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July 2003  
SFR-055/03-02

## Second Quarter Report on Performance Measures

### Fiscal Year 2003

# Second Quarter Report on Performance Measures

## Fiscal Year 2003

Prepared by  
Strategic Planning and Appropriations

SFR-055/03-02  
July 2003



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## **Strategic Planning Structure**

### **Fiscal Year 2003**

#### **Goal 01 — ASSESSMENT, PERMITTING, AND PREVENTION:**

To protect public health and the environment by accurately assessing environmental conditions; by preventing or minimizing the level of contaminants released to the environment through regulation and permitting of facilities or activities with potential to contribute to pollution levels; by promoting voluntary efforts to prevent pollution; and by assuring the delivery of safe drinking water to Texas citizens at affordable rates.

**Objective 01:** To decrease the amount of toxics released and disposed of in Texas by 30 percent by 2005 from the 1992 level through assessing the environment, permitting facilities, and promoting voluntary pollution prevention and recycling.

**Strategy 01 — Air Quality Permitting:** Perform complete and timely reviews of applications to release pollutants into the air.

**Strategy 02 — Water Resource Permitting:** Perform complete and timely reviews of applications to utilize the state's water resources or to discharge to the state's waterways.

**Strategy 03 — Waste Management and Permitting:** Perform complete and timely reviews of applications relating to the management and disposal of municipal and industrial solid and hazardous waste.

**Strategy 04 — Air Quality Assessment and Planning:** Reduce and prevent air pollution by monitoring and assessing air quality, developing and/or revising plans to address identified air quality problems and to assist in the implementation of approaches to reducing motor vehicle emissions.

**Strategy 05 — Water Resource Assessment and Planning:** Develop plans to ensure an adequate, affordable supply of clean water by monitoring and assessing water quality and availability.

**Strategy 06 — Waste Management Assessment and Planning:** Ensure the proper and safe disposal of pollutants by monitoring the generation, treatment, and storage of solid waste and assessing the capacity of waste disposal facilities; and by providing financial and technical assistance to municipal solid waste planning regions for the development and implementation of waste reduction plans.

**Strategy 07 — Pollution Prevention, Recycling, and Innovative Programs:** Promote voluntary pollution prevention, recycling, and innovative programs through a combination of technical assistance and public education and by organizing and promoting voluntary prevention initiatives.

**Objective 02:** To provide 95 percent of Texans served by public drinking water systems with drinking water that meets drinking water standards.

**Strategy 01 — Safe Drinking Water:** Ensure the delivery of safe drinking water to all citizens through monitoring and oversight of drinking water sources consistent with the requirements of the Safe Drinking Water Act.

**Strategy 02 — Water Utilities Oversight:** Provide regulatory oversight of water and sewer utilities to ensure that charges to customers are necessary and cost-based and to promote and ensure adequate customer services.

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## **Goal 02 — ENFORCEMENT AND COMPLIANCE ASSISTANCE**

To protect public health and the environment by administering enforcement programs that promote voluntary compliance with environmental laws and regulations while providing strict, sure, and just enforcement when environmental laws are violated.

**Objective 01:** By fiscal year 2005, to bring 95 percent of all regulated facilities into compliance with state environmental laws and regulations, and to respond appropriately to citizen inquiries and complaints.

**Strategy 01 — Field Inspections and Complaint Response:** Promote compliance with environmental laws and regulations by conducting field inspections and responding to citizen complaints.

**Strategy 02—Enforcement and Compliance Support:** Maximize voluntary compliance with environmental laws and regulations by providing educational outreach and assistance to businesses and units of local governments; and assure compliance with environmental laws and regulations by taking swift, sure and just enforcement actions to address violation situations.

**Strategy 03 — Occupational Licensing:** Establish and maintain occupational certification programs to ensure compliance with statutes and regulations that protect public health and the environment.

## **Goal 03 — POLLUTION CLEANUP**

To protect public health and the environment by identifying, assessing, and prioritizing contaminated sites, and by assuring timely and cost-effective cleanup based on good science and current risk factors.

**Objective 01:** By fiscal year 2005, to identify, assess and clean up 80 percent of the known sites contaminated by hazardous materials and petroleum from leaking storage tanks.

**Strategy 01 — Storage Tank Administration and Cleanup:** Regulate the installation and operation of underground storage tanks and administer a program to identify and remediate sites contaminated by leaking storage tanks. Provide prompt and appropriate reimbursement to contractors and owners for the cost of remediating sites contaminated by leaking storage tanks.

**Strategy 02 — Hazardous Materials Cleanup:** Aggressively pursue the investigation, design and cleanup of federal and state Superfund sites; and facilitate voluntary cleanup activities at other sites and respond immediately to spills which threaten human health and environment.

## **Goal 05 — HISTORICALLY UNDERUTILIZED BUSINESS PROGRAM**

To establish and carry out policies and practices governing purchasing and public works contracts that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

**Objective 01:** To conduct a good faith effort program that will encourage inclusion of HUBs in all purchasing and procurement opportunities as set forth by 1 TAC 111.11 - 111.23, as adopted by the TCEQ.

**Strategy 01 —** Develop and implement a plan for increasing the use of HUBs in purchasing and public works contracts and subcontracts.

## STRATEGY 01-01-01: AIR QUALITY PERMITTING

### Output Measure 01: Number of state and federal air quality permit applications reviewed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1,400	2,112	37.7%
2nd Quarter	1,400	1,600	28.6%
3rd Quarter	1,400		0.0%
4th Quarter	1,400		0.0%
<b>Total</b>	<b>5,600</b>	<b>3,712</b>	<b>66.3%</b>

**Variance Explanation:**

**EXCEEDS PROJECTED LEVEL**

Performance for the number of state and federal air quality permit applications reviewed was higher than projected for the second quarter of FY 03. The high performance reflects agency efforts to eliminate a backlog of pending permit applications. The backlog has resulted from the recent increase in processing times for new source review permits caused by an increase in the time necessary for administrative review and from an increase in applications and permit-by-rule registrations for grandfathered facilities. The increase in completed reviews is expected to continue through the fiscal year until all currently backlogged projects are completed.

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### Output Measure 02: Number of federal air quality operating permits reviewed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	87.5	236	67.4%
2nd Quarter	87.5	211	60.3%
3rd Quarter	87.5		0.0%
4th Quarter	87.5		0.0%
<b>Total</b>	<b>350</b>	<b>447</b>	<b>127.7%</b>

**Variance Explanation:**

**EXCEEDS PROJECTED LEVEL**

The number of federal air quality operating permits reviewed exceeded projected levels for the second quarter. The large number of projects completed during this quarter and year reflect the agency's efforts to eliminate the backlog of pending permit applications. This increase in completed projects will continue at least through the end of the third quarter of fiscal year 2003, until all currently backlogged projects are completed. Other factors causing the target to be exceeded include a larger than expected number of General Operating Permit renewal projects reviewed, and the omission of renewals from the initial projections. This high level of performance is expected to continue for the rest of the year.

## STRATEGY 01-01-01: AIR QUALITY PERMITTING

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### Efficiency Measure 01: Percent of air quality permit applications reviewed within established time frames

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	68.3%	71.9%
2nd Quarter	95%	76.5%	80.5%
3rd Quarter	95%		0.0%
4th Quarter	95%		0.0%
Annual Target	95%	76.5%	80.5%

**Variance Explanation:**

BELOW PROJECTED LEVEL

Performance for the percent of air permit applications reviewed within established time frames was below projections. The agency is in the final stages of completing work to eliminate a backlog of permit applications. Since backlogged projects are those which exceed or are about to exceed established review time frames, the concentration of backlogged projects completed has reduced the percentage of those applications reviewed within the established time frames. This pattern will continue through the end of the third quarter when all currently backlogged projects are expected to be completed.

