



April 2011
SFR-55/11-2

Second Quarter Report on Performance Measures

Fiscal Year 2011

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Prepared by
Chief Financial Officer Division

SFR-55/11-2

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Strategic Planning Structure

Fiscal Year 2011

GOAL 01—ASSESSMENT, PLANNING, AND PERMITTING

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, individuals, or activities with potential to contribute to pollution levels.

Objective 01: To decrease the amount of toxics released and disposed of in Texas by 52 percent by the 2011 Toxic Release Inventory (TRI) reporting year from the 1992 reporting year levels and reduce air, water, and waste pollutants through assessing the environment.

Strategy 01—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 assist in the implementation of approaches to reduce motor vehicle emissions.

Strategy 02—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 03—Waste 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.

Objective 02: To review and process 90% of air, water, and waste authorization applications within established time frames.

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

Objective 03: To ensure the proper and safe disposal of low-level radioactive waste.

Strategy 01—Low-Level Radioactive Waste Management: To ensure the proper and safe recovery of source material and disposal of low-level radioactive waste.

GOAL 02—DRINKING WATER AND WATER UTILITIES

To protect public health and the environment by assuring the delivery of safe drinking water to the citizens of Texas consistent with requirements in the Safe Drinking Water Act; by providing regulatory oversight of water and sewer utilities; and by promoting regional water strategies.

Objective 01: To supply 95% of Texans served by public drinking water systems with drinking water consistent with requirements in the Safe Drinking Water Act. To provide regulatory oversight of water and sewer utilities and to promote regional water strategies.

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 service.

GOAL 03—ENFORCEMENT AND COMPLIANCE ASSISTANCE

To protect public health and the environment by administering enforcement and environmental assistance programs that promote compliance with environmental laws and regulations, voluntary efforts to prevent pollution, and offer incentives for demonstrated environmental performance while providing strict, sure, and just enforcement when environmental laws are violated.

Objective 01: Through fiscal year 2011, to maintain at least 95 percent of all regulated facilities in compliance with state environmental laws and regulations, and to respond appropriately to citizen inquiries and complaints and to achieve pollution prevention, resource conservation, and enhanced compliance.

Strategy 01—Field Inspections and Complaints: 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—Pollution Prevention and Recycling: Enhance environmental performance, pollution prevention, recycling, and innovative programs through technical assistance, public education, and innovative programs implementation.

GOAL 04—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 2011, identify, assess and remediate up to 56 percent of the known Superfund sites and/or other sites contaminated by hazardous materials. To identify, assess and remediate up to 91% of the leaking petroleum storage tank sites.

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—TEXAS RIVER COMPACTS

Ensure the delivery of Texas' equitable share of water.

Objective 01: Ensure the delivery of 100% of Texas' equitable share of water as apportioned by the River Compacts.

GOAL—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). The agency strives 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. The HUB program will 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 Assessment and Planning

**Output Measure 01:
Number of Point Source Air Quality Assessments
(Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	575	433	18.83%
2nd Quarter	575	78	3.39%
3rd Quarter	575	0	0.00%
4th Quarter	575	0	0.00%
Total Performance	2,300	511	22.22%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Point Source Air Quality Assessments was below projections for the second quarter of FY 2011. This measure counts the number of point source air emissions inventories that have been reviewed and entered into the State of Texas Air Reporting System (STARS) database. During the second quarter, performance did not meet expected levels because the majority of point source air quality assessments had been performed during the third and fourth quarters of FY 2010 to meet the United States Environmental Protection Agency reporting deadline of December 31, 2010. Point source emissions inventories for the new federal reporting year were distributed in the second quarter of FY 2011 to entities that may be required to report point source emissions inventories. The quarterly variance is typical and is not expected to affect the annual performance for this measure.

**Output Measure 02:
Number of Area Source Air Quality Assessments
(Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	625	626	25.04%
2nd Quarter	625	271	10.84%
3rd Quarter	625	0	0.00%
4th Quarter	625	0	0.00%
Total Performance	2,500	897	35.88%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Area Source Air Quality Assessments was below projections for the second quarter of FY 2011. This measure counts the number of area source air emissions inventories that have been reviewed and entered into the Texas Air Emissions Repository (TexAER) database. During the second quarter performance did not meet expected levels since the majority of are source air quality assessments had been performed during previous quarters to meet the United States Environmental Protection Agency reporting requirement for a 2008 National Emissions Inventory. The quarterly variance is not expected to affect the cumulative annual performance for this measure.

Strategy 01-01-01: Air Quality Assessment and Planning

**Output Measure 03:
Number of Mobile Source On-Road Air Quality
Assessments (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	375.00	386	25.73%
2nd Quarter	375.00	318	21.20%
3rd Quarter	375.00	0	0.00%
4th Quarter	375.00	0	0.00%
Total Performance	1,500.00	704	46.93%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 04:
Number of Non-Road Mobile Source Air Quality
Assessments**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	516.50	288	13.94%
2nd Quarter	516.50	506	24.49%
3rd Quarter	516.50	0	0.00%
4th Quarter	516.50	0	0.00%
Total Performance	2,066.00	794	38.43%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Non-Road Mobile Source Air Quality Assessments was below projections as of the second quarter of FY 2011. This measure reflects the number of non-road mobile source emissions inventories developed at the county level for State Implementation Plan (SIP) development and other analyses. Performance is below the projected level due to work done in the first quarter on non-creditable tasks including the Dallas Fort Worth Rate of Further Progress SIP and project management of contracted activities. The mobile source team's responsibilities involve activities that are not captured under this performance measure. The quarterly variance is typical of this measure, and annual performance is expected to meet the projected target.

