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July 2003
SFR-055/03-03

Third Quarter Report on Performance Measures

Fiscal Year 2003

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Fiscal Year 2003

Prepared by
Strategic Planning and Appropriations

SFR-055/03-03
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 reduce 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.

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	1,598	28.5%
4th Quarter	1,400		0.0%
Total	5,600	5,310	94.8%

Variance Explanation:

ABOVE PROJECTED LEVEL.

Performance for the number of state and federal air quality permit applications reviewed was higher than projected for the third quarter of FY 2003. The large number of projects completed during this quarter and for the year to date reflect the Air Permits Division's (APD) efforts to eliminate the backlog of pending permit applications, and to minimize the number of projects that lapse into this category. This volume of completed projects is likely to persist, consistent with volume of received applications, and as APD continues to close on its target of completing 95% of reviews within established time frames.

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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	245	70.0%
4th Quarter	87.5		0.0%
Total	350	692	197.7%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of federal air quality operating permits reviewed exceeded projected levels for the third quarter. The large number of projects completed during this quarter and year reflects APD's efforts to eliminate the backlog of pending permit applications. This increase in completed projects will continue at least through the end of the fiscal year, until all currently backlogged projects are completed. Another factor in the target exceedance was a larger than expected number of general operating permit (GOP) renewal projects reviewed. This high level of performance is expected to continue for the rest of the fiscal year.

STRATEGY 01-01-01: AIR QUALITY PERMITTING

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%	82.1%	86.4%
4th Quarter	95%		0.0%
Annual Target	95%	82.1%	86.4%

Variance Explanation:

BELOW PROJECTED LEVEL.

The APD has essentially completed 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 being completed has reduced the percentage of those applications reviewed within the established time frames. Performance has increased each quarter toward the target of 95%.

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	1,938 3,864	57.1%
2nd Quarter	848.25	396	11.7%
3rd Quarter	848.25	519	15.3%
4th Quarter	848.25		0.0%
Total	3,393	2,853	84.1%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of applications to address water quality impacts reviewed was below projections for the third quarter, but remains above projections for the year, due to the number of water quality impact applications processed during the first quarter. The low performance of this measure during the third quarter is due primarily to delays in computer system modifications to include the new Phase II Construction General Permit and the set up of electronic submittal of Notices of Intent (NOI) to allow for the processing of authorization letters that acknowledge a complete application for the Storm Water General Permits for the third quarter. Staff are processing approximately 4,000 of the remaining Storm Water Multi Sector General Permit applications and plan to issue approximately 3,000 more acknowledgment letters by August 31, 2003. Additionally, approximately 3,000 Storm Water Construction General Permits have been received this quarter and are expected to be processed for issuance of acknowledgment letters by August 31, 2003. The agency has contracted with Southwest Texas University to process NOIs and to mail the acknowledgment letters.

* The difference in the numbers reported in the first quarter of FY 2003 was due to problems resulting from the manual counting of the total number of storm water general permit acknowledgment letters sent during this quarter. The database used to capture this information was not fully developed to provide automated reports for counting the number of acknowledgment letters sent.

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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	188	37.6%
4th Quarter	125		0.0%
Total	500	410	82.0%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of applications to address water rights exceeded projected levels for the third quarter of FY 2003. The performance for this measure was above the target due to an additional staff person being assigned to process ownership transfer applications and a team emphasis on moving these applications through the process more rapidly. This level of performance is expected to continue.

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	42 40	70.0%
3rd Quarter	15	10	16.7%
4th Quarter	15		0.0%
Total	60	88	146.7%

Variance Explanation:

ABOVE PROJECTED LEVEL.

Performance for the number of concentrated animal feeding operation permits (CAFO) reviewed was lower than projected for the third quarter, but continued to exceed the yearly projection. The wastewater permitting program expects to issue approximately 25 registrations and permits for the fourth quarter of FY 2003. Performance is higher than expected due to the fact that several CAFOs are now expanding or relocating and renewing their permit before the new federal and state requirements are in place.

*The reason for the difference in the CAFO numbers reported in the second quarter of FY 2003, was due to a lag time in getting information updates from staff for entry into the database. This system problem was resolved.

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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% 43.9%	60.9%
2nd Quarter	95%	60.2%	63.4%
3rd Quarter	95%	73.7%	77.6%
4th Quarter	95%		0.0%
Annual Target	95%	73.7%	77.6%

Variance Explanation:

BELOW PROJECTED LEVEL.

