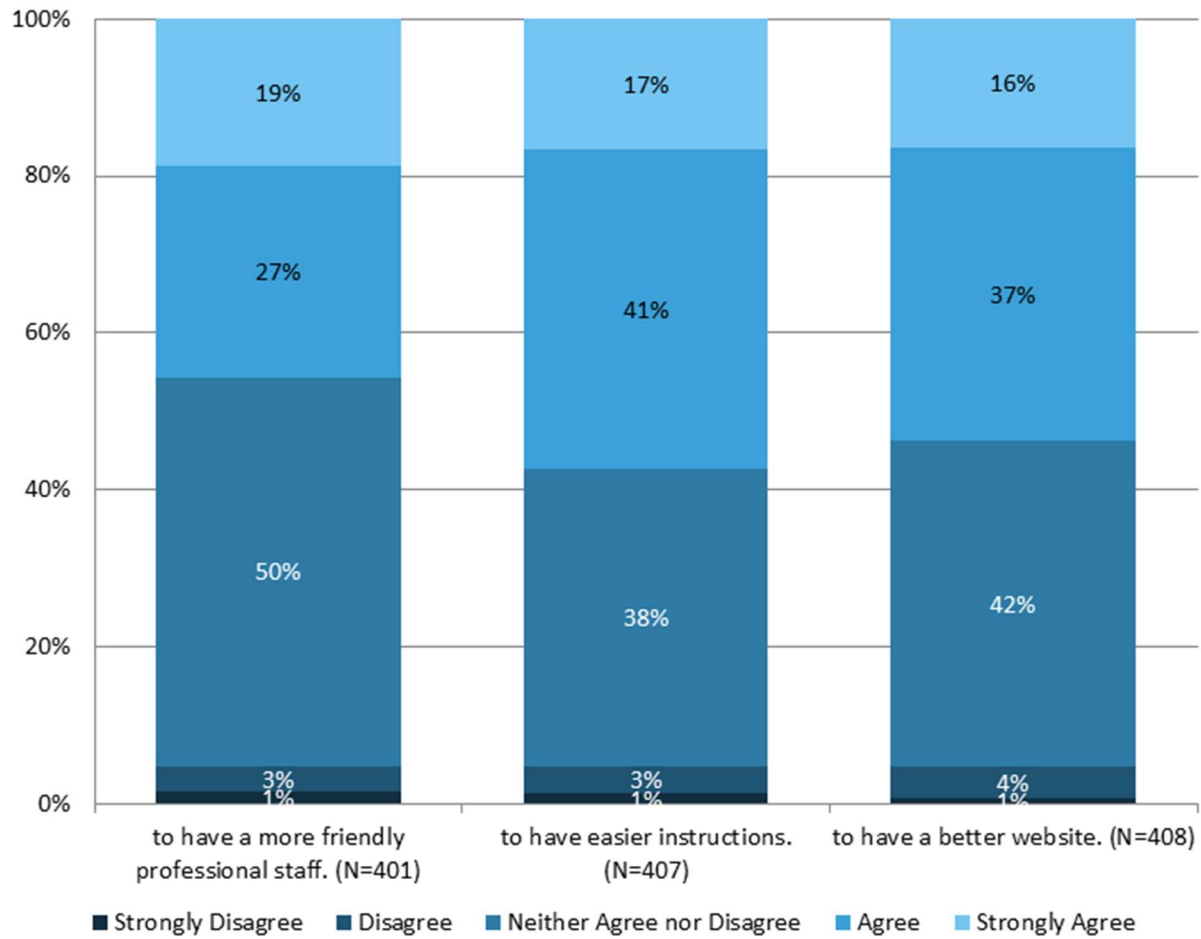
**"I found the Licensing and Registration staff to:"**  
(Weighted Score: 4.29)