Strategy 01-01-01: Air Quality Assessment and Planning

**Output Measure 05:
Number of Air Monitors Operated**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	630	612	97.14%
2nd Quarter	630	623	98.89%
3rd Quarter	630	0	0.00%
4th Quarter	630	0	0.00%
Total Performance	630	623	98.89%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 06:
Tons of NOx Reduced through the Texas Emissions Reduction Plan (TERP) (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,811.50	0	0.00%
2nd Quarter	2,811.50	1,354	12.04%
3rd Quarter	2,811.50	0	0.00%
4th Quarter	2,811.50	0	0.00%
Total Performance	11,246.00	1,354	12.04%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Tons of NOx Reduced through the Texas Emissions Reduction Plan (TERP) was below projections for the second quarter of FY 2011. This measure shows the amount of NOx emissions projected to be reduced through TERP emissions reduction incentive grants. Awards for emissions reduction incentive grants totaling \$88 million are expected to take place in the third quarter. The agency also expects to award approximately \$8 million in the third quarter for rebate grants. The program expects to meet the target for the year of 11,246 tons of NOx projected to be reduced.

Strategy 01-01-01: Air Quality Assessment and Planning

**Output Measure 07:
Number of Vehicles Repaired and/or Replaced
through LIRAP Assistance (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	4,250	4,092	24.07%
2nd Quarter	4,250	3,255	19.15%
3rd Quarter	4,250	0	0.00%
4th Quarter	4,250	0	0.00%
Total Performance	17,000	7,347	43.22%

**Variance Explanation
BELOW PROJECTED LEVEL**

Performance for the Number of Vehicles Repaired or Replaced through the Low Income Repair Assistance Program (LIRAP) was below projections at the end of the second quarter for FY 2011. This measure determine the number of vehicle repairs and replacements that have taken place in the five county Houston-Galveston-Brazoria (HGB), the nine county Dallas-Fort Worth (DFW) area, and the two county Austin-Round Rock (ARR) area. In the second quarter of FY 2011, there were 1,759 vehicles repaired or replaced in the DFW area. In the HGB area there were 1,351 vehicles repaired or replaced, and in the ARR area there were 145 vehicles repaired or replaced. The second quarter decrease is due to seasonal buying trends, which are lower in the winter, and to current economic conditions which have resulted in lower consumer purchases. Local program administrators have implemented outreach activities in an effort to increase participation and performance for the remainder of FY 2011.

**Output Measure 08:
Number of New Technology Grants Approved to
Fund Technologies to Be Submitted for
Verification or Certification by the EPA or CARB**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2	0	0.00%
2nd Quarter	2	0	0.00%
3rd Quarter	2	0	0.00%
4th Quarter	2	0	0.00%
Total Performance	8	0	0.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of New Technology Grants Approved to Fund Technologies to be Submitted for Verification or Certification by the EPA or CARB was below projections for the second quarter of FY 2011. The TCEQ opened and closed a grant solicitation during the first quarter. During the second quarter, staff reviewed and ranked all 35 applications. Grant awards are expected to be made early in the third quarter of FY 2011. Performance for the fiscal year is expected to be below projections since only five out of 35 applications received were for certification or verification.

Strategy 01-01-01: 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	94%	94%	100.00%
2nd Quarter	94%	93%	98.94%
3rd Quarter	94%	0%	0.00%
4th Quarter	94%	0%	0.00%
Total Performance	94%	93%	98.94%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Efficiency Measure 02:
Average Cost Per Air Quality Assessment**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 286	\$ 313	109.44%
2nd Quarter	\$ 286	\$ 469	163.99%
3rd Quarter	\$ 286	\$ 0	0.00%
4th Quarter	\$ 286	\$ 0	0.00%
Total Performance	\$ 286	\$ 391	136.71%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Average Cost Per Air Quality Assessment was above projections at the end of the second quarter for FY 2011. This measure accounts for the funds expended on salaries and other operating expenses related to staff who work on air quality assessments. The number of air quality assessments completed in the first and second quarters is lower than projected because of a change in the EPA reporting deadline. The lower number of assessments resulted in a higher cost per assessment.

Strategy 01-01-01: Air Quality Assessment and Planning

**Efficiency Measure 03:
Average Cost of LIRAP Vehicle Emissions
Repairs/Retrofits (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 525	\$ 525.92	100.18%
2nd Quarter	\$ 525	\$ 531.02	101.15%
3rd Quarter	\$ 525	\$ 0.00	0.00%
4th Quarter	\$ 525	\$ 0.00	0.00%
Total Performance	\$ 525	\$ 527.98	100.57%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Efficiency Measure 04:
Average Cost Per Ton of NOx Reduced through
the Texas Emissions Reduction Plan (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 7,500	\$ 0	0.00%
2nd Quarter	\$ 7,500	\$8,836.19	117.82%
3rd Quarter	\$ 7,500	\$ 0	0.00%
4th Quarter	\$ 7,500	\$ 0	0.00%
Total Performance	\$ 7,500	\$8,836.19	117.82%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for The Average Cost Per Ton of NOx Reduced through the Texas Emissions Reduction Plan (TERP) was above projections for the second quarter of FY 2011. This measure shows the average cost per ton of NOx reduced through projects funded by the TERP incentive grants. The TERP Program has not issued any emissions reduction incentive grants this quarter. Grant awards are expected to be made in the third quarter. Grant awards from this round will total approximately \$93 million. The remaining unobligated money from the FY 2011 grant appropriations, including money carried forward from FY 2010 will then be awarded under a final Rebate Grant Round. The program expects that the final average cost per ton of NOx projected to be reduced from projects funded this fiscal year will be at or below the \$7,500 target.

Strategy 01-01-02: Water Resource Assessment and Planning

Output Measure 01:

Number of Surface Water Assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	24.50	27	27.55%
2nd Quarter	24.50	4	4.08%
3rd Quarter	24.50	0	0.00%
4th Quarter	24.50	0	0.00%
Total Performance	98.00	31	31.63%

Variance Explanation:

BELOW PROJECTED LEVEL

Performance for the Number of Surface Water Assessments was below projections for the second quarter of FY 2011. This measure quantifies the surface water assessment activities of the agency. Assessment of water quality is essential to the identification of impaired water bodies, development of water quality standards, development of effluent standards for discharges, and development of watershed restoration and implementation strategies. In general, water quality assessment activities are scheduled for completion later in the fiscal year after they have been planned and coordinated and/or field sampling has been completed.