The percent of water resource permit applications reviewed within established time frames were below projected levels for the third quarter. However, the performance has improved from the first and second quarters. 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 62% in the second quarter to 88% for the third quarter. Wastewater permit processing times have increased from 58% in the second quarter to 59% in the third. 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.

*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.

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	171	28.5%
4th Quarter	150		0.0%
Total	600	417	69.5%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of new system waste evaluations completed through the third quarter was less than projected. New system waste evaluations are conducted to confirm that generators have self-classified waste streams correctly. The evaluations counted are reviews of waste generator's documentation supporting the classification they have assigned. Year-to-date performance was 33 evaluations less than the projected 450 due to 34% of generators either failing to respond to agency-initiated requests or responding after the third quarter reporting deadline. Resolution of these outstanding evaluations, in combination with agency initiation of more new system waste evaluations in the fourth quarter, should achieve the annual target of 600.

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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	149	36.5%
4th Quarter	102		0.0%
Total	408	480	117.6%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of corrective actions approved for sites contaminated by solid waste exceeded projections for the third quarter. Corrective actions are steps in the cleanup process, and can either be 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 Corrective Action Section and to implementation of streamlining measures (such as expedited review of status reports and use of standardized form letters) to increase efficiency in the approval process. Additionally, the submission rate of corrective action reports has continued to stay at a high level. 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	6	46.2%
4th Quarter	3.25		0.0%
Total	13	9	69.2%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of nonhazardous waste permit applications reviewed was above projections for the third quarter, but continued to be below annual projections. While the number of non-hazardous waste permit applications reviewed for the third quarter was 46% of the annual projection, the previous two quarters' lower than expected performance contribute to the lower annual performance percentage. It is expected that the fourth quarter's performance will remain constant with a total of 13 applications reviewed for the year.

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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	56	39.4%
4th Quarter	35.5		0.0%
Total	142	183	128.9%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of applications reviewed during the third quarter exceeded projections. This exceeded the quarterly target average of approximately 36 applications. This was a result, in part, of continued processing of the backlog applications in response to the Permits Time Frame Reduction Initiative.

STRATEGY 01-01-03: WASTE MANAGEMENT AND PERMITTING

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	64.0%	67.4%
2nd Quarter	95%	78.0%	82.1%
3rd Quarter	95%	83.8%	88.2%
4th Quarter	95%		0.0%
Annual Target	95%	83.8%	88.2%

Variance Explanation:

BELOW PROJECTED LEVEL.

The percentage of reviews completed within the established time frames was lower than projected for the third quarter. Review efforts continue to focus on addressing older backlog applications. The percentage reviewed within the established time frame has increased as these "backlog" applications are eliminated.

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	426 422	21.3%
2nd Quarter	500	223	11.2%
3rd Quarter	500	665	33.3%
4th Quarter	500		0.0%
Total	2,000	1,314	65.7%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of point source air quality assessments was above projections for the third quarter, but remained below annual projections. The emissions inventory cycle including the mail out, review, and data entry does not follow a smooth quarterly curve. The third and fourth quarters are where most of the assessments are completed including data entry, and the projected level is expected to be attained by the end of the fiscal year.

*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	514	25.7%
4th Quarter	500		0.0%
Total	2,000	1,550	77.5%

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	253	25.3%
4th Quarter	250		0.0%
Total	1,000	753	75.3%

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	554	107.0%
4th Quarter	518		0.0%
Annual Target	518	554	107.0%

Variance Explanation:
ABOVE PROJECTED LEVEL.
The number of air monitors operated is above projections for this quarter. Several monitors were deployed to support the agency's initiative related to enhanced monitoring by industrial facilities. A new monitoring site was established in Hunt County at the request of EPA to provide additional data on ozone movement in the Dallas/Fort Worth area. New monitors were also deployed to meet federal PM2.5 and PAMS (Photochemical Assessment Monitoring Station) requirements. This level of performance is expected to continue.

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%	94%	113.3%
4th Quarter	83%		0.0%
Annual Target	83%	94%	113.3%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The percent of data collected by air monitoring networks exceeded projections for this quarter because of improving data return for the PM10, lead, and air toxics monitoring networks and improved technology for monitor calibrations in the continuous monitoring networks. The technological improvements permit less time to be spent on instrument checks and more time to be spent on 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	\$424	94.2%
4th Quarter	\$450		0.0%
Annual Target	\$450	\$424	94.2%

Variance Explanation:

BELOW PROJECTED LEVEL.