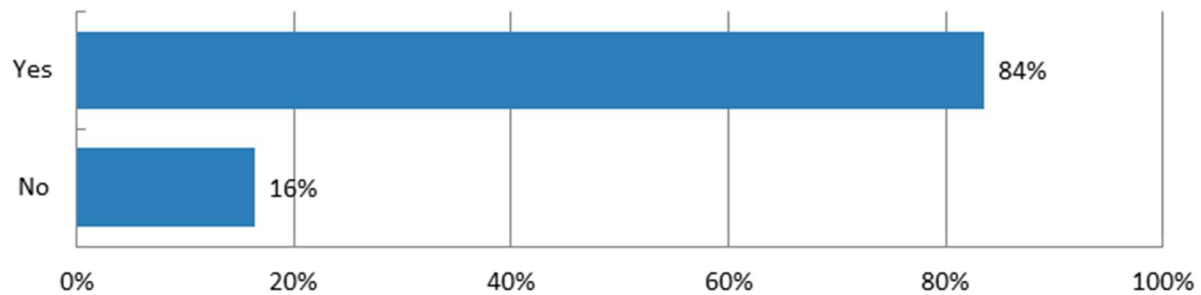
**"Are you licensed in other jurisdictions?"**  
(N=968)



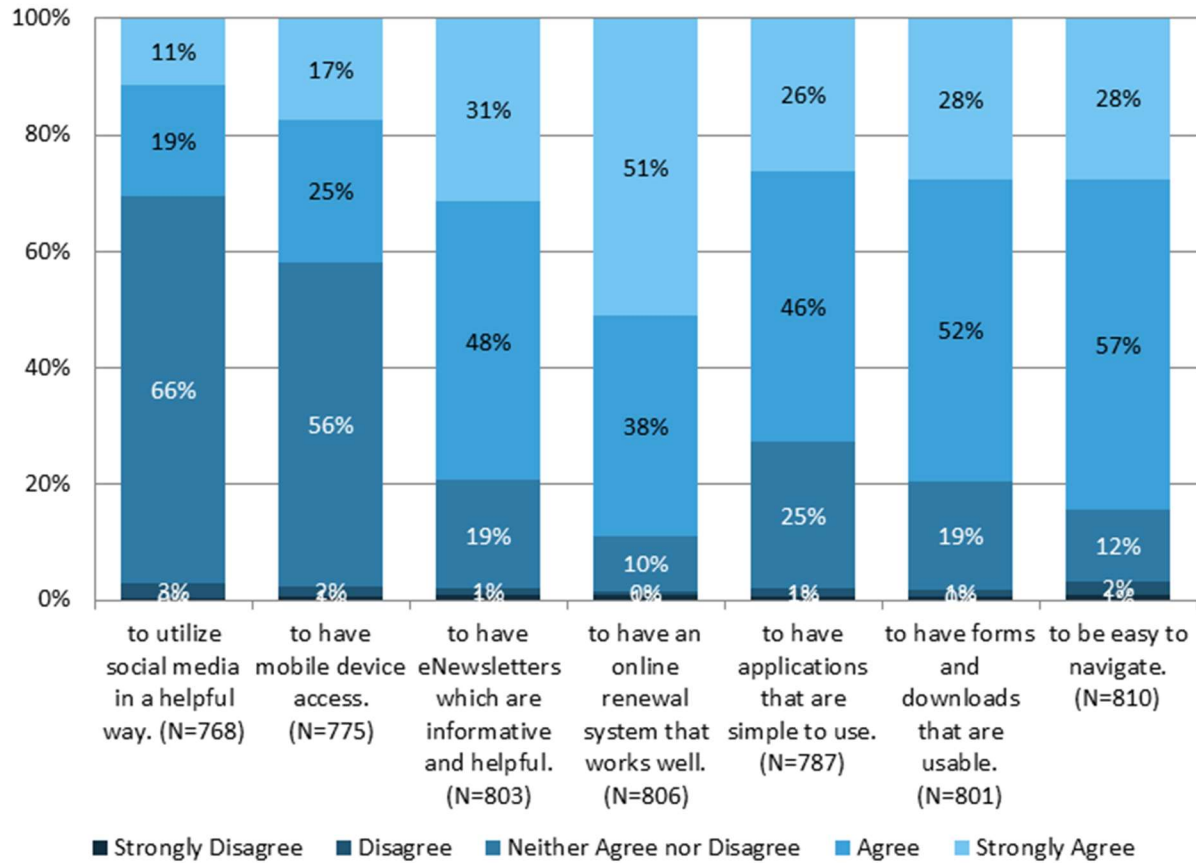
**"In comparison to other states, I found the TBPELS to:"**  
**Weighted Score: 3.64**