Output Measure 02:

Number of Groundwater Assessments (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	15	6	10.00%
2nd Quarter	15	12	20.00%
3rd Quarter	15	0	0.00%
4th Quarter	15	0	0.00%
Total Performance	60	18	30.00%

Variance Explanation:

BELOW PROJECTED LEVEL

Performance for the Number of Groundwater Assessments was below projections for the second quarter of FY 2011. This measure counts the number of assessment activities to evaluate environmental or programmatic data related to groundwater quality or quantity. This level of performance is the norm for the first and second quarters. Most of the assessments are long term projects and are either regional studies requiring four months or longer of preparation or ongoing tasks where data or the number of coordination activities are compiled at the end of the year. Most assessments are expected to be completed in the fourth quarter of FY 2011, and it is anticipated that performance will meet projections.

Strategy 01-01-02: Water Resource Assessment and Planning

**Output Measure 03:
Number of Dam Safety Assessments (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	257.50	46	4.47%
2nd Quarter	257.50	123	11.94%
3rd Quarter	257.50	0	0.00%
4th Quarter	257.50	0	0.00%
Total Performance	1,030.00	169	16.41%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Dam Safety Assessments is below projections for the second quarter of FY 2011. This measure reflects the total number of dam safety assessments completed in the reporting period. A large number of emergency action plans (EAPs) were received in the first and second quarters. In addition, 11 dam safety investigators were hired. The time required for research and review associated with EAPs and training new investigators has resulted in fewer investigations during this timeframe. The Dam Safety Program anticipates meeting projections for this measure at the end of the fiscal year.

**Efficiency Measure 01:
Average Cost Per Dam Safety Assessment**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 3,000	\$17,716.00	590.53%
2nd Quarter	\$ 3,000	\$5,097.41	169.91%
3rd Quarter	\$ 3,000	\$ 0	0.00%
4th Quarter	\$ 3,000	\$ 0	0.00%
Total Performance	\$ 3,000	\$8,531.92	284.40%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Average Cost Per Dam Safety Assessment was above projections for the second quarter of FY 2011. This measure reports the average cost for each dam safety assessment performed by TCEQ staff. Contracted investigations performed during the fourth quarter of FY 2010 were not received until the first quarter of FY 2011. In addition, the Dam Safety Program continued to add new investigators and received a large number of emergency action plans (EAPs) during the first two quarters of FY 2011. These activities have resulted in staff conducting fewer investigations. Expenditures for contracted services, the time needed for staff to be trained and become proficient, and the lower number of investigations completed has resulted in a higher cost per assessment. The Dam Safety Program anticipates meeting projections for total performance at the end of the fiscal year.

Strategy 01-01-03: Waste Assessment and Planning

**Output Measure 01:
Number of Municipal Solid Waste Facility
Capacity Assessments (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	62.50	0	0.00%
2nd Quarter	62.50	217	86.80%
3rd Quarter	62.50	0	0.00%
4th Quarter	62.50	0	0.00%
Total Performance	250.00	217	86.80%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Municipal Solid Waste (MSW) Facility Capacity Assessments is above projections for the second quarter of FY 2011. This measure quantifies the number of MSW Annual Reports reviewed by staff. During the second quarter, staff reviewed 217 of the 218 reports received. The agency does not expect to receive the 250 reports projected as a target, and performance is expected to be below projections for the fiscal year.

**Efficiency Measure 01:
Average Number of Hours Spent Per Municipal
Solid Waste Facility Capacity Assessment**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2.3	0.31	13.48%
2nd Quarter	2.3	0.64	27.83%
3rd Quarter	2.3	0.00	0.00%
4th Quarter	2.3	0.00	0.00%
Total Performance	2.3	0.64	27.83%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Number of Hours Spent Per Municipal Solid Waste Facility Capacity Assessment is below projections for the second quarter of FY 2011. This measure quantifies the time spent preparing for and reviewing Annual Reports. Staff completed review of 217 reports out of the 218 received. The efficiency of streamlined procedures instituted in FY 2010 has continued to reduce the hours spent on reviews. In addition, the agency expects to receive fewer reports, and performance is expected to be below the projected level for the year.

Strategy 01-02-01: Air Quality Permitting

**Output Measure 01:
Number of State and Federal New Source Review
Air Quality Permit Applications Reviewed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1,400	1,105	19.73%
2nd Quarter	1,400	1,233	22.02%
3rd Quarter	1,400	0	0.00%
4th Quarter	1,400	0	0.00%
Total Performance	5,600	2,338	41.75%

Variance Explanation:

BELOW PROJECTED LEVEL

The Number of State and Federal New Source Air Quality Permit Applications Reviewed was below projections for the second quarter of FY 2011. This measure quantifies the permitting workload of the Air Permits Division (APD) staff assigned to review state and federal new source review permit applications. The majority of New Source Review applications require complex analysis and more time to perform necessary technical reviews than in the past to address public health, new national ambient air quality standards, and related permitting and compliance issues.

**Output Measure 02:
Number of Federal Air Quality Operating Permits
Reviewed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	200	161	20.13%
2nd Quarter	200	236	29.50%
3rd Quarter	200	0	0.00%
4th Quarter	200	0	0.00%
Total Performance	800	397	49.63%

Variance Explanation:

MEETS PROJECTIONS

Performance met projections. No variance explanation required.

**Output Measure 03:
Number of Emissions Banking and Trading
Transaction Applications Reviewed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	250	358	35.80%
2nd Quarter	250	635	63.50%
3rd Quarter	250	0	0.00%
4th Quarter	250	0	0.00%
Total Performance	1,000	993	99.30%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Emissions Banking and Trading (EBT) transaction applications reviewed is above projections as of the second quarter of FY 2011. Performance is above projections due to increased market activity resulting from increased rule applicability, program awareness, the costs of alternatives, and the HRVOC Emissions Cap and Trade (HECT) reallocation. Included in this value is the completion of 117 transactions from applications received prior to 2010. Performance for this measure is expected to remain above projections for the year.