The average cost per assessment is slightly less than projected for the third quarter due to the emphasis on review and data entry of predominantly smaller (less complex) point source assessments during the third quarter. Area source and mobile source assessments had no variances.

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

Efficiency Measure 03: Average cost of LIRAP 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	\$425	111.8%
4th Quarter	\$380		0.0%
Annual Target	\$380	\$425	111.8%

Variance Explanation:

ABOVE PROJECTED LEVEL.

Performance for the average low income repair assistance program (LIRAP) repair and retrofit costs exceeded projections for the third quarter. The average cost listed is the actual average repair cost for vehicles repaired in the Houston (727 vehicles) and Dallas-Fort Worth (DFW) (1,004 vehicles) program areas for the third quarter. The \$380 cost was a projection based on repair cost in a similar program in California during program design.

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Efficiency Measure 04: Average cost of LIRAP 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	\$1,000	100.0%
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	3	4.3%
4th Quarter	17.5		0.0%
Total	70	12	17.1%

Variance Explanation:

BELOW PROJECTED LEVEL

The number of surface water assessments conducted was below projections for the fiscal year. Three surface water assessments were conducted. One assessment was conducted for each of the following three types: Water Quality Management Plan Update, Receiving Water Assessment, 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. These 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	80	71.4%
4th Quarter	28		0.0%
Total	112	234	208.9%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of groundwater assessments completed in the third quarter exceeded projections. This excess is attributable to a greater than projected number of permit-related assessments being completed for this fiscal year. 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 from sensitive watersheds into 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. Treatment methods that rely on disposal of treated wastewater by injection are becoming more common at remediation sites, and the number of these types of assessments may continue to increase throughout the fiscal year.

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

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	6	12.0%
4th Quarter	12.5		0.0%
Total	50	26	52.0%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of groundwater assessments (new measure) was below projections for the third quarter. Third quarter project completions were delayed somewhat due to greater-than-anticipated legislative workload. Performance is expected to increase 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	75	28.8%
4th Quarter	65		0.0%
Total	260	172	66.2%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of dam safety assessments is currently below projections. The agency has contracted for 100 dam safety investigations. Most of the contracted assessments are not expected to take place until later in the fiscal year. Projected performance is still expected to be met.

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

Efficiency Measure 01: Average cost per dam safety assessment

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$2,000	\$1,134	56.7%
2nd Quarter	\$2,000	\$1,030	51.5%
3rd Quarter	\$2,000	\$884	44.2%
4th Quarter	\$2,000		0.0%
Annual Target	\$2,000	\$884	44.2%

Variance Explanation:

BELOW PROJECTED LEVEL.

The average cost per dam safety assessment is below the projected level in the third quarter. The average cost continues to decrease each quarter as more assessments are conducted. Performance is below the projected level as the projection was based upon the average cost of contracted assessments and did not include those conducted by agency staff.

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	3.1	1.3%
4th Quarter	59		0.0%
Total	236	134.2	56.9%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of municipal solid waste facility capacity assessments completed is below projections. The facility assessments analyze 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 include the quality of the data reported on all annual reports under review, the length of time to resolve inconsistencies, the amount of information to be analyzed, and the number of other tasks that the program staff have to accomplish. The most recent reports took significant amounts of time to obtain from the regulated community. It is expected that the final quarter's data will be on target as work on all annual reports is projected to be completed.

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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	\$68.32	59.4%
4th Quarter	\$115		0.0%
Annual Target	\$115	\$78.27	68.1%

Variance Explanation:

BELOW PROJECTED LEVEL.

The average cost per municipal solid waste capacity assessments is below projections. The annual reports for municipal solid waste facilities gather information on the operations of each facility, including capacity information. The small amount of analysis work done this quarter focused on capturing information from the very late reporters. These tasks, such as checking reports in and preliminary data checks, took a limited amount of time, especially when compared with the more difficult analysis that will be done in the next quarter. This measure is expected to rise somewhat in the future, but not to the level of the expected performance.

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	10	14.3%
4th Quarter	17.5		0.0%
Total	70	61	87.1%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of on-site technical assistance visits was lower than projected for the quarter, but above annual projections for the fiscal year due to strong performance in the first and second quarters. Staff did not meet the quarterly performance goal due to travel budget reductions. The delivery of service was performed by regional staff in Beaumont, Houston, Dallas, and Austin.