## STRATEGY 01-01-02: WATER RESOURCE PERMITTING

### Output Measure 01: Number of applications to address water quality impacts reviewed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	848.25	3,861	113.8%
2nd Quarter	848.25	396	11.7%
3rd Quarter	848.25		0.0%
4th Quarter	848.25		0.0%
<b>Total</b>	<b>3,393</b>	<b>4,257</b>	<b>125.5%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of applications to address water quality impacts reviewed was lower than projected for the second quarter but remains above projected levels for the fiscal year. The first quarter high performance of this measure was primarily due to the processing of 3,258 authorization letters that acknowledge complete applications for the storm water Multi-Sector General Permit (MSGP). The storm water MSGP authorizes discharges of storm water associated with industrial activities. The rules authorizing the permit were issued on August 20, 2001 and entities had until November 19, 2001 to submit an application for coverage under the permit.

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### Output Measure 02: Number of applications to address water rights impacts reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	125	117	23.4%
2nd Quarter	125	105	21.0%
3rd Quarter	125		0.0%
4th Quarter	125		0.0%
<b>Total</b>	<b>500</b>	<b>222</b>	<b>44.4%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of applications to address water rights is slightly below the projected level for the second quarter. This measure counts the number of water rights permit applications as well as changes of ownership and water supply contracts reviewed during the quarter. Permitting staff were focused on reducing the number of backlogged water rights permit applications this quarter leaving less time to work on changes of ownership and water supply contracts which typically take less time to review. As the more complex applications are completed, performance for this measure is expected to increase and meet projections during the next reporting period.

## STRATEGY 01-01-02: WATER RESOURCE PERMITTING

### Output Measure 03: Number of concentrated animal feeding operation permits reviewed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	15	36	60.0%
2nd Quarter	15	40	66.7%
3rd Quarter	15		0.0%
4th Quarter	15		0.0%
<b>Total</b>	60	76	126.7%

**Variance Explanation:**

EXCEEDS PROJECTED LEVEL

Performance for the number of concentrated animal feeding operation (CAFO) permits reviewed was higher than projected for the second quarter. The wastewater permitting program expects to issue approximately 35 registrations and permits for the third quarter of fiscal year 2003. Performance is higher than expected due to the fact that several

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### Efficiency Measure 01: Percent of water resource permit applications reviewed within established time frames

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	57.9% <del>43.9%</del>	60.9%
2nd Quarter	95%	60.2%	63.4%
3rd Quarter	95%		0.0%
4th Quarter	95%		0.0%
<b>Annual Target</b>	95%	60.2%	63.4%

\* Numbers for Water Rights were revised for the first quarter to reflect the new 300 day calculation instead of the outdated 180 day time frame.

**Variance Explanation:**

BELOW PROJECTED LEVEL

The percent of water resource permit applications reviewed within established time frames was below projected levels for the second quarter. However, the performance has improved from the first quarter. This measure includes the percent of both water rights and wastewater permits reviewed within established time frames. The number of reviewed applications for water rights, including permit applications, changes of ownership, and water supply contracts, has increased from 61% in the first quarter to 62% for the second quarter. Wastewater permit processing times have increased from 54.7% in the first quarter to 58.3% in the second. The average processing times for both permits is 60.2%, as reflected in the table. Due to the permit time frame reduction initiative, the water rights permitting program has a goal of issuing permits within 300 days of the receipt of a permit application, and is implementing new procedures to assist in meeting the newly established time frames. The wastewater permitting program is changing procedures to meet their newly established time frames. The wastewater permitting program has a goal of issuing permits within 330 days. Performance for this measure is expected to continue to improve during the fiscal year.

## STRATEGY 01-01-03: WASTE MANAGEMENT AND PERMITTING

### Output Measure 01: Number of new system waste evaluations conducted

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	150	115	19.2%
2nd Quarter	150	131	21.8%
3rd Quarter	150		0.0%
4th Quarter	150		0.0%
<b>Total</b>	<b>600</b>	<b>246</b>	<b>41.0%</b>

**Variance Explanation:**

**BELOW PROJECTIONS**

The number of new system waste evaluations completed for the second quarter was less than projected. New system waste evaluations are initiated by the agency in the form of an information request to the waste generator to verify that wastes are correctly classified to ensure appropriate management, disposal, and fee assessment. Performance through the second quarter was lower than expected due to insufficient or no response from approximately 35% of the waste generators who were asked for this information. These generators are expected to comply with the request and performance is expected to improve in the future.

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### Output Measure 02: Number of corrective actions approved for sites contaminated by solid waste

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	102	191	46.8%
2nd Quarter	102	140	34.3%
3rd Quarter	102		0.0%
4th Quarter	102		0.0%
<b>Total</b>	<b>408</b>	<b>331</b>	<b>81.1%</b>

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The number of corrective actions approved for sites contaminated by solid waste exceeded projections for the second quarter. Corrective actions are steps in the cleanup process which are either self implemented or required by agency order, permits, or compliance plans. The high performance can be attributed to adherence to processing time frames by the agency and to the implementation of streamlining measures to increase efficiency in cleanups. It was anticipated that the number of submissions would decline due to implementation of the Texas Risk Reduction Program rules, but this has not been the case.

## STRATEGY 01-01-03: WASTE MANAGEMENT AND PERMITTING

### Output Measure 03: Number of nonhazardous waste permit applications reviewed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3.25	2	15.4%
2nd Quarter	3.25	1	7.7%
3rd Quarter	3.25		0.0%
4th Quarter	3.25		0.0%
<b>Total</b>	13	3	23.1%

**Variance Explanation:**

BELOW PROJECTED LEVEL

The number of non-hazardous waste permit applications reviewed for the second quarter was lower than projected. The submission of fewer applications may be attributed to the downturn in the economy which could result in a decrease in certain types of waste from construction and other activities, and therefore less need on the part of landfills to modify their permits due to expansion. However, the number of non-hazardous waste permit applications received for review is still expected to meet projections for the next two quarters.

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### Output Measure 04: Number of hazardous waste permit applications reviewed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	35.5	78	54.9%
2nd Quarter	35.5	49	34.5%
3rd Quarter	35.5		0.0%
4th Quarter	35.5		0.0%
<b>Total</b>	142	127	89.4%

**Variance Explanation:**

ABOVE PROJECTED LEVEL

The number of hazardous waste permit applications reviewed during the second quarter is greater than projected due to the reduction of backlogged permit applications as part of the permit time frame reduction initiative.

## STRATEGY 01-01-03: WASTE MANAGEMENT AND PERMITTING

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**Efficiency Measure 01: Percent of waste management permit applications reviewed within established time frames**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	64%	67.4%
2nd Quarter	95%	78%	82.1%
3rd Quarter	95%		0.0%
4th Quarter	95%		0.0%
Annual Target	95%	78%	82.1%

**Variance Explanation:**

BELOW PROJECTED LEVEL

The percentage of reviews completed within the established time frames was lower than projected for the second quarter. Efforts were focused on older backlogged applications in response to the permit time frame reduction initiative. As backlogged applications are reviewed and completed, the percentage reviewed within the established time frames is expected to increase.