Strategy 01-02-02: 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	5,980.25	2,108	8.81%
2nd Quarter	5,980.25	2,165	9.05%
3rd Quarter	5,980.25	0	0.00%
4th Quarter	5,980.25	0	0.00%
Total Performance	23,921.00	4,273	17.86%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for The Number of Applications to Address Water Quality Impacts Reviewed was below projections for the second quarter of FY2011. This measure reflects agency workload with regard to the review of water quality permit applications. The number of notice of intents (NOIs) for authorization under TCEQ's storm water construction general permit is below historically experienced levels. TCEQ believes this is a reflection of the current state of the economy where new construction projects are being initiated at lower frequencies. TCEQ expects this trend to continue and be below projected levels throughout the fiscal year.

**Output Measure 02:
Number of Applications to Address Water Rights
Impacts Reviewed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	148.75	158	26.55%
2nd Quarter	148.75	163	27.39%
3rd Quarter	148.75	0	0.00%
4th Quarter	148.75	0	0.00%
Total Performance	595.00	321	53.94%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 01-02-02: Water Resource Permitting

**Output Measure 03:
Number of Concentrated Animal Feeding
Operation (CAFO) Authorizations Reviewed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	36.25	7	4.83%
2nd Quarter	36.25	23	15.86%
3rd Quarter	36.25	0	0.00%
4th Quarter	36.25	0	0.00%
Total Performance	145.00	30	20.69%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Concentrated Animal Feeding Operation (CAFO) Authorizations Reviewed was below projections for the second quarter of FY 2011. This measure counts the number of concentrated animal feeding operation (CAFO) individual permits filed with the Chief Clerk of the Commission following technical review and CAFO general permit authorizations that have been issued. The TCEQ believes the number of authorizations received is significantly less than expected because of the current state of the economy and impacts to the CAFO industry. Fewer new CAFOs are seeking authorization, and fewer existing CAFOs are expanding or changing ownership. These types of application account for the majority of the workload for this program. Submittal rates for FY 2011 are anticipated to be below projections for the same reason.

Strategy 01-02-03: Waste Management and Permitting

**Output Measure 01:
Number of New System Waste Evaluations
Conducted**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	142.50	141	24.74%
2nd Quarter	142.50	107	18.77%
3rd Quarter	142.50	0	0.00%
4th Quarter	142.50	0	0.00%
Total Performance	570.00	248	43.51%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of New System Waste Evaluations Conducted was below projections for the second quarter of FY 2011. This measure represents audits conducted on generators' self-classification of their industrial waste. During the second quarter, 31% of the generators selected for audit failed to respond to audit requests. The agency expects to audit late responses during the third quarter along with responses due in the third quarter.

**Output Measure 02:
Number of Non-Hazardous Waste Permit
Applications Reviewed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	59	72	30.51%
2nd Quarter	59	48	20.34%
3rd Quarter	59	0	0.00%
4th Quarter	59	0	0.00%
Total Performance	236	120	50.85%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 01-02-03: Waste Management and Permitting

**Output Measure 03:
Number of Hazardous Waste Permit Applications
Reviewed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	40	48	30.00%
2nd Quarter	40	45	28.13%
3rd Quarter	40	0	0.00%
4th Quarter	40	0	0.00%
Total Performance	160	93	58.13%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Hazardous Waste Permit Applications Reviewed was above projections for the second quarter of FY2011. This measure quantifies the number of hazardous waste and underground injection control permits and registration applications reviewed by TCEQ staff. Increased performance is attributed to a large number of permit modifications received and processed. These modifications reflect requests for authorization made by the regulated community in response to changing business needs (for example, updating contingency plans, addresses, contact information, etc.). These requests are difficult to anticipate and project. This measure is expected to meet or exceed performance for the year.

Strategy 01-02-04: Occupational Licensing

**Output Measure 01:
Number of Applications for Occupational
Licensing**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	6,000	4,562	19.01%
2nd Quarter	6,000	5,407	22.53%
3rd Quarter	6,000	0	0.00%
4th Quarter	6,000	0	0.00%
Total Performance	24,000	9,969	41.54%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of License and Registration Applications received was below projections for the second quarter of FY 2011. This measure reports the number of occupational license and registration applications received by the Occupational Licensing Section. The lower number of applications received can be attributed to several factors. Current economic conditions have led to less demand for licensed occupations. Also, fewer individuals are taking the water operator exam since the expiration of the Expense Reimbursement Grant that funded the Texas Small Water System Training Program and paid for water operator examination fees. The agency has no control over the number of individuals that apply for or renew licenses. Past history indicates that the number of applications received increases in the third and fourth quarters, and the agency expects to meet the projected target by year end.

**Output Measure 02:
Number of Examinations Processed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3,050	2,522	20.67%
2nd Quarter	3,050	2,340	19.18%
3rd Quarter	3,050	0	0.00%
4th Quarter	3,050	0	0.00%
Total Performance	12,200	4,862	39.85%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Examinations Processed was below projections for the second quarter of FY 2011. This measure reports the number of occupational licensing examinations processed. The lower number of examinations processed can be attributed to several factors. Current economic conditions have led to less demand for licensed occupations. Also, fewer individuals are taking the water operator exam since the expiration of the Expense Reimbursement Grant that funded the Texas Small Water System Training Program and paid for water operator examination fees. The agency has no control over the number of individuals that apply for or renew licenses. Past history indicates that the number of examinations administered increases in the third and fourth quarters, and the agency expects to meet the projected target by year end.

Strategy 01-02-04: Occupational Licensing

**Output Measure 03:
Number of Licenses and Registrations Issued**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	5,625	4,391	19.52%
2nd Quarter	5,625	4,619	20.52%
3rd Quarter	5,625	0	0.00%
4th Quarter	5,625	0	0.00%
Total Performance	22,500	9,010	40.04%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the number of licenses and registrations issued was below projections for the second quarter of FY 2011. This measure reports the number of occupational licenses and registrations issued by the Occupational Licensing Section. The lower number of licenses and registrations issued can be attributed to several factors. There were several licenses and registrations which previously had a two year validity period, changing to a three validity period because of rule revisions adopted in August 2007. This rule change resulted in fewer renewal applications for several of the licensing programs being received which impacted the issuances of licenses and registrations for 2010 and the second quarter of FY 2011. We expect the license and registrations issuances to increase the next quarter thus meeting the projected numbers.