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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	29	14.5%
4th Quarter	50		0.0%
Total	200	154	77.0%

Variance Explanation:

MEETS PROJECTED LEVEL

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	30	24.0%
4th Quarter	31.25		0.0%
Total	125	57	45.6%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of entities participating in voluntary programs met the quarterly projection, but remains below the annual projection. The majority of Clean Texas members were anticipated to join in the third and fourth quarters, but this has not occurred yet. Participation in the Environmental Management Systems Program has not been as high as expected either.

*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	11	55%
4th Quarter	5		0%
Total	20	32	160%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of quarts of used oil diverted from landfills exceeded the projection for the third quarter. This measure reflects the number of quarts of used oil diverted from landfills and processed (in millions) during the quarter. The remainder of used oil annual reports were entered during the third quarter reporting period. As a result, the annual projected number has been exceeded. As more used oil is recycled than disposed of in landfills and more Collection Centers are registered with the TCEQ, we anticipate that the annual projected numbers will continue to increase.

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	\$797	66.4%
4th Quarter	\$1,200		0.0%
Annual Target	\$1,200	\$797	66.4%

Variance Explanation:

BELOW PROJECTED LEVEL.

The average cost per site assistance visit is below the projected level for the third quarter. This is because site assistance visits were completed in regional areas where staff do not incur statewide travel related expenses. The increased efficiency and delivery of services by staff in the regional offices allows TCEQ 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	6,390	97.9%
4th Quarter	6,525		0.0%
Annual Target	6,525	6,390	97.9%

Variance Explanation:
MEETS PROJECTED LEVEL.

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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	5,970	20.0%
4th Quarter	7,450		0.0%
Total	29,800	16,787	56.3%

Variance Explanation:
BELOW PROJECTED LEVEL.
The number of drinking water samples collected did not meet projections in the third quarter due to the implementation of increased monitoring waivers. This has resulted in reduced analytical costs for those public water systems that demonstrate consistent compliance with drinking water standards and the TCEQ. Additionally, drinking water samples collected by Field Operations staff are based upon the number of groundwater wells that Public Water Supplies have notified the agency of needing sampling. This is an on-demand activity. The current low number of samples taken is the result of few new groundwater wells activated during the first three quarters of FY03.

STRATEGY 01-02-02: WATER UTILITIES OVERSIGHT

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	25	27	27%
2nd Quarter	25	38	38%
3rd Quarter	25	14	14%
4th Quarter	25		0%
Total	100	79	79%

Variance Explanation:
MEETS PROJECTED LEVEL.

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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	163	38.4%
4th Quarter	106.25		0.0%
Total	425	493	116.0%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of district applications processed continues to exceed projections. This measure counts the number of district applications for bond issues for new construction projects. Districts are still filing more applications than projected and it appears the economy continues to play a role. Interest rates have remained low which has kept the housing and development market especially active. This directly affects water districts and seems to account for the number of applications filed and processed. This trend is expected to continue through the end of the fiscal year.

STRATEGY 01-02-02: WATER UTILITIES OVERSIGHT

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	46	20.4%
4th Quarter	56.25		0.0%
Total	225	197	87.6%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of Certificate of Convenience and Necessity (CCN) applications processed exceeds projections through the third quarter as the number of applications filed by retail public utilities continues to exceed the number expected. 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. The housing and development market continues to be especially active because interest rates remain low. This directly affects utilities and seems to account for the number of CCN applications filed and processed. This trend is expected to continue through the end of the fiscal year.

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	3,575 2,409	21.0%
2nd Quarter	4,250	3,871 3,673	22.8%
3rd Quarter	4,250	3,947	23.2%
4th Quarter	4,250		0.0%
Total	17,000	11,393	67.0%

*During the third quarter, an error was detected in the programming script that generates the emission event portion of the air investigation number. This error resulted in the first and second quarter being undercounted.