## STRATEGY 01-01-04: AIR QUALITY ASSESSMENT AND PLANNING

### Output Measure 01: Number of point source air quality assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	500	<u>426</u> 422	21.3%
2nd Quarter	500	223	11.2%
3rd Quarter	500		0.0%
4th Quarter	500		0.0%
<b>Total</b>	2,000	649	32.5%

**Variance Explanation:**

BELOW PROJECTED LEVEL

The number of point source air quality assessments was below projections for the second quarter. The end of this quarter is normally characterized by the mail out of account data for the next cycle's assessments with a tapering off of review and assessments for the previous cycle. Account data will be returned from individual point sources beginning in April, and then will be reviewed and assessed by staff. Assessments are expected to increase in the third and fourth quarters.

\* First quarter number was revised due to error in the dates recorded on completed assessments.

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### Output Measure 02: Number of area source air quality assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	500	515	25.8%
2nd Quarter	500	521	26.1%
3rd Quarter	500		0.0%
4th Quarter	500		0.0%
<b>Total</b>	2,000	1,036	51.8%

**Variance Explanation:**

MEETS PROJECTED LEVEL

## STRATEGY 01-01-04: AIR QUALITY ASSESSMENT AND PLANNING

### Output Measure 03: Number of mobile source air quality assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	250	244	24.4%
2nd Quarter	250	256	25.6%
3rd Quarter	250		0.0%
4th Quarter	250		0.0%
<b>Total</b>	1,000	500	50.0%

**Variance Explanation:**  
MEETS PROJECTED LEVEL

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### Output Measure 04: Number of air monitors operated

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	518	526	101.5%
2nd Quarter	518	539	104.1%
3rd Quarter	518		0.0%
4th Quarter	518		0.0%
<b>Annual Target</b>	518	539	104.1%

**Variance Explanation:**  
MEETS PROJECTED LEVEL

## STRATEGY 01-01-04: AIR QUALITY ASSESSMENT AND PLANNING

### Efficiency Measure 01: Percent of data collected by TCEQ continuous and non-continuous air monitoring networks

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	83%	90%	108.4%
2nd Quarter	83%	89%	107.2%
3rd Quarter	83%		0.0%
4th Quarter	83%		0.0%
Annual Target	83%	89%	107.2%

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The percent of data collected by air monitoring networks exceeded projections for this quarter due to improving data return for the PM10, lead, and air toxics monitoring networks and improved technology for monitor calibrations in continuous monitoring networks. These technological improvements allow less time to be spent on instrument checks and more time to be spent on the collection of valid data. This level of performance is expected to continue.

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### Efficiency Measure 02: Average cost per air quality assessment

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$450	\$472	104.9%
2nd Quarter	\$450	\$504	112.0%
3rd Quarter	\$450		0.0%
4th Quarter	\$450		0.0%
Annual Target	\$450	\$504	112.0%

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The average cost per air quality assessment exceeded projections for the second quarter. The average cost per air quality assessment was slightly higher than expected due to a slightly lower number of point source assessments conducted this quarter. As more assessments are conducted in future quarters, the average cost is expected to decrease.

## STRATEGY 01-01-04: AIR QUALITY ASSESSMENT AND PLANNING

### Efficiency Measure 03: Average cost of LIRAP (Low Income Vehicle Repair Assistance, Retrofit, and Accelerated Vehicle Retirement Program) vehicle emissions repairs and retrofits

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$380	\$400	105.3%
2nd Quarter	\$380	\$434	114.2%
3rd Quarter	\$380		0.0%
4th Quarter	\$380		0.0%
Annual Target	\$380	\$434	114.2%

**Variance Explanation:**

ABOVE PROJECTED LEVEL

Performance for the average LIRAP repair and retrofit costs are slightly higher than expected. These costs reflect the average cost of repairs and retrofits for each vehicle participating in the LIRAP program for both the Houston and Dallas Fort Worth program areas.

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### Efficiency Measure 04: Average cost of LIRAP (Low Income Vehicle Repair Assistance, Retrofit, and Accelerated Vehicle Retirement Program) retirement

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$1,000	\$1,000	100.0%
2nd Quarter	\$1,000	\$1,000	100.0%
3rd Quarter	\$1,000		0.0%
4th Quarter	\$1,000		0.0%
Annual Target	\$1,000	\$1,000	100.0%

**Variance Explanation:**

MEETS PROJECTED LEVEL

## STRATEGY 01-01-05: WATER RESOURCE ASSESSMENT AND PLANNING

### Output Measure 01: Number of surface water assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	17.5	6	8.6%
2nd Quarter	17.5	3	4.3%
3rd Quarter	17.5		0.0%
4th Quarter	17.5		0.0%
<b>Total</b>	<b>70</b>	<b>9</b>	<b>12.9%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of surface water assessments conducted was below projections for the fiscal year due to the normal schedule of completion dates for some of the surveys and assessments, as required by the Federal Clean Water Act. Three surface water assessments were conducted. One assessment was conducted for each of the following three types: Water Quality Management Plan Update, Sec. 319 Annual Report, and Estuary Reports/Assessments. Variations between the quarters in the number of assessments conducted will occur because assessments are due for different time frames and some are dependent upon environmental conditions. For example, some types of assessments included in this measure, such as intensive surveys, receiving water assessments, and special studies, require warm weather and low flow conditions. The types of assessments are typically conducted in the late spring and summer. The agency expects to meet projections for the fiscal year.

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### Output Measure 02: Number of groundwater assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	28	81	72.3%
2nd Quarter	28	73	65.2%
3rd Quarter	28		0.0%
4th Quarter	28		0.0%
<b>Total</b>	<b>112</b>	<b>154</b>	<b>137.5%</b>

**Variance Explanation:**

**EXCEEDS PROJECTED LEVEL**

The number of groundwater assessments completed through the second quarter exceeded projections. This excess is attributable to a greater than projected number of permit-related assessments being completed in this quarter. Permit related assessments are generally demand based, short term and sporadic in nature, however during this quarter, staff reviewed a large number of existing registered wastewater sludge application sites that became subject to a new legislative mandate to obtain a permit or cease operation by September 1, 2003. Additionally, Concentrated Animal Feeding Operations are relocating to the Texas Panhandle, resulting in a greater than anticipated number of assessments in this area. The number of Class V injection well authorizations increased during this quarter also, and all of the authorizations were associated with contamination remediation sites.

**STRATEGY 01-01-05: WATER RESOURCE ASSESSMENT AND PLANNING**

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**Output Measure 02: Number of groundwater assessments (New)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	12.5	3	6.0%
2nd Quarter	12.5	17	34.0%
3rd Quarter	12.5		0.0%
4th Quarter	12.5		0.0%
<b>Total</b>	50	20	40.0%

**Variance Explanation:**  
 BELOW PROJECTED LEVEL  
 The number of groundwater assessments completed during the second quarter exceeded the quarterly projection, but performance through the second quarter was below projections for the year. These types of assessments are longer-term projects which are generally not completed until the third or fourth quarter. Performance will likely meet the projection in the fourth quarter when all assessments should be completed.