**Efficiency Measure 01:
Average Annualized Cost Per License and Registration**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 18.00	\$ 17.11	95.06%
2nd Quarter	\$ 18.00	\$ 18.02	100.11%
3rd Quarter	\$ 18.00	\$ 0.00	0.00%
4th Quarter	\$ 18.00	\$ 0.00	0.00%
Total Performance	\$ 18.00	\$ 18.02	100.11%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 02-01-01: 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	6,300	6,516	103.43%
2nd Quarter	6,300	6,602	104.79%
3rd Quarter	6,300	0	0.00%
4th Quarter	6,300	0	0.00%
Total Performance	6,300	6,602	104.79%

Variance Explanation:
MEETS PROJECTIONS

Performance met projections. No variance explanation required.

Output Measure 02:
Number of Drinking Water Samples Collected (Key)

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	9,050.00	10,909	30.14%
2nd Quarter	9,050.00	6,493	17.93%
3rd Quarter	9,050.00	0	0.00%
4th Quarter	9,050.00	0	0.00%
Total Performance	36,200	17,402	48.07%

Variance Explanation:
MEETS PROJECTIONS

Performance met projections. No variance explanation required.

Strategy 02-01-02: Water Utilities Oversight

**Output Measure 01:
Number of Utility Rate Reviews Performed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	20	29	36.25%
2nd Quarter	20	40	50.00%
3rd Quarter	20	0	0.00%
4th Quarter	20	0	0.00%
Total Performance	80	69	86.25%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Utility Rate Reviews Performed was higher than projections for the second quarter of FY 2011. This measure reflects the number of applications received and processed by agency staff and either approved, dismissed, withdrawn or referred to the Environmental Law Division as a contested matter. The number of rate and tariff change applications filed has been increasing over the last two years. TCEQ believes this is a reflection of the current economy, aging infrastructure, and water and sewer utilities attempting to set rates that reflect the true cost of service. As the cost of service for water and/or sewer utilities increases, the need for utilities to increase their rates also increases. Therefore, the number of rate reviews also increases. Performance above projected levels is desirable for this measure. Submittal rates for FY 2011 are anticipated to remain above projections for the same reason.

**Output Measure 02:
Number of District Applications Processed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	137.50	143	26.00%
2nd Quarter	137.50	123	22.36%
3rd Quarter	137.50	0	0.00%
4th Quarter	137.50	0	0.00%
Total Performance	550.00	266	48.36%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 03:
Number of Certificates of Convenience and
Necessity Applications Processed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	56.25	23	10.22%
2nd Quarter	56.25	36	16.00%
3rd Quarter	56.25	0	0.00%
4th Quarter	56.25	0	0.00%
Total Performance	225.00	59	26.22%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Certificates of Convenience and Necessity (CCN) Applications Processed was below projections for the second quarter of FY 2011. This measure reflects the number of applications received and processed by agency staff and either approved, dismissed, referred to the Environmental Law Division as a contested matter, or is withdrawn by the applicant within the reporting period. This number also includes the number of Sale, Transfer or Merger (STM) applications filed and processed. The number of CCN related applications is below historically experienced levels. TCEQ believes this is a reflection of the current economic environment and a decrease in construction and development leading to a decrease in the need for utilities to expand their service area. Submittal rates for FY 2011 are anticipated to be below projections for the same reason.

Strategy 03-01-01: Field Inspections and Complaints

**Output Measure 01:
Number of Inspections and Investigations of
Air Sites (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,987.50	3,303	27.64%
2nd Quarter	2,987.50	3,421	28.63%
3rd Quarter	2,987.50	0	0.00%
4th Quarter	2,987.50	0	0.00%
Total Performance	11,950.00	6,724	56.27%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Inspections and Investigations of Air Sites was above projections as of the second quarter of FY 2011. This measure reports the number of inspections and investigations completed at regulated air sites. The increased number of inspections is attributed to the increased interest in oil and gas facilities. The agency dedicated additional staff to investigate and monitor oil and gas facilities in response to legislative and citizen concerns in the 23 county Barnett Shale area.

**Output Measure 02:
Number of Inspections and Investigations of
Water Rights Sites (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	8,500	7,431	21.86%
2nd Quarter	8,500	6,389	18.79%
3rd Quarter	8,500	0	0.00%
4th Quarter	8,500	0	0.00%
Total Performance	34,000	13,820	40.65%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Inspections and Investigations of Water Rights Sites is below projections as of the second quarter of FY 2011. This measure reports the number of inspections and investigations completed at regulated water rights sites. The Watermaster areas have experienced staff turnover, and the time needed for staff to be trained and become proficient has resulted in fewer inspections during the second quarter. Also, border violence in the Rio Grande Watermaster area has required staff to curtail field activities. The number of inspections and investigations is expected to increase in the third and fourth quarters, and staff expects to meet the projected target for FY 2011.

Strategy 03-01-01: Field Inspections and Complaints

**Output Measure 03:
Number of Inspections and Investigations of
Water Sites and Facilities (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,200	2,029	23.06%
2nd Quarter	2,200	2,094	23.79%
3rd Quarter	2,200	0	0.00%
4th Quarter	2,200	0	0.00%
Total Performance	8,800	4,123	46.85%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 04:
Number of Inspections and Investigations of
Livestock and Poultry Operation Sites (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	100	83	20.75%
2nd Quarter	100	177	44.25%
3rd Quarter	100	0	0.00%
4th Quarter	100	0	0.00%
Total Performance	400	260	65.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Inspections and Investigations of Livestock and Poultry Operation Sites is above projections as of the second quarter of FY 2011. This measure reports the number of inspections and investigations at livestock and poultry operation sites that were completed. During the first two quarters of FY 2011, there was an increase in inspections due to soil sampling activities that occurred in the Bosque River Watershed. Inspections and investigations vary in number and complexity from quarter to quarter, but performance is expected to exceed projections for the year.