Variance Explanation:

BELOW PROJECTED LEVEL.
 Performance for the number of inspections and investigations of air sites is below projections for the third quarter. The shortfall at the end of the third quarter appears related to the impact that transitioning to the new data system has had on data entry time related to emission events incidents and their subsequent investigations being captured in the data system. To date, we have received only 5231 emissions events notifications. Historically, the TCEQ would have received up to 6250 reports of emission events at this point in the fiscal year. Had the TCEQ received the number of reports that it has historically received, the measure would be at 74% at the end of the third quarter. The strong agency emphasis in the area of emission events and accurate reporting by the regulated community may be having the desired effect of decreasing the number (and emissions related to) of events, thus resulting in a decrease in 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	8,702	25.6%
4th Quarter	8,500		0.0%
Total	34,000	26,601	78.2%

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	2,444	28.8%
4th Quarter	2,125		0.0%
Total	8,500	5,961	70.1%

Variance Explanation:
MEETS PROJECTED LEVEL.

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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	134	19.1%
4th Quarter	175		0.0%
Total	700	247	35.3%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of inspections and investigations of livestock and poultry operation sites is below projections for the third quarter. HB 2912, 77th 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. It is expected that performance will increase with 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	2,728	30.7%
4th Quarter	2,225		0.0%
Total	8,900	6,631	74.5%

Variance Explanation: MEETS PROJECTED LEVEL.
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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	58	9.7%
4th Quarter	150		0.0%
Total	600	439	73.2%

Variance Explanation: MEETS PROJECTED LEVEL.
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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	265.0%
3rd Quarter	\$229	\$453	197.7%
4th Quarter	\$229		0.0%
Annual Target	\$229	\$453	197.7%

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 third quarter. However the cost has dramatically dropped from \$2,686 per investigation noted during the first quarter of FY 2003. This number is expected to drop as the number of investigations increase during the fourth quarter.

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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	23	109.5%
4th Quarter	21		0.0%
Annual Target	21	23.0	109.5%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The average time to complete inspection and investigations of air sites remains above projections for the third quarter. As a result of increased time devoted to the evaluation of excessive emission events, average time to complete an air investigation increased by an average of one day. It should be noted that the 21 days to complete an air investigation was developed before new rules were implemented, which increased the level of effort on many air investigations.

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	36	102.9%
4th Quarter	35		0.0%
Annual Target	35	36	102.9%

Variance Explanation:
MEETS PROJECTED LEVEL

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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	34	97.1%
4th Quarter	35		0.0%
Annual Target	35	34	97.1%

Variance Explanation:
MEETS PROJECTED LEVEL.

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	0.0%
4th Quarter	50		0.0%
Total	200	0	0.0%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of commercial laboratories inspected was less than projected. Funds to operate the program were not certified by the Comptroller. This prevented the agency from hiring and training staff, implementing the program, and obtaining accrediting authority from the National Environmental Laboratory Accreditation Program.

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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	3,908	8.1%
4th Quarter	12,000		0.0%
Total	48,000	51,922	108.2%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of small businesses and local governments assisted by the Small Business and Local Government Assistance Section remains above projections for the third quarter. The agency sent a notification of TCEQ 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	78	37.1%
4th Quarter	52.5		0.0%
Total	210	179	85.2%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of air program administrative enforcement orders issued was higher than projected for the third quarter of FY 2003. Air program administrative orders include enforcement orders that have been issued to address violations of statutes and rules that regulate releases of pollutants to air. A higher number of air enforcement orders was issued because the agency has been focusing on investigation of sites and facilities with a high potential for noncompliance with Title V permitting, emission events, and annual certification requirements. This trend is expected to continue in the future with 245 air enforcement orders projected for next fiscal year.

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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	76	21.1%
4th Quarter	90		0.0%
Total	360	188	52.2%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of water program administrative enforcement orders issued was below projections for the third 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	101	43.9%
4th Quarter	57.5		0.0%
Total	230	310	134.8%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of waste program administrative enforcement orders issued was higher than projected for the third quarter of FY 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. This initiative significantly increased the number of enforcement orders that were required to be issued. This trend is expected to continue for the remainder of the fiscal year.

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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	116	70.3%
4th Quarter	165		0.0%
Annual Target	165	116	70.3%

Variance Explanation:

BELOW PROJECTED LEVEL.

Performance for the number of drinking water laboratories certified was less than projected for the third quarter. This program was transferred from the Texas Department of Health to the agency by the 77th 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 77th Legislature. However, at this time funding for the accreditation program has not been certified by the Comptroller and the program has not been implemented.