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**Output Measure 03: Number of dam safety assessments**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	65	44	16.9%
2nd Quarter	65	53	20.4%
3rd Quarter	65		0.0%
4th Quarter	65		0.0%
<b>Total</b>	260	97	37.3%

**Variance Explanation:**  
 BELOW PROJECTED LEVEL  
 The number of dam safety assessments is currently below projections. The agency has contracted for the completion of 100 dam safety assessments, in addition to those conducted by agency staff. The contract was not in place until the beginning of the second quarter. Most of these contracted assessments are not expected to take place until later in the fiscal year. It is expected that performance for this measure will meet the annual projected level.

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**STRATEGY 01-01-05: WATER RESOURCE ASSESSMENT AND PLANNING**

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**Efficiency Measure 01: Average cost per dam safety assessment**

	<b>Projected</b>	<b>Actual</b>	<b>Percent of Annual Projection Attained</b>
<b>1st Quarter</b>	\$2,000	\$1,134	56.7%
<b>2nd Quarter</b>	\$2,000	\$1,030	51.5%
<b>3rd Quarter</b>	\$2,000		0.0%
<b>4th Quarter</b>	\$2,000		0.0%
<b>Annual Target</b>	\$2,000	\$1,030	51.5%

**Variance Explanation:**

BELOW PROJECTED LEVEL

The average cost per dam safety assessment is again below the projected level in the second quarter and continues to decrease as more assessments are completed. The projection was based upon the average cost of contracted assessments and did not include those conducted by agency staff, so performance is expected to stay below projected levels in the future.

## STRATEGY 01-01-06: WASTE MANAGEMENT ASSESSMENT AND PLANNING

### Output Measure 01: Number of municipal solid waste facility capacity assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	59	69.6	29.5%
2nd Quarter	59	61.5	26.1%
3rd Quarter	59		0.0%
4th Quarter	59		0.0%
<b>Total</b>	<b>236</b>	<b>131.1</b>	<b>55.6%</b>

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The number of municipal solid waste facility capacity assessments is slightly above projections. The facility assessments use the data provided on annual reports from municipal solid waste landfills. The annual reports gather information on the operations of each facility, including capacity information. Factors that affect this measure are the quality of the data reported on the annual reports, the length of time to resolve inconsistencies, and the amount of information required to be analyzed. It is expected that performance will meet projected levels for the fiscal year.

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### Efficiency Measure 01: Average cost per municipal solid waste facility capacity assessment (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$115	\$71.30	62.0%
2nd Quarter	\$115	\$86.67	75.4%
3rd Quarter	\$115		0.0%
4th Quarter	\$115		0.0%
<b>Annual Target</b>	<b>\$115</b>	<b>\$78.51</b>	<b>68.3%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The average cost per municipal solid waste capacity assessment is below projections. Because the current set of reports is somewhat more complex than the first quarter's reports, the time spent per report is increasing which increases the cost per assessment. Average costs are expected to continue to rise somewhat in the future, but not to the level of the projected performance. Performance below expectations is desired.

**STRATEGY 01-01-07: POLLUTION PREVENTION, RECYCLING, AND INNOVATIVE PROGRAMS**

**Output Measure 01: Number of on-site technical assistance visits (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	17.5	21	30.0%
2nd Quarter	17.5	30	42.9%
3rd Quarter	17.5		0.0%
4th Quarter	17.5		0.0%
<b>Total</b>	70	51	72.9%

**Variance Explanation:**  
**EXCEEDS PROJECTED LEVEL**  
 The number of on-site technical assistance visits exceeded the projected level for the second quarter. This measure provides an indication of the agency's ability to conduct outreach and information dissemination of technical pollution prevention information to Texas industries. The performance was due to a strong demand by the regulated community for on-site assistance visits and a response by the marina industry for assistance visits to confirm their participation in the new Clean Texas Marina Program. In addition, agency staff conducted three Environmental Management Systems (EMS) mock audits with the regulated community to test new audit protocols. It is expected that this measure will not meet the annual projection due to upcoming budget reductions in travel.

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**Output Measure 01: Number of on-site technical assistance visits, presentations, and workshops on pollution prevention/waste minimization and environmental management systems (EMS) conducted (New)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	50	55	27.5%
2nd Quarter	50	70	35.0%
3rd Quarter	50		0.0%
4th Quarter	50		0.0%
<b>Total</b>	200	125	62.5%

**Variance Explanation:**  
**ABOVE PROJECTED LEVEL**  
 The number of on-site visits, presentations, and workshops exceeded projections for the quarter. This was due to increased requests by the regulated community for compost and clean marina confirmation on-site visits. The number of presentations and workshops exceeded projections due to a strong demand for technical training and workshops to implement Environmental Management Systems.

**STRATEGY 01-01-07: POLLUTION PREVENTION, RECYCLING, AND INNOVATIVE PROGRAMS**

**Output Measure 02: Number of entities joining the Clean Texas Program, Texas Environmental Management Systems (EMS) Program, and Innovative Programs**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	31.25	3.5	2.4%
2nd Quarter	31.25	24	19.2%
3rd Quarter	31.25		0.0%
4th Quarter	31.25		0.0%
<b>Total</b>	125	27	21.6%

**Variance Explanation:**

BELOW PROJECTED LEVEL

The number of members participating in voluntary programs was lower than projected. The majority of Clean Texas members historically have joined in the third quarter. In addition, the number of participants in the Environmental Management System program was not as high as expected. The agency anticipates meeting the performance target for the fiscal year.

\*The number change in the first quarter is due to a discrepancy in the definition of participants in the program.

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**Output Measure 03: Number of quarts of used oil diverted from landfills and processed (in millions)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	5	0	0%
2nd Quarter	5	21	105%
3rd Quarter	5		0%
4th Quarter	5		0%
<b>Total</b>	20	21	105%

**Variance Explanation:**

ABOVE PROJECTED LEVEL

The number of quarts of used oil diverted from landfills exceeded quarterly and year-to-date projections. The majority of the annual reports are generally received in the second quarter of each fiscal year as they are due in January. Some late reports will result in a small number to be reported in the third quarter. More used oil collection centers have registered than projected and therefore the amount of reported used oil collected is higher than expected.

**STRATEGY 01-01-07: POLLUTION PREVENTION, RECYCLING, AND INNOVATIVE PROGRAMS**

**Efficiency Measure 01: Average cost per on-site technical assistance visit**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$1,200	\$783	65.3%
2nd Quarter	\$1,200	\$546	45.5%
3rd Quarter	\$1,200		0.0%
4th Quarter	\$1,200		0.0%
Annual Target	\$1,200	\$546	45.5%

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The average cost per site assistance visit is below the projected level. This is because 10 of the site assistance visits completed by regional staff did not incur statewide travel related expenses. The increased efficiency and delivery of services by staff in the regional offices allows the agency to conduct site visits at a lower cost.

## STRATEGY 01-02-01: SAFE DRINKING WATER

### Output Measure 01: Number of public drinking water systems which meet primary drinking water standards (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	6,525	6,478	99.3%
2nd Quarter	6,525	6,451	98.9%
3rd Quarter	6,525		0.0%
4th Quarter	6,525		0.0%
Annual Target	6,525	6,451	98.9%

**Variance Explanation:**  
MEETS PROJECTED LEVEL

- O -

### Output Measure 02: Number of drinking water samples collected (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	7,450	6,168	20.7%
2nd Quarter	7,450	4,649	15.6%
3rd Quarter	7,450		0.0%
4th Quarter	7,450		0.0%
Total	29,800	10,817	36.3%

**Variance Explanation:**  
BELOW PROJECTED LEVEL  
The number of drinking water samples collected was lower than the projected level for the second quarter because of traditionally lower rates of collection in December and the implementation of reduced monitoring waivers for fiscal year 2003. An assessment of the impact the waivers would have on this measure was not completed until after these projections were developed. The reduced monitoring waivers will result in 6,250 fewer samples collected during fiscal year 2003. The reduction in water sampling monitoring will also be reflected in the following quarters of this fiscal year. The reduced monitoring waivers have resulted in reduced analytical costs for those public water systems that demonstrate consistent compliance with drinking water standards.