Strategy 03-01-01: Field Inspections and Complaints

**Output Measure 05:
Number of Inspections and Investigations of
Waste Sites (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1,839.50	2,417	32.85%
2nd Quarter	1,839.50	2,834	38.51%
3rd Quarter	1,839.50	0	0.00%
4th Quarter	1,839.50	0	0.00%
Total Performance	7,358.00	5,251	71.36%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Inspections and Investigations of Waste Sites was above projections at the end of the second quarter for FY 2011. This measure includes investigations at Petroleum Storage Tank (PST) sites subject to the Energy Policy Act (the Act). In order to meet the requirements of the Act, the agency received a grant from EPA which is used by the agency to fund an intergovernmental contract to complete these investigations. Investigations conducted by both the contractor and agency staff have resulted in performance above projected targets, and it is anticipated that performance will be exceed projections at the end of the fiscal year.

**Output Measure 06:
Number of Spill Cleanup Inspections**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	162.50	109	16.77%
2nd Quarter	162.50	99	15.23%
3rd Quarter	162.50	0	0.00%
4th Quarter	162.50	0	0.00%
Total Performance	650.00	208	32.00%

**Variance Explanation:
BELOW PROJECTED LEVELS**

Performance for the Number of Spill Cleanup Inspections is below projections at the end of the second quarter for FY 2011. Spill investigations are an on-demand activity and are based upon the number of spills of regulated materials reported by citizens, industry representatives, and state law enforcement officials. This number can vary widely from quarter to quarter. During this reporting period, fewer spills were reported to the agency that required investigations.

Strategy 03-01-01: Field Inspections and Complaints

**Efficiency Measure 01:
Average Inspection and Investigation Cost of
Livestock and Poultry Operations**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$600	\$472	78.67%
2nd Quarter	\$600	\$327	54.50%
3rd Quarter	\$600	\$0	0.00%
4th Quarter	\$600	\$0	0.00%
Total Performance	\$600	\$371	61.83%

**Variance Explanation:
BELOW PROJECTED LEVELS**

Performance for the Average Inspection and Investigation Cost of Livestock and Poultry Operations was below the projected cost at the end of the second quarter for FY 2011. This measure represents total funds expended during the reporting period for monitoring of livestock and poultry operations, divided by the number of compliance inspections and complaint investigations for livestock and poultry operations completed during the reporting period. Average cost figures for the inspection and investigation of livestock and poultry operations vary considerably due to the number and complexity of investigations performed in any given quarter. The desired performance is to be at or below projected average cost for the quarter and year to date costs.

**Efficiency Measure 02:
Average Time (days) from Air, Water, and Waste
Inspections to Report Completion**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	35	36.0	102.86%
2nd Quarter	35	34.0	97.14%
3rd Quarter	35	0	0.00%
4th Quarter	35	0	0.00%
Total Performance	35	34.0	97.14%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 03-01-02: Enforcement and Compliance Support

**Output Measure 01:
Number of Environmental Laboratories
Accredited (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	250	276	110.40%
2nd Quarter	250	278	111.20%
3rd Quarter	250	0	0.00%
4th Quarter	250	0	0.00%
Total Performance	250	278	111.20%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Environmental Laboratories Accredited was above projected levels for the second quarter of FY 2011. The measure reflects the number of environmental laboratories accredited according to standards adopted by the National Environmental Laboratory Accreditation Conference. TCEQ received and issued additional accreditations via mutual or reciprocal recognition to out-of-state laboratories. These applications were not anticipated and, therefore, not included in the projected number of laboratory accreditations.

**Output Measure 02:
Number of Small Businesses and
Local Governments Assisted (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	15,000	35,496	59.16%
2nd Quarter	15,000	3,081	5.14%
3rd Quarter	15,000	0	0.00%
4th Quarter	15,000	0	0.00%
Total Performance	60,000	38,577	64.30%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Small Businesses and Local Governments Assisted exceeded projections as of the second quarter of FY 2011. This measure provides an indication of the number of notifications provided to the state's small businesses and local governments to keep them informed of regulatory changes that might affect them. Performance is above the projected level due to mailing of the compliance newsletter and outreach aimed at petroleum storage tank facilities through invitations to attend compliance workshops.

Data reported for the first quarter included a test entry in the database that should not have been counted. First quarter performance was over reported by 4,000. Test entry has been removed and data has been corrected.

Strategy 03-01-02: Enforcement and Compliance Support

**Efficiency Measure 01:
Average Number of Days to File an Initial
Settlement Offer**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	70	50.00	71.43%
2nd Quarter	70	46.00	65.71%
3rd Quarter	70	0.00	0.00%
4th Quarter	70	0.00	0.00%
Total Performance	70	46.00	65.71%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Number of Days to File an Initial Settlement Offer was below projections for the second quarter of FY2011. This measure represents the average number of days from the date the case was assigned, to the mailing date of the initial document that explains the violations and calculated penalty included in the enforcement action. The average number of days was lower than projected because the agency has processing procedures in place to ensure that all cases are processed below the average time frame. For this type of measure, performance below the target level is desirable.

Strategy 03-01-03: Pollution Prevention and Recycling

**Output Measure 01:
Number of On-Site Technical Assistance Visits,
Audits, Presentations and Workshops on
Pollution Prevention/Waste Minimization and
Environmental Management Systems Conducted**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	62.5	74	29.60%
2nd Quarter	62.5	47	18.80%
3rd Quarter	62.5	0	0.00%
4th Quarter	62.5	0	0.00%
Total Performance	250.0	121	48.40%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 02:
Number of Entities Participating in
Voluntary Programs**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	150	148	98.67%
2nd Quarter	150	140	93.33%
3rd Quarter	150	0	0.00%
4th Quarter	150	0	0.00%
Total Performance	150	140	93.33%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Entities Participating in Voluntary Programs was below projections as of the second quarter of FY 2011. Entities that are not actively participating in the program have been removed from the Clean Texas program because the agency did not receive their applications by the required deadline. The agency has received applications from new entities and expects to meet projections for the fiscal year.

Strategy 03-01-03: Pollution Prevention and Recycling

**Output Measure 03:
Number of Quarts of Used Oil (in Millions)
Diverted from Landfills and Processed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	8.25	0.0	0.00%
2nd Quarter	8.25	11.96	36.24%
3rd Quarter	8.25	0.0	0.00%
4th Quarter	8.25	0.0	0.00%
Total Performance	33.00	11.96	36.24%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Quarts of Used Oil Diverted from Landfills and Processed (in millions) was below projections as of the second quarter of FY 2011. This measure reports the amount of used oil diverted, via registered collection centers, from landfills and processed.. The used oil program expects performance for the third and fourth quarters will increase as reports on the amount of used oil collected and diverted from landfills are filed. The actual number diverted may vary from year to year due to voluntary reporting requirements and changes in vehicle maintenance practices.