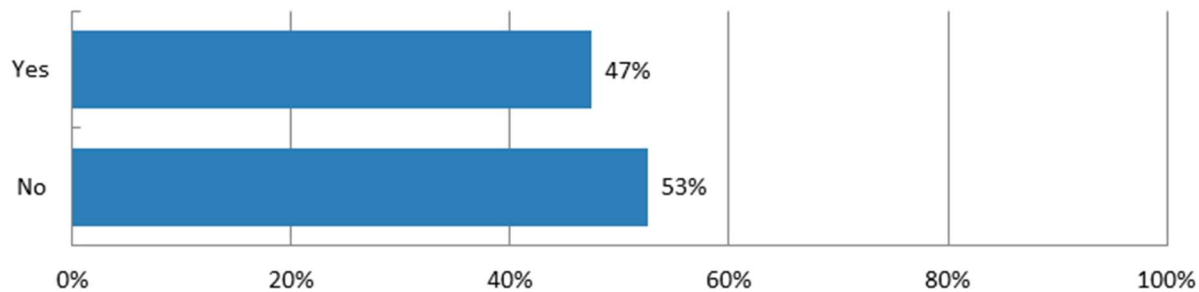
**"I visited the agency website."**  
**(N=971)**



### "I found the website:"

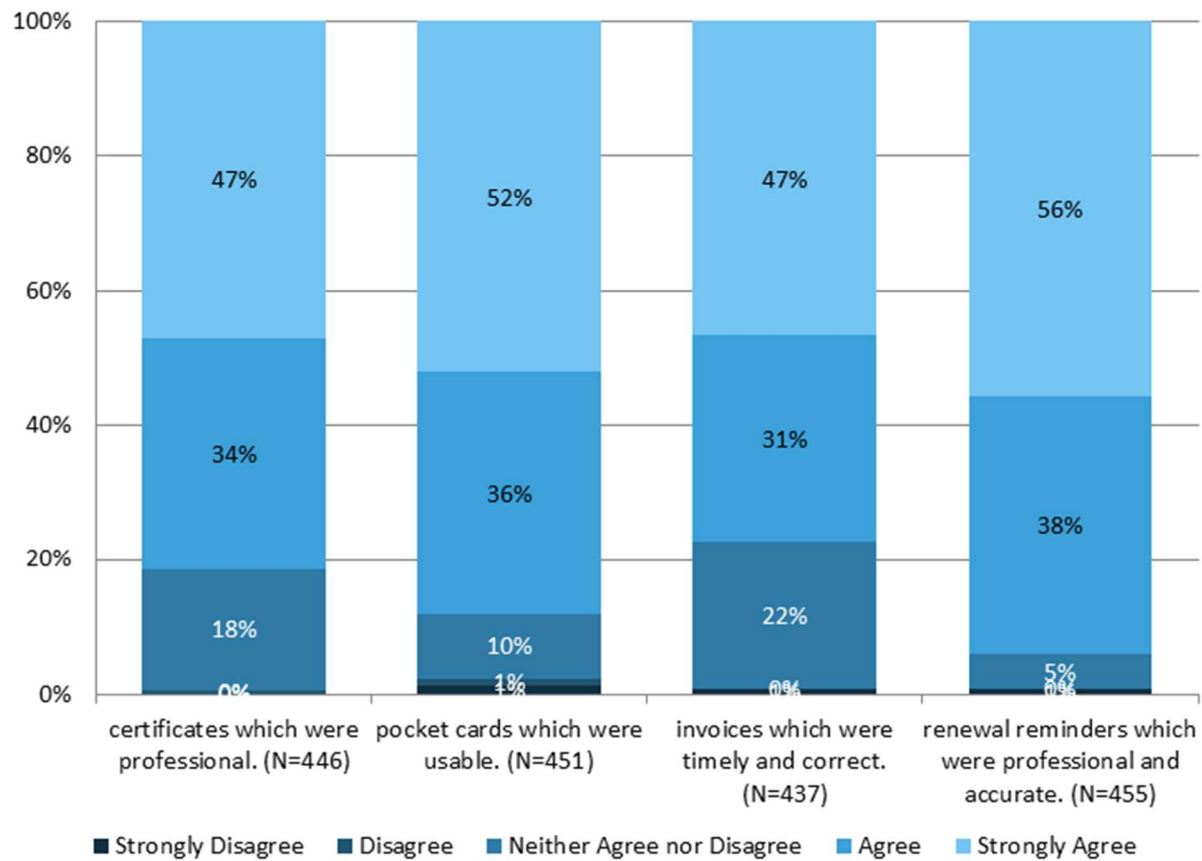