## STRATEGY 01-02-02: WATER UTILITIES OVERSIGHT

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### Output Measure 01: Number of utility rate reviews performed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	25	27	27.0%
2nd Quarter	25	38	38.0%
3rd Quarter	25		0.0%
4th Quarter	25		0.0%
<b>Total</b>	100	65	65.0%

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The number of utility rate reviews performed in the second quarter exceeded quarterly projections by 38%. The increased number of rate reviews is due to requests submitted by many groundwater conservation districts requesting commission approval of rate increases. It is expected this increase in activity will level out over the remaining quarters.

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### Output Measure 02: Number of district applications processed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	106.25	184	43.3%
2nd Quarter	106.25	146	34.4%
3rd Quarter	106.25		0.0%
4th Quarter	106.25		0.0%
<b>Total</b>	425	330	77.7%

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The number of district applications processed continues to exceed projections for the second quarter. This measure counts the number of district applications for bond issues for new construction projects. Staff evaluate the engineering and economic feasibility of all district applications on bond issues. Districts are filing more applications than expected, and it appears the economy continues to play a role in this increase. Although the economy has generally cooled down, interest rates have remained low, keeping the housing and development markets active. This directly affects water districts and seems to account for the increased number of applications filed and processed.

## STRATEGY 01-02-02: WATER UTILITIES OVERSIGHT

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### Output Measure 03: Number of certificates of convenience and necessity applications processed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	56.25	80	35.6%
2nd Quarter	56.25	71	31.6%
3rd Quarter	56.25		0.0%
4th Quarter	56.25		0.0%
<b>Total</b>	225	151	67.2%

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The number of Certificate of Convenience and Necessity (CCN) applications processed exceeds projections for the second quarter as the number of applications filed continues to exceed projected levels. This measure counts the number of applications filed by utilities to amend or increase their authorized service areas. This may be attributed to economic factors. Although the economy has generally cooled down, interest rates have remained low and the housing and development markets continue to be active. This directly affects utilities and seems to account for the number of CCN applications filed and processed.

## STRATEGY 02-01-01: FIELD INSPECTIONS AND COMPLAINT RESPONSE

### Output Measure 01: Number of inspections and investigations of air sites (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	4,250	2,109	12.4%
2nd Quarter	4,250	3,673	21.6%
3rd Quarter	4,250		0.0%
4th Quarter	4,250		0.0%
<b>Total</b>	<b>17,000</b>	<b>5,782</b>	<b>34.0%</b>

**Variance Explanation:**

BELOW PROJECTED LEVEL

Performance for the number of inspections of air sites is lower than projected through the second quarter. This performance is due to fewer than expected upset emissions events at regulated facilities. In most fiscal years, emissions events prompt between 7,500 and 8,500 on-demand investigations. To date, we have received only approximately 3,000 emissions events notifications. The strong agency emphasis in this area may be having the desired effect of decreasing the number of events (and emissions), thereby decreasing the number of on-demand investigations.

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### Output Measure 02: Number of inspections and investigations of water rights sites (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	8,500	8,804	25.9%
2nd Quarter	8,500	9,095	26.8%
3rd Quarter	8,500		0.0%
4th Quarter	8,500		0.0%
<b>Total</b>	<b>34,000</b>	<b>17,899</b>	<b>52.7%</b>

**Variance Explanation:**

MEETS PROJECTED LEVEL

## STRATEGY 02-01-01: FIELD INSPECTIONS AND COMPLAINT RESPONSE

### Output Measure 03: Number of inspections and investigations of water sites and facilities (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,125	1,296	15.2%
2nd Quarter	2,125	2,221	26.1%
3rd Quarter	2,125		0.0%
4th Quarter	2,125		0.0%
<b>Total</b>	<b>8,500</b>	<b>3,517</b>	<b>41.3%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of investigations at regulated water sites is below projected levels through the second quarter of fiscal year 2003 due to the continued implementation of the storm water program. The Stormwater Construction General Permit was not approved until March 6, 2003. Implementation of the TPDES MS4 program is still pending. The implementation of a new program lowers the output of investigators as they are finalizing the administration of the new program. Investigations have increased over the first quarter and are expected to continue to increase throughout the year.

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### Output Measure 04: Number of inspections and investigations of livestock and poultry operation sites (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	175	24	3.4%
2nd Quarter	175	89	12.7%
3rd Quarter	175		0.0%
4th Quarter	175		0.0%
<b>Total</b>	<b>700</b>	<b>113</b>	<b>16.1%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of inspections and investigations of livestock and poultry operation sites was significantly below the projected level for the first and second quarters of fiscal year 2003. House Bill 2912, 77<sup>th</sup> Legislature, required that the agency implement a system for evaluating a regulated entity's compliance history to be used in determining, among other things, the ability of a facility to receive an announced investigation. Prior to conducting investigations at animal feeding operations, it was determined that each facility would need to be evaluated for compliance history. Since this was a new process, initial evaluations took longer than expected and as a result, investigations were delayed for a period of time. Projections are expected to be met through a focused effort to increase the number of investigations.

## STRATEGY 02-01-01: FIELD INSPECTIONS AND COMPLAINT RESPONSE

### Output Measure 05: Number of inspections and investigations of waste sites (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,225	1,425	16.0%
2nd Quarter	2,225	2,478	27.8%
3rd Quarter	2,225		0.0%
4th Quarter	2,225		0.0%
<b>Total</b>	<b>8,900</b>	<b>3,903</b>	<b>43.8%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of inspections and investigations of waste sites is below the projected annual level but above the second quarter level. Resources were directed toward training events that were scheduled in the beginning of the fiscal year to ensure that protocols are applied consistently in all TCEQ regional offices. Projections are expected to be met in the following quarters of the fiscal year.

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### Output Measure 06: Number of spill cleanup inspections

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	150	278	46.3%
2nd Quarter	150	103	17.2%
3rd Quarter	150		0.0%
4th Quarter	150		0.0%
<b>Total</b>	<b>600</b>	<b>381</b>	<b>63.5%</b>

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The number of spill cleanup inspections are below projections for the second quarter, but remain above the annual projected level. Spills and emergency response activities in general are an on demand activity and therefore, not easily predicted. This trend is expected throughout the fiscal year.

## STRATEGY 02-01-01: FIELD INSPECTIONS AND COMPLAINT RESPONSE

### Efficiency Measure 01: Average inspection and investigation cost of livestock and poultry operations

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$229	\$2,686	1172.7%
2nd Quarter	\$229	\$607	265.1%
3rd Quarter	\$229		0.0%
4th Quarter	\$229		0.0%
Annual Target	\$229	\$607	265.1%

**Variance Explanation:**

**ABOVE PROJECTED LEVEL**

The average cost of investigations at livestock and poultry facilities remains above the projected amount of \$229 per investigation in the second quarter. However, the average cost has dramatically dropped from \$2,686 per investigation reported for the first quarter. Only 3.4% of the projected inspections were conducted in the first quarter, causing the average cost to be quite high. As the number of investigations continues to increase during the coming two quarters, the average cost is expected to decrease.