**Efficiency Measure 01:
Average Cost Per On-Site Technical Assistance Visit**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 600	\$ 336.79	56.13%
2nd Quarter	\$ 600	\$ 579.33	96.56%
3rd Quarter	\$ 600	\$ 0.00	0.00%
4th Quarter	\$ 600	\$ 0.00	0.00%
Total Performance	\$ 600	\$ 488.37	81.40%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Cost Per On-Site Technical Assistance Visit was below projections as of the second quarter of FY 2011. This measure reports the average cost of each technical site assistance visit performed by Pollution Prevention Staff. The savings are a result of efficient use of regional staff that has resulted in more local visits which lowers travel costs per visit. Costs are expected to remain below the projected average cost. The desired performance for this measure is to be below projections.

Strategy 04-01-01: Storage Tank Administration and Cleanup

Output Measure 01:

Number of Petroleum Storage Tank Self-Certifications Processed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	4,125	2,921	17.70%
2nd Quarter	4,125	4,215	25.55%
3rd Quarter	4,125	0	0.00%
4th Quarter	4,125	0	0.00%
Total Performance	16,500	7,136	43.25%

Variance Explanation:

BELOW PROJECTED LEVEL

Performance for the Number of Petroleum Storage Tank Self-Certifications Processed is below the projected level as of the second quarter of FY 2011. This measure reflects the number of Petroleum Storage Tank Self-Certifications processed during the quarter. Self-Certification is an annual requirement of owners or operators to certify that required facilities are in compliance with certain technical and administrative requirements. Performance is dependent upon the date complete Self-Certifications are received. Self-Certifications are renewed in January through October, and none are required to renew in November. In addition, the requirement to file proof of financial assurance with the annual Self-Certification has resulted in submittals being returned which has delayed processing of forms. Performance for the remainder of FY 2011 is expected to meet projected levels.

Output Measure 02:

Number of Emergency Response Actions at Petroleum Storage Tank Sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	4	0	0.00%
2nd Quarter	4	3	18.75%
3rd Quarter	4	0	0.00%
4th Quarter	4	0	0.00%
Total Performance	16	3	18.75%

Variance Explanation:

BELOW PROJECTED LEVEL

Performance for the Number of Emergency Response Actions at Petroleum Storage Tank Sites was below projected levels as of the second quarter of FY 2011. This measure reports the number of sites to which a state lead contractor is dispatched to address an immediate threat to human health or safety. This is an on-demand activity. Fluctuations in performance are likely to occur due to the unpredictable number of sites requiring emergency responses.

Strategy 04-01-01: 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	225	369	41.00%
2nd Quarter	225	391	43.44%
3rd Quarter	225	0	0.00%
4th Quarter	225	0	0.00%
Total Performance	900	760	84.44%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Petroleum Storage Tank Reimbursement Fund Applications received and processed was above projections during the second quarter of FY2011. This measure reflects performance in processing reimbursement applications received for petroleum storage tank cleanups. The number of applications received by the program fluctuates in any given reporting period.

**Output Measure 04:
Number of Petroleum Storage Tank
Cleanups Completed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	50	143	71.50%
2nd Quarter	50	187	93.50%
3rd Quarter	50	0	0.00%
4th Quarter	50	0	0.00%
Total Performance	200	330	165.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Petroleum Storage Tank Cleanups Completed was above projections for the second quarter of FY 2011. Most cleanups are finalized after responsible parties complete all field work and formally request closure review. The TCEQ has limited control over the number of requests for closure. Performance for the year is expected to be above projections.

Strategy 04-01-01: 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	20.0	66.67%
2nd Quarter	30	25.0	83.33%
3rd Quarter	30	0.0	0.00%
4th Quarter	30	0.0	0.00%
Total Performance	30	23.0	76.67%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Time to Review and Respond to Remedial Action Plans was below the projected level for the second quarter of FY 2011. This measure reports the average number of days for the agency to review and respond to remedial action plans over the reporting period. The TCEQ has implemented procedures for reviewing remedial action plans to ensure average review times meet the legislatively mandated time frame of 30 days. The desired performance for this measure is to be below projections.

**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	22.0	73.33%
2nd Quarter	30	22.0	73.33%
3rd Quarter	30	0.0	0.00%
4th Quarter	30	0.0	0.00%
Total Performance	30	22.0	73.33%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Time to Review and Respond to Risk-Based Assessments was below the projected level for the second quarter of FY 2011. This measure reports the average number of days for the agency to review and respond to risk-based site assessments over the reporting period. The TCEQ has implemented procedures for reviewing risk-based site assessments to ensure average review times meet the legislatively mandated time frame of 30 days. The desired performance for this measure is to be below projections.

Strategy 04-01-01: 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	40	44.44%
2nd Quarter	90	32	35.56%
3rd Quarter	90	0	0.00%
4th Quarter	90	0	0.00%
Total Performance	90	36	40.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Time (Days) to Process Petroleum Storage Tank (PST) Remediation Fund Reimbursement Claims was below projections for the second quarter of FY 2011. This measure reports the average number of days to process claims for reimbursements from the PST remediation fund. The program is required by rule to process new claims from the date of receipt to date that a fund payment report is mailed out to be no more than 90 days. Due to efficiencies in processing new claims, the program has consistently operated within established timelines. The desired performance for this measure is to be below projections.

Strategy 04-01-02: Hazardous Materials Cleanup

**Output Measure 01:
Number of Immediate Response Actions
Completed to Protect Human Health and the
Environment**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1.25	3.0	60.00%
2nd Quarter	1.25	0.0	0.00%
3rd Quarter	1.25	0.0	0.00%
4th Quarter	1.25	0.0	0.00%
Total Performance	5.00	3.0	60.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Immediate Response Actions Completed to Protect Human Health and the Environment was above projections as of the second quarter of FY 2011. Response action completions are not expected to be evenly distributed over each reporting quarter.