### "I received printed notifications from the agency" (N=968)

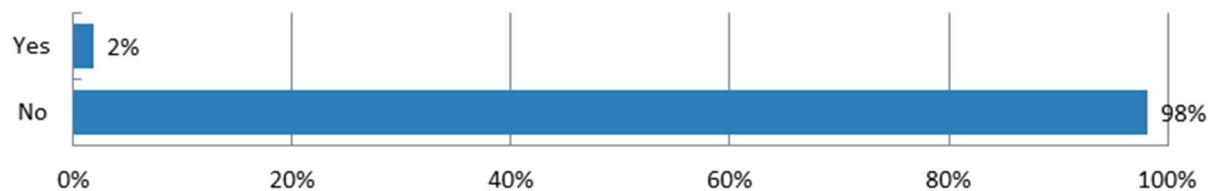




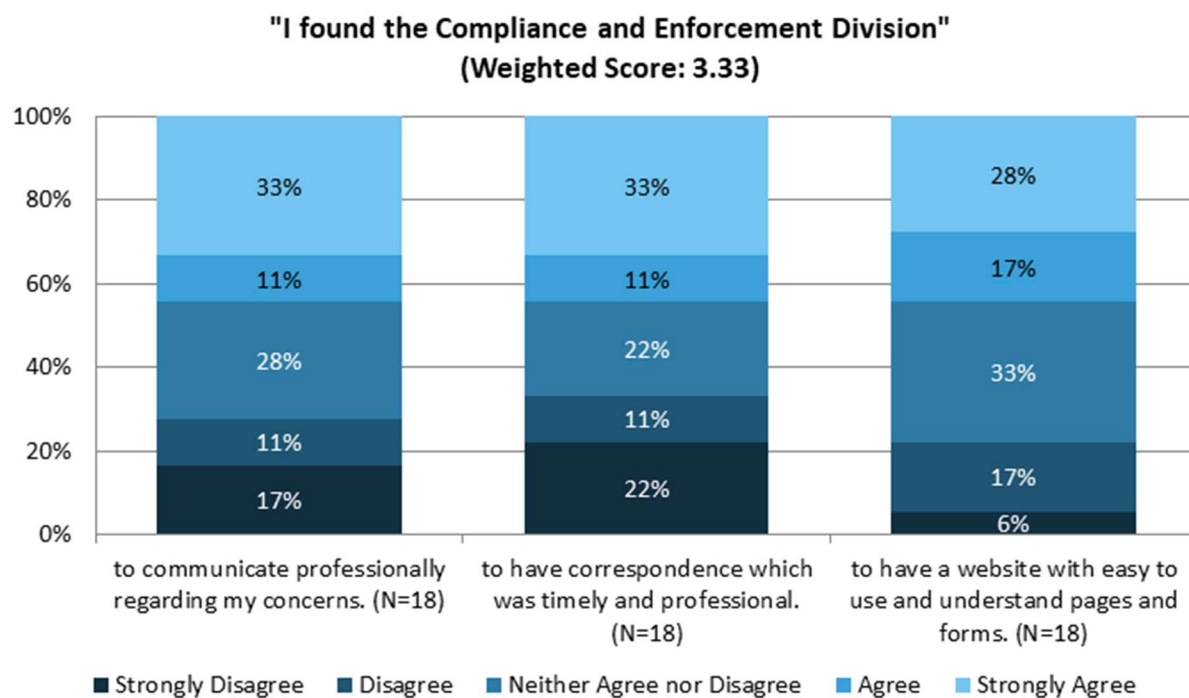
**"I received:"  
(Weighted Score: 4.34)**