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### Efficiency Measure 02: Average time (days) to complete inspection/investigation of air sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	21	21	100.0%
2nd Quarter	21	22	104.8%
3rd Quarter	21		0.0%
4th Quarter	21		0.0%
Annual Target	21	22	104.8%

**Variance Explanation:**

**MEETS PROJECTION**

## STRATEGY 02-01-01: FIELD INSPECTIONS AND COMPLAINT RESPONSE

### Efficiency Measure 03: Average time (days) to complete inspection/investigation of water sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	35	24	68.6%
2nd Quarter	35	33	94.3%
3rd Quarter	35		0.0%
4th Quarter	35		0.0%
Annual Target	35	33	94.3%

**Variance Explanation:**

**BELOW PROJECTION**

The average time in days to complete inspections and investigations of water sites was below the projected level for the second quarter of fiscal year 2003. This efficiency measure encompasses the duration of time from investigation end date to report completion date. Inspections/investigations took less time primarily because of management emphasis on timely reporting despite a statutory allowance of 60 days, which may be needed for more complex investigations such as water supplies with multiple sources. Most of the inspections/investigations conducted have been less complex in nature and therefore took less time to complete. It is desirable to be below projections for this measure.

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### Efficiency Measure 04: Average time (days) from date of waste facility inspection to report

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	35	28	80.0%
2nd Quarter	35	37	105.7%
3rd Quarter	35		0.0%
4th Quarter	35		0.0%
Annual Target	35	37	105.7%

**Variance Explanation:**

**ABOVE PROJECTIONS**

The average time in days from the date of a waste facility inspection to report completion was slightly above projected levels for the second quarter of fiscal year 2003. More time was taken to complete inspections to ensure that new inspection protocols are applied consistently in all TCEQ regional offices.

**STRATEGY 02-01-02: ENFORCEMENT AND COMPLIANCE SUPPORT**

**Output Measure 01: Number of commercial lab inspections**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	50	0	0.0%
2nd Quarter	50	0	0.0%
3rd Quarter	50		0.0%
4th Quarter	50		0.0%
<b>Total</b>	200	0	0.0%

**Variance Explanation:**  
 BELOW PROJECTED LEVEL  
 Performance for the number of commercial laboratories inspected was less than projected for the second quarter. This program was transferred from the Texas Department of Health to the agency by the 77<sup>th</sup> Legislature. However, funding and staffing for the laboratory accreditation program was not certified by the Comptroller. The lack of funding and staffing authorization prevented hiring and training staff, implementing the program, and obtaining accrediting authority from the National Environmental Laboratory Accreditation Program. The agency has requested funding, and accreditation inspections will begin in 2004.

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**Output Measure 02: Number of small businesses and local governments assisted**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	12,000	41,691	86.9%
2nd Quarter	12,000	6,323	13.2%
3rd Quarter	12,000		0.0%
4th Quarter	12,000		0.0%
<b>Total</b>	48,000	48,014	100.1%

**Variance Explanation:**  
 EXCEEDS PROJECTED LEVEL  
 The number of small businesses and local governments assisted by the Small Business and Local Government Assistance Section is above the projected level through the second quarter of fiscal year 2003. The TCEQ sent a notification of rule and policy changes to all small businesses and local governments included in the program's database during the first quarter resulting in performance exceeding projections for the year-to-date. These notifications are provided to the state's small businesses and local governments to keep them informed of regulatory changes that might affect them.

**STRATEGY 02-01-02: ENFORCEMENT AND COMPLIANCE SUPPORT**

**Output Measure 03: Number of air program administrative enforcement orders issued (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	52.5	51	24.3%
2nd Quarter	52.5	50	23.8%
3rd Quarter	52.5		0.0%
4th Quarter	52.5		0.0%
<b>Total</b>	210	101	48.1%

**Variance Explanation:**  
MEETS PROJECTED LEVEL

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**Output Measure 04: Number of water program administrative enforcement orders issued (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	90	50	13.9%
2nd Quarter	90	62	17.2%
3rd Quarter	90		0.0%
4th Quarter	90		0.0%
<b>Total</b>	360	112	31.1%

**Variance Explanation:**  
BELOW PROJECTED LEVEL  
The number of water program administrative enforcement orders issued was below projections for the second quarter. Water program administrative orders include enforcement orders which have been issued and are effective for the agriculture, public drinking water, water rights, and water quality (wastewater) programs. The number of cases received each year can vary significantly depending upon the facilities that are investigated. There was a reduction in the number of noncompliant facilities requiring enforcement orders as facilities came into compliance with requirements for drought contingency plans and a focused strategy to address lead and copper violations for drinking water providers. This trend is expected to continue for the remainder of the fiscal year.

## STRATEGY 02-01-02: ENFORCEMENT AND COMPLIANCE SUPPORT

### Output Measure 05: Number of waste program administrative enforcement orders issued (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	57.5	106	46.1%
2nd Quarter	57.5	103	44.8%
3rd Quarter	57.5		0.0%
4th Quarter	57.5		0.0%
<b>Total</b>	230	209	90.9%

**Variance Explanation:**

**EXCEEDS PROJECTED LEVEL**

The number of waste program administrative enforcement orders issued was higher than projected for the second quarter of fiscal year 2003. Waste program administrative orders include enforcement orders which have been issued and are effective for the industrial and hazardous waste, municipal solid waste, radioactive waste, petroleum storage tank, and underground injection control programs. The number of waste orders issued was higher than projected due to initiatives targeting and enforcing new self-certification and financial assurance requirements in the petroleum storage tank program. The self-certification initiative affected both the owners of the facilities and transporters who delivered gasoline products to the gasoline stations.

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### Output Measure 06: Number of drinking water labs certified

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	165	119	72.1%
2nd Quarter	165	113	68.5%
3rd Quarter	165		0.0%
4th Quarter	165		0.0%
<b>Annual Target</b>	165	113	68.5%

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

Performance for the number of drinking water laboratories certified was less than projected for the second quarter. This program was transferred from the Texas Department of Health to the agency by the 77<sup>th</sup> Legislature. It was expected that more applications would be received, but the number did not reach the projected number of certified laboratories. The projection assumed some of the drinking water laboratories would be certified under the new Environmental Laboratory Accreditation Program also established by the 77<sup>th</sup> Legislature. However, at this time funding for the accreditation program has not been certified by the Comptroller and the program has not been implemented.

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**STRATEGY 02-01-02: ENFORCEMENT AND COMPLIANCE SUPPORT**

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**Efficiency Measure 01: Average number of days to file notices of formal violations**

	<b>Projected</b>	<b>Actual</b>	<b>Percent of Annual Projection Attained</b>
<b>1st Quarter</b>	100	121.9	121.9%
<b>2nd Quarter</b>	100	139	139.2%
<b>3rd Quarter</b>	100		0.0%
<b>4th Quarter</b>	100		0.0%
<b>Annual Target</b>	100	139	139.0%

**Variance Explanation:****EXCEEDS PROJECTED LEVEL**

The average number of days to file notices of formal violations was higher than projected. This measure represents the average number of days from the date the case was screened for appropriate evidence, and a decision was made to take formal enforcement action, to the mailing date of the initial document that explains the violations and the calculated penalty included in the enforcement action. Preparation of this documentation includes evaluation of evidence and development of the necessary legal documents. The average number of days was higher than projected because staff were temporarily assigned to support the implementation of new legislation for compliance histories. This trend may continue throughout the fiscal year.