**Output Measure 02:
Number of Superfund Site Assessments**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	18	15	20.83%
2nd Quarter	18	16	22.23%
3rd Quarter	18	0	0.00%
4th Quarter	18	0	0.00%
Total Performance	72	31	43.06%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Superfund Site Assessments Completed was below projections as of the second quarter of FY 2011. This measure reports the number of site assessments conducted to determine Superfund program eligibility. The number of Superfund site Assessments completed are not expected to be evenly distributed over each reporting period. The agency expects performance to meet projections during subsequent reporting periods.

Strategy 04-01-02: Hazardous Materials Cleanup

**Output Measure 03:
Number of Voluntary and Brownfield Cleanups
Completed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	22.50	23	25.56%
2nd Quarter	22.50	19	21.11%
3rd Quarter	22.50	0	0.00%
4th Quarter	22.50	0	0.00%
Total Performance	90.00	42	46.67%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 04:
Number of Superfund Sites in Texas
Undergoing Evaluation and Cleanup (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	51	46	90.20%
2nd Quarter	51	46	90.20%
3rd Quarter	51	0	0.00%
4th Quarter	51	0	0.00%
Total Performance	51	46	90.20%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Superfund Sites Undergoing Evaluation and Cleanup was below projections as of the second quarter of FY 2011. This measure reports the combined number of state and federal Superfund sites that are undergoing evaluation and/or cleanup. While the program has continued to cleanup sites, fewer sites were added to the National Priority List and Texas Register than originally projected, causing a net reduction in the number of sites undergoing evaluation and cleanup.

Strategy 04-01-02: Hazardous Materials Cleanup

**Output Measure 05:
Number of Superfund Cleanups Completed (Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1.25	0	0.00%
2nd Quarter	1.25	0	0.00%
3rd Quarter	1.25	0	0.00%
4th Quarter	1.25	0	0.00%
Total Performance	5.00	0	0.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Superfund cleanups completed was below projections as of the second quarter of FY 2011. Superfund cleanup completions are not expected to be evenly distributed over each reporting quarter. The number of Superfund cleanups completed is expected to meet the annual projection by the end of the fiscal year.

**New Output Measure:
Number of Superfund Remedial Actions Completed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1.25	0	0.00%
2nd Quarter	1.25	0	0.00%
3rd Quarter	1.25	0	0.00%
4th Quarter	1.25	0	0.00%
Total Performance	5.00	0	0.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Superfund Remedial Actions Completed was below projections as of the second quarter of FY 2011. Superfund remedial action completions are not expected to be evenly distributed over each reporting quarter but the number of completions is expected to meet the annual projection by the end of the fiscal year.

Strategy 04-01-02: Hazardous Materials Cleanup

**Output Measure 06:
Number of Dry Cleaner Remediation Program
Site Assessments Initiated**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	6	10	41.67%
2nd Quarter	6	10	41.67%
3rd Quarter	6	0	0.00%
4th Quarter	6	0	0.00%
Total Performance	24	20	83.34%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Dry Cleaner Remediation Program Site Assessments Initiated was above projected levels as of the second quarter of FY2011. This measure indicates the number of work orders issued to initiate DCRP site cleanups during the reporting period. The number of site assessments initiated is based on the number of DCRP Applications that are received. Entry into the DCRP is voluntary; therefore, the program has no control over the number of DCRP Applications received.

**Output Measure 07:
Number of Dry Cleaner Remediation Program
Site Cleanups Completed**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2.5	1	10.00%
2nd Quarter	2.5	3	30.00%
3rd Quarter	2.5	0	0.00%
4th Quarter	2.5	0	0.00%
Total Performance	10.0	4	40.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Dry Cleaner Remediation Site Cleanups Completed was below projections as of the second quarter of FY 2011. This measure reflects the agency's efforts to clean up known eligible dry cleaning sites contaminated by dry cleaner solvents. Cleanup completions are not expected to be evenly distributed over each reporting quarter. At least six additional DCRP sites have been identified as closure candidates for FY 2011, and the number of cleanups completed is expected to meet the projected level by the end of the fiscal year.

Strategy 04-01-02: Hazardous Materials Cleanup

**Efficiency Measure 01:
Average Time (Days) to Process Dry Cleaner
Remediation Program Applications**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	90	57	63.33%
2nd Quarter	90	38	42.22%
3rd Quarter	90	0	0.00%
4th Quarter	90	0	0.00%
Total Performance	90	45.5	50.56%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Historically Underutilized Business Program

**Output Measure 01:
Percentage of Professional Services Going to
Historically Underutilized Businesses**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	20.00%	17.84%	89.20%
2nd Quarter	20.00%	11.75%	58.75%
3rd Quarter	20.00%	0.00%	0.00%
4th Quarter	20.00%	0.00%	0.00%
Total Performance	20.00%	14.80%	74.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Percentage of Professional Services going to Historically Underutilized Businesses was below projections for the second quarter. The agency experienced a drop in HUB subcontracting expenditures in professional services contracts. HUB subcontracting activity was strongest in the Remediation Division.

**Output Measure 02:
Percentage of Other Services Awarded to
Historically Underutilized Businesses**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	33.00%	38.30%	116.06%
2nd Quarter	33.00%	34.48%	104.48%
3rd Quarter	33.00%	0.00%	0.00%
4th Quarter	33.00%	0.00%	0.00%
Total Performance	33.00%	36.39%	110.27%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percentage of Other Services Awarded to HUBs was above projections for the second quarter of FY 2011. HUB subcontracting activity was strong in the Information Resources Division.

Historically Underutilized Business Program

**Output Measure 03:
Percentage of Commodity Purchasing Awarded to
Historically Underutilized Businesses**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	12.60%	46.74%	370.95%
2nd Quarter	12.60%	52.10%	413.49%
3rd Quarter	12.60%	0.00%	0.00%
4th Quarter	12.60%	0.00%	0.00%
Total Performance	12.60%	49.42%	392.22%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percentage of Commodities Awarded to HUBs was above projections for the first quarter of FY 2011. HUB subcontracting for commodity purchases is strong agency-wide.