**"I filed a complaint or opened a case with the agency"  
(N=967)**

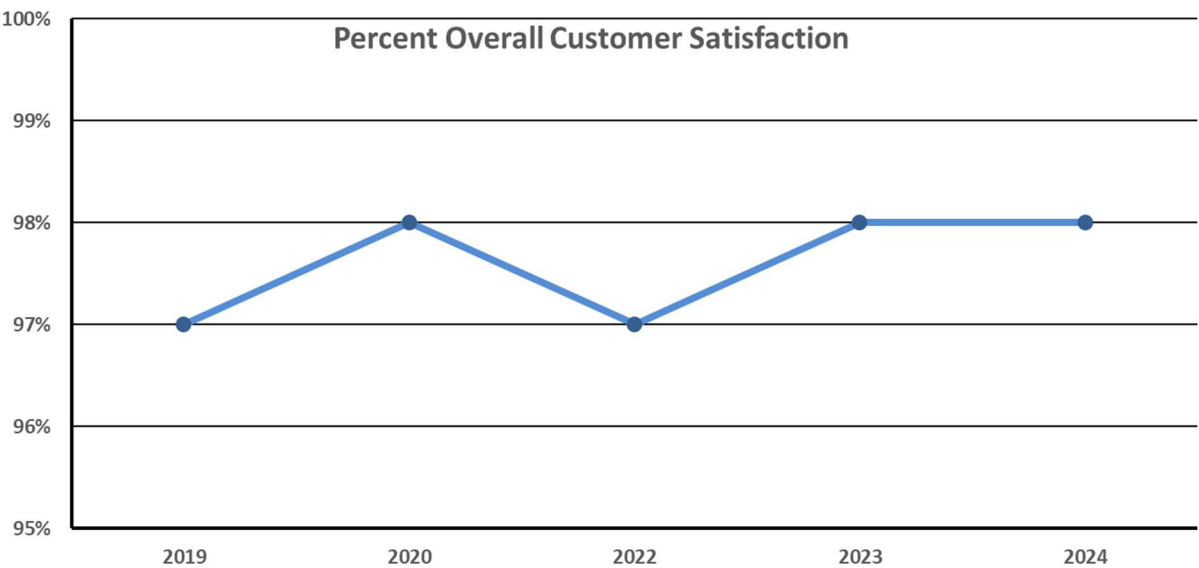


Note: For this measure there were only 18 responses and only from those involved in an enforcement action.



**Findings**

The FY 2024 customer service survey showed an acceptable customer satisfaction compared to the previous year with an overall rating of 98% positive. With the integration of the TBPELS Customer Service Quality Standards into the agency culture and procedures and the continuous improvement efforts mentioned above, the focus on improved customer service is a primary effort at the TBPELS.



**Texas Board of Professional Engineers and Land Surveyors**  
**Schedule H – Certification of Compliance with Cybersecurity Training**



C E R T I F I C A T E

Agency Name  
Texas Board of Professional Engineers and Land Surveyors

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required pursuant to the Texas Government Code, Sections 2054.5191 and 2054.5192.

Chief Executive Officer or Presiding Judge

Handwritten signature of Lance Kinney in black ink.

Signature

Lance Kinney, Ph.D, P.E.

Executive Director

5/30/2024

Date

Board or Commission Chair

Handwritten signature of Dr. Sina K Nejad in black ink.

Signature

Dr. Sina K Nejad, P.E., P. Eng.

Board Chairman

5/30/2024

Date