**STRATEGY 02-01-03: OCCUPATIONAL LICENSING**

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**Output Measure 01: Number of applications for certification**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	5,875	7,759	33.0%
2nd Quarter	5,875	4,799	20.4%
3rd Quarter	5,875		0.0%
4th Quarter	5,875		0.0%
<b>Total</b>	<b>23,500</b>	<b>12,558</b>	<b>53.4%</b>

**Variance Explanation:**  
MEETS PROJECTED LEVEL

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**Output Measure 02: Number of examinations administered (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3,061.25	3,017	24.6%
2nd Quarter	3,061.25	2,485	20.3%
3rd Quarter	3,061.25		0.0%
4th Quarter	3,061.25		0.0%
<b>Total</b>	<b>12,245</b>	<b>5,502</b>	<b>44.9%</b>

**Variance Explanation:**  
BELOW PROJECTED LEVEL  
The number of examinations administered is below projected levels due to a reduction in the number of people seeking licenses. Overall, it appears that the decrease in individuals taking examinations is directly related to our current economic conditions.

## STRATEGY 02-01-03: OCCUPATIONAL LICENSING

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### Output Measure 03: Number of new licenses issued

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,000	2,073	25.9%
2nd Quarter	2,000	2,039	25.5%
3rd Quarter	2,000		0.0%
4th Quarter	2,000		0.0%
Total	8,000	4,112	51.4%

**Variance Explanation:**  
MEETS PROJECTED LEVEL

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### Output Measure 04: Number of licenses renewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3,000	4,304	35.9%
2nd Quarter	3,000	1,777	14.8%
3rd Quarter	3,000		0.0%
4th Quarter	3,000		0.0%
Total	12,000	6,081	50.7%

**Variance Explanation:**  
MEETS PROJECTED LEVEL

## STRATEGY 02-01-03: OCCUPATIONAL LICENSING

### Efficiency Measure 01: Average annualized cost per license

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$20.54	\$21.38	104.1%
2nd Quarter	\$20.54	\$22.25	108.3%
3rd Quarter	\$20.54		0.0%
4th Quarter	\$20.54		0.0%
Annual Target	\$20.54	\$22.25	108.3%

**Variance Explanation:**

**EXCEEDS PROJECTED LEVELS**

The average annualized cost per license was slightly above projected levels for the second quarter and year to date. Costs were slightly higher than projected due to fewer licensed professionals. In computing the average cost, the number of licensed individuals is divided into the occupational licensing budget. Fewer licensed individuals increases the average cost. In the first quarter, there were 48,034 licensed individuals and in the second quarter there were 46,143.

## STRATEGY 03-01-01: STORAGE TANK ADMINISTRATION AND CLEANUP

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### Output Measure 01: Number of petroleum storage tank self-certifications processed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3,625	3,116	21.5%
2nd Quarter	3,625	4,352	30.0%
3rd Quarter	3,625		0.0%
4th Quarter	3,625		0.0%
<b>Total</b>	<b>14,500</b>	<b>7,468</b>	<b>51.5%</b>

**Variance Explanation:**  
MEETS PROJECTED LEVEL

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### Output Measure 02: Number of emergency response actions at petroleum storage tank sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	7.5	4	13.3%
2nd Quarter	7.5	8	26.7%
3rd Quarter	7.5		0.0%
4th Quarter	7.5		0.0%
<b>Total</b>	<b>30</b>	<b>12</b>	<b>40.0%</b>

**Variance Explanation:**  
BELOW PROJECTED LEVEL  
Performance was on target for the second quarter, but below projections for the fiscal year. All referred site emergency response requests received appropriate actions. Variances can be attributed to seasonal variability (weather), but should not be interpreted as necessarily indicative of a significant trend. Fluctuations in performance will likely occur in future reporting periods.

## STRATEGY 03-01-01: STORAGE TANK ADMINISTRATION AND CLEANUP

### Output Measure 03: Number of petroleum storage tank reimbursement applications processed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1,000	1,937	48.4%
2nd Quarter	1,000	1,908	47.7%
3rd Quarter	1,000		0.0%
4th Quarter	1,000		0.0%
<b>Total</b>	<b>4,000</b>	<b>3,845</b>	<b>96.1%</b>

**Variance Explanation:**

**EXCEEDS PROJECTED LEVEL**

The number of petroleum storage tank reimbursement applications processed was higher than projected for the second quarter. Performance can be attributed to the continued implementation of streamlining measures which have improved processing, including a redesigned application, a risk assessment with regard to reviews, and the utilization of a private contractor. In addition, most of the claims being submitted are now more consistent with program guidelines.

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### Output Measure 04: Number of petroleum storage tank cleanups completed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	510	205	10.0%
2nd Quarter	510	119	5.8%
3rd Quarter	510		0.0%
4th Quarter	510		0.0%
<b>Total</b>	<b>2,040</b>	<b>324</b>	<b>15.8%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVELS**

The number of petroleum storage tank cleanups completed was below projected levels for the second quarter. Since most cleanups are finalized after responsible parties complete all field work and then request closure review, the projection assumed a higher request rate. The TCEQ has limited control over the number of requests for closure review. Due to statutory corrective action deadlines, the request rate is expected to increase.

## STRATEGY 03-01-01: STORAGE TANK ADMINISTRATION AND CLEANUP

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### Efficiency Measure 01: Average time (days) to review and respond to remedial action plans

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	30	31.5	105.0%
2nd Quarter	30	24.4	81.3%
3rd Quarter	30		0.0%
4th Quarter	30		0.0%
Annual Target	30	24.4	81.3%

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The average time to review and respond to remedial action plans was maintained below second quarter projections. The agency has implemented procedures for reviewing remedial action plans to ensure average review times remain below the legislature mandated time frame of 30 days. Performance below projected level is desired for this performance measure.

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### Efficiency Measure 02: Average time (days) to review and respond to risk-based site assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	30	30.8	102.7%
2nd Quarter	30	26.5	88.3%
3rd Quarter	30		0.0%
4th Quarter	30		0.0%
Annual Target	30	26.5	88.3%

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The average time to review and respond to risk based assessments was maintained below second quarter projections. The agency has implemented procedures for reviewing these assessments to ensure average review times remain below the legislatively mandated time frame of 30 days. Performance below projected level is desired for this performance measure.

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**STRATEGY 03-01-01: STORAGE TANK ADMINISTRATION AND CLEANUP**

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**Efficiency Measure 03: Average time (days) to process Petroleum Storage Tank Remediation Fund reimbursement claims**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	90	49.4	54.9%
2nd Quarter	90	66.6	74.0%
3rd Quarter	90		0.0%
4th Quarter	90		0.0%
Annual Target	90	66.6	74.0%

**Variance Explanation:****BELOW PROJECTED LEVEL**

Turnaround time for claim processing has consistently been below the mandated level of 90 days. Staff have become efficient in processing claims and the quality of claims submitted has dramatically improved (i.e., information provided in the claims is clearer and more complete). Performance below projected level is desired for this performance measure.