Strategy 02-01-02: Enforcement and Compliance Support

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	100	121.9	121.9%
2nd Quarter	100	139	139.2%
3rd Quarter	100	126	125.6%
4th Quarter	100		0.0%
Annual Target	100	125.6	125.6%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The average number of days to file notices of formal violations was higher than projected for the third quarter of FY 2003. 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 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 diverted to the implementation of new legislation on compliance histories. This trend is expected to continue throughout the fiscal year due to the amount of time diverted for compliance history implementation and the processing of older backlogged cases.

STRATEGY 02-01-03: OCCUPATIONAL LICENSING

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	4,515	19.2%
4th Quarter	5,875		0.0%
Total	23,500	17,073	72.7%

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	2,465	20.1%
4th Quarter	3,061.25		0.0%
Total	12,245	7,967	65.1%

Variance Explanation:
BELOW PROJECTED LEVEL.
The number of examinations administered is below projected levels for the third quarter. The number of examinations is below expectations due to a lower-than-expected number of applications. It appears that due to the economic downturn, fewer individuals are being required by their employers to be licensed.

STRATEGY 02-01-03: OCCUPATIONAL LICENSING

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	1,983	24.8%
4th Quarter	2,000		0.0%
Total	8,000	6,095	76.2%

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	1,744	14.5%
4th Quarter	3,000		0.0%
Total	12,000	7,825	65.2%

Variance Explanation:
BELOW PROJECTED LEVEL.

The number of renewals is below projection for the third quarter due to a rule change, implemented on January 1, 2002, which extended the term for irrigator license renewals from one year to two years. This is anticipated to result in fewer irrigator renewals this fiscal year. The change may result in lower-than-projected renewals for the fiscal year.

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	\$21.74	105.8%
4th Quarter	\$20.54		0.0%
Annual Target	\$20.54	\$21.74	105.8%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The average annualized cost per license exceeded projections for the third quarter. Costs were higher than projected due to fewer professionals licensed. In computing the average cost, the number of licensed individuals is divided into the occupational licensing budget. Fewer licensed individuals increases the average cost.

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

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	6,330	43.7%
4th Quarter	3,625		0.0%
Total	14,500	13,798	95.2%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of petroleum storage tank self-certifications processed exceeded projections. This measure reflects the number of petroleum storage tank self-certifications processed during the quarter. The self-certification is an annual requirement of owners or operators to certify that required facilities are in compliance with certain technical and administrative requirements. The number of Self-Certifications processed through the third quarter is consistent with FY 2001 and FY 2002, but is above the current projected numbers.

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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	4	13.3%
4th Quarter	7.5		0.0%
Total	30	16	53.3%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of emergency response actions at petroleum storage tank sites is below the third quarter projection. The low number of emergency response actions can be attributed to seasonal variability. Emergency response actions tend to be higher when more rainfall occurs as rising ground water is a primary factor impacting underground petroleum storage tanks. Seasonal variability will continue to be a factor in future reporting.

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	1,897	47.4%
4th Quarter	1,000		0.0%
Total	4,000	5,742	143.6%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of petroleum storage tank reimbursement applications processed was higher than the projected level for the third quarter. The number of claims incoming has increased since the beginning of the fiscal year from that of the previous year. In order to process the increased number of applications, the program area has allocated sufficient manpower, continues to utilize a private contractor, and has implemented streamlining measures.

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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	183	9.0%
4th Quarter	510		0.0%
Total	2,040	507	24.9%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of petroleum storage tank cleanups is below the third quarter projection. Since most cleanups are finalized after responsible parties complete all field work and then request closure review, the projection assumed a higher request rate. Due to statutory corrective action deadlines, the request rate has potential for an increase. The program responded to all closure requests received for the reporting period. Closure requests are driven by external customers.

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

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	27.4	91.3%
4th Quarter	30		0.0%
Annual Target	30	27.4	91.3%

Variance Explanation:

BELOW PROJECTED LEVEL.

The average time to review and respond to remedial action plans was maintained below third quarter projections. The TCEQ has implemented procedures for reviewing remedial action plans to ensure average review times remain below the statutorily mandated time frame of 30 days.

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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	28.4	94.7%
4th Quarter	30		0.0%
Annual Target	30	28.4	94.7%

Variance Explanation:

BELOW PROJECTED AVERAGE.

The average time to review and respond to risk-based assessments was maintained below third quarter projections. The TCEQ has implemented procedures for reviewing these assessments to ensure average review times remain below the statutorily mandated time frame of 30 days.