## STRATEGY 03-01-02: HAZARDOUS MATERIALS CLEANUP

### Output Measure 01: Number of immediate response actions conducted to protect human health and environment

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1.25	1	20.0%
2nd Quarter	1.25	1	20.0%
3rd Quarter	1.25		0.0%
4th Quarter	1.25		0.0%
<b>Total</b>	<b>5</b>	<b>2</b>	<b>40.0%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

Performance was slightly below the projection for the second quarter. The Industrial Road Residential removal was completed this quarter. This time and resource intensive removal consisted of sampling and removal actions at 29 residences and 1 commercial property. Program resources were diverted to coordinate extensive responses relative to impacted residents, media, community relations and public officials. Two other resource intensive removal actions (residential sites in Mission, Texas, and ground water sampling/filtration action at Jones Road in Houston) were being conducted simultaneously with the Industrial Road action. Resource and budget constraints may prevent meeting the fiscal year projection.

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### Output Measure 02: Number of Superfund site assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	21.75	12	13.8%
2nd Quarter	21.75	12	13.8%
3rd Quarter	21.75		0.0%
4th Quarter	21.75		0.0%
<b>Total</b>	<b>87</b>	<b>24</b>	<b>27.6%</b>

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

Performance is below the projection for the second reporting quarter. The low performance can be attributed to the program having to divert the majority of its resources to manage immediate response actions at the Industrial Road Residential, Mission Residential, and Jones Road Groundwater Plumes sites. The projection for the fiscal year will be difficult to meet due to the amount of program resources required to manage immediate response actions at the Mission Residential and Jones Road Groundwater Plumes sites.

## STRATEGY 03-01-02: HAZARDOUS MATERIALS CLEANUP

### Output Measure 03: Number of voluntary and brownfield cleanups completed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	25	20	20.0%
2nd Quarter	25	25	25.0%
3rd Quarter	25		0.0%
4th Quarter	25		0.0%
<b>Total</b>	100	45	45.0%

**Variance Explanation:**

**NEAR PROJECTED LEVEL**

The number of voluntary and brownfield cleanups completed was slightly below projections for the second quarter of fiscal year 2003. This measure counts the number of voluntary cleanup and brownfield sites that have completed necessary response actions through either the removal, decontamination, or control of contamination levels which are protective of human health and the environment. Upon completion of response actions, a certificate of completion is given to the applicant which releases liability for any past contamination. The Voluntary Cleanup Program issued 25 certificates of completion (COC) in the second quarter, which is at projected levels; however, annual performance is below projected levels due to delays related to the applicants submitting necessary paperwork for COCs. The receipt of outstanding affidavits will allow the issuance of additional COCs. The agency expects to meet projections for the fiscal year.

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### Output Measure 04: Number of Superfund evaluations underway (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	27	27	100.0%
2nd Quarter	27	28	103.7%
3rd Quarter	27		0.0%
4th Quarter	27		0.0%
<b>Annual Target</b>	27	28	103.7%

**Variance Explanation:**

**MEETS PROJECTED LEVEL**

## STRATEGY 03-01-02: HAZARDOUS MATERIALS CLEANUP

### Output Measure 05: Number of Superfund cleanups underway (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	26	23	88.5%
2nd Quarter	26	23	88.5%
3rd Quarter	26		0.0%
4th Quarter	26		0.0%
<b>Annual Target</b>	26	23	88.5%

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of Superfund cleanups underway was below projections for the second quarter. This measure remained stable for the second quarter as no sites moved into or out of the cleanup phase. The number of cleanups underway is expected to meet projections for the fiscal year.

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### Output Measure 06: Number of Superfund cleanups completed (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2.5	2	20.0%
2nd Quarter	2.5	1	10.0%
3rd Quarter	2.5		0.0%
4th Quarter	2.5		0.0%
<b>Total</b>	10	3	30.0%

**Variance Explanation:**

**BELOW PROJECTED LEVEL**

The number of Superfund cleanups completed was below projections for the second quarter. One Superfund site (Old Lufkin Creosoting) that was an evaluation underway, achieved a cleanup completion status. Cleanup completions are not anticipated to be distributed evenly over the fiscal year. Performance is expected to meet projected levels for the fiscal year.

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**STRATEGY 03-01-02: HAZARDOUS MATERIALS CLEANUP**

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**Efficiency Measure 01: Average time (days) for immediate response actions**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	180	12	6.7%
2nd Quarter	180	155	86.1%
3rd Quarter	180		0.0%
4th Quarter	180		0.0%
Annual Target	180	155	86.1%

**Variance Explanation:****BELOW PROJECTED LEVEL**

The second quarter performance was lower than the fiscal year projection. Variances are attributed to unknown factors specific to each individual response action. These factors include such complex variables as size of site requiring response action, amount of sampling required, media of concern (soil and/or ground water), type of waste encountered (contaminated soil, drums, tanks, etc.) and method of proper treatment and disposal. Complex site conditions inherently require more time for immediate response action completion. These variables will continue to exist in future reporting periods. Performance below projections is desirable for this performance measure.

## STRATEGY 05-01-01: HISTORICALLY UNDERUTILIZED BUSINESSES

### Output Measure 01: Percentage of special trade construction awarded to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	10%	15.5% <del>52.4%</del>	155.0%
2nd Quarter	10%	48.0%	480.0%
3rd Quarter	10%		0.0%
4th Quarter	10%		0.0%
Annual Target	10%	24.4%	244.0%

**Variance Explanation:**

EXCEEDS PROJECTED LEVEL

Performance for the percentage of special trade construction skills has exceeded projections through the second quarter. This category is directly related to building and maintenance repair needs of the agency and its facilities. The work centered on building sealed fire walls throughout the agency and the construction of sidewalks for bldg. A.

\*First quarter numbers were changed to reflect error in calculation that has been corrected.

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### Output Measure 02: Percentage of professional services going to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	18.1%	9.8%	54.1%
2nd Quarter	18.1%	22.0%	121.5%
3rd Quarter	18.1%		0.0%
4th Quarter	18.1%		0.0%
Annual Target	18.1%	17.8%	98.3%

**Variance Explanation:**

MEETS PROJECTED LEVEL

## STRATEGY 05-01-01: HISTORICALLY UNDERUTILIZED BUSINESSES

### Output Measure 03: Percentage of other services going to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	33%	25.0%	75.8%
2nd Quarter	33%	23.3%	70.6%
3rd Quarter	33%		0.0%
4th Quarter	33%		0.0%
Annual Target	33%	24.4%	73.9%

**Variance Explanation:**

BELOW PROJECTED LEVEL

The agency has not been as successful as anticipated in attracting qualified HUB vendors in the other services category, which includes remediation, computer, printing, telecommunications, and consulting services among others. The agency will continue to seek and identify HUB vendors in these fields. The agency will monitor the respective HUB subcontracting plans' stated goals and identify subcontracting opportunities for HUB vendors.

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### Output Measure 04: Percentage of commodity purchasing awarded to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	11.5%	28.7%	249.6%
2nd Quarter	11.5%	15.8%	137.4%
3rd Quarter	11.5%		0.0%
4th Quarter	11.5%		0.0%
Annual Target	11.5%	23.6%	205.2%

**Variance Explanation:**

EXCEEDS PROJECTED LEVEL

The percentage of commodity purchasing awarded to HUBs is exceeding projections. The agency has successfully focused efforts on identifying HUB vendors in this area. HUB participation has increased across the agency with the implementation of the ProcCard. The agency end-users are encouraged to select HUB vendors, whenever possible.