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

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	65.5	72.8%
4th Quarter	90		0.0%
Annual Target	90	65.5	72.8%

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	2	40.0%
4th Quarter	1.25		0.0%
Total	5	4	80.0%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The number of immediate response actions conducted exceeded the third quarter projection. Two immediate response actions were completed during the third quarter. The Brownsville Furfural site in Brownsville, and the Jones Road site in Houston actions were completed during March 2003. It is expected that the Mission site in Mission will be completed during the fourth reporting quarter, thus meeting the FY 2003 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	12	13.8%
4th Quarter	21.75		0.0%
Total	87	36	41.4%

Variance Explanation:

BELOW PROJECTED LEVEL.

The number of site assessments completed was below third quarter projections. This can be attributed to program resources being diverted to coordinate extensive immediate response actions at the Industrial Road, Jones Road, and Mission Sites. The Industrial Road Residential immediate response action in Corpus Christi required the assessment of 112 properties; the Jones Road groundwater Plume site required the assessment of 230 properties; and the Mission residential site action included the assessment of 149 properties. Each immediate response action is accounted for as an individual site, even though a total of 491 individual assessments were completed at separate residential properties relative to the above sites to determine if further action was required. This diversion of program resources to immediate response actions will result in a low number of Superfund site assessments being completed during FY 2003.

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%
2nd Quarter	25	25	25%
3rd Quarter	25	32	32%
4th Quarter	25		0%
Total	100	77	77%

Variance Explanation:
MEETS PROJECTED LEVEL.

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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	28	103.7%
4th Quarter	27		0.0%
Annual Target	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	25	96.2%
4th Quarter	26		0.0%
Annual Target	26	25	96.2%

Variance Explanation:
MEETS PROJECTED LEVEL.

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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%
2nd Quarter	2.5	1	10%
3rd Quarter	2.5	0	0%
4th Quarter	2.5		0%
Total	10	3	30%

Variance Explanation:
BELOW PROJECTED LEVEL.
The number of Superfund cleanups completed is below the third quarter projection. During the third reporting quarter, no Superfund sites achieved a cleanup completion. Cleanup completions are not expected to be evenly distributed over each reporting quarter. The number of cleanups completed is expected to meet the fiscal year 2003 projection by year end.

STRATEGY 03-01-02: HAZARDOUS MATERIALS CLEANUP

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	180	12.0	6.7%
2nd Quarter	180	155.0	86.1%
3rd Quarter	180	137.5	76.4%
4th Quarter	180		0.0%
Annual Target	180	137.5	76.4%

Variance Explanation:

BELOW PROJECTED LEVEL.

The third quarter performance was lower than the fiscal year projection. The projected average time is based on a worst case scenario (soil and/or groundwater remediation). The agency has not been faced with remediation requiring the full 6 months to complete through the third quarter; therefore, the average time for immediate response has been lower than projected. 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. The average time for immediate response actions may increase, or even decrease, in the fourth quarter depending on the complexity and types of remediation conducted.

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% 52.4%	155.0%
2nd Quarter	10%	48.0%	480.0%
3rd Quarter	10%	23.1%	231.0%
4th Quarter	10%		0.0%
Annual Target	10%	23.1%	231.0%

Variance Explanation:

ABOVE PROJECTED LEVEL.

Performance for the percentage of special trade construction skills has exceeded projections through the third 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 Building 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%	25.1%	138.7%
4th Quarter	18.1%		0.0%
Annual Target	18.1%	25.1%	138.7%

Variance Explanation:

ABOVE PROJECTED LEVEL.

The agency has been successful in attracting qualified HUB vendors in the "professional services" category which includes scientific and engineering services, among others.

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%	12.0%	36.4%
4th Quarter	33%		0.0%
Annual Target	33%	12.0%	36.4%

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 a diverse array of services including remediation, computer, printing, telecommunications, and consulting. The agency will seek to raise internal awareness through education and will concentrate efforts on monitoring HUB Subcontracting Plans on existing contracts.

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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%	18.8%	163.5%
3rd Quarter	11.5%	8.4%	73.0%
4th Quarter	11.5%		0.0%
Annual Target	11.5%	8.4%	73.0%

Variance Explanation:
 BELOW PROJECTED LEVEL.
 Even though the agency was below projections for the third quarter, HUB participation has remained healthy across the agency. The agency is consistently targeting efforts in identifying HUB vendors in the "commodity" area.