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October 2011
SFR-055/11-04

Fourth Quarter Report on Performance Measures

Fiscal Year 2011

Fourth Quarter Report on Performance Measures Fiscal Year 2011

Prepared by
Chief Financial Officer Division

SFR-55/11-4
October 2011



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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 Texas Government Code 2161 and 1 Texas Administrative Code 20.10 – 20.28, 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.

Goal 01-01: Assessment, Planning and Permitting

**Outcome Measure 01:
Annual Percent of Stationary and Mobile Source
Pollution Reductions in Non-Attainment Areas
(Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	6.00%	6.42%	107.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Annual Percent of Stationary and Mobile Source Pollution Reductions in Non-Attainment areas is above projections for FY 2011. This measure compares the percent change in volatile organic compounds and nitrogen oxides emitted in ozone nonattainment areas from point, area, on-road mobile, and non-road mobile sources. Factors contributing to reductions in emissions are fleet turnover and a downturn in the types of economic activity that produces emissions. From an air quality perspective, the desired performance for this measure is to be above the projected target.

**Outcome Measure 02:
Nitrogen Oxides (NOx) Emissions Reduced
Through the Texas Emissions Reduction Plan
(TERP) (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	70.80	41.35	58.40%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Nitrogen Oxide Emissions Reduced through the Texas Emissions Reduction Plan (TERP) was below projections for FY 2011. This measure reports the actual tons per day (TPD) of emissions reductions as reported by grantees for projects in effect in FY 2011. Approximately 69 percent of active grants have phased into the performance period and are reporting usage data. The results reported for this measure are less than the projected performance due to the time it has taken some of the larger and more complex projects to complete the purchases and begin using the grant-funded vehicles and equipment. In addition, some projects are reporting less fuel usage than was estimated when grants were awarded, and the agency is currently evaluating reasons for lower usage.

Goal 01-01: Assessment, Planning and Permitting

**Outcome Measure 03:
Percent of Texans Living Where the Air Meets
Federal Air Quality Standards**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	37.00%	74.40%	201.08%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Percent of Texans Living Where the Air Meets Federal Air Quality Standards was higher than projected for FY 2011. This measure compares the percentage of the Texas population living in metropolitan areas that meet federal air quality standards. Actual performance exceeded projections due to air quality improving faster than expected in some areas. The ozone design value in the Houston-Galveston-Brazoria area currently meets federal standards leaving only the Dallas-Fort Worth area not measuring attainment of the federal ozone standard. Performance above the projected level is desirable for this measure.

**Outcome Measure 04:
Annual Percent Reduction in Pollution from
Permitted Wastewater Facilities Discharging to the
Waters of the State (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	0.10%	0.51%	510.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Annual Percent Reduction in Pollution from Permitted Wastewater Facilities Discharging to the Waters of the State was above projections for FY 2011. This measure reflects the reduction in the pollution load from all facilities discharging to the waters of the state measured for the pollutant biochemical oxygen demand (BOD). Revised dissolved oxygen modeling protocols have been established for discharges to sensitive water bodies that have resulted in more stringent water quality effluent limitations. BOD limits have been reduced from 20 mg/l to 15 mg/l for approximately 30 large discharge permits. As TCEQ continues to utilize revised modeling protocols, similar types of reductions are anticipated. However, over the long term, lower reductions which are more in line with the projected target are anticipated.

Goal 01-01: Assessment, Planning and Permitting

**Outcome Measure 05:
Percent of Texas Surface Waters Meeting or
Exceeding Water Quality Standards (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	65.00%	63.20%	97.23%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Outcome Measure 06:
Annual Percent of Solid Waste Diverted from
Municipal Solid Waste Facilities**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	8.00%	4.20%	52.50%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Annual Percent of Solid Waste Diverted from Municipal Solid Waste Facilities was below projections for FY 2011. This measure provides a general indicator of the effectiveness of statewide solid waste diversion and planning efforts. Cities have established more aggressive programs to divert waste, such as yard waste, before it reaches a landfill. Data for this measure is taken from landfill reports. These reports do not include waste diverted prior to reaching a landfill.

**Outcome Measure 07:
Annual Percent Decrease in the Toxic Releases in
Texas (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	2.00%	13.20%	660.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Annual Percent Decrease in the Toxic Releases in Texas was above projections for FY 2011. This measure compares the most current year reported and the previous year reported for the total on-site releases of the list of core chemicals established in 1988 and released from all industries located in Texas subject to the Toxic Release Inventory (TRI) reporting requirements. In comparison to the previous TRI reporting year, there was a significant reduction in releases of toxic chemicals (on-site and other releases) which caused performance to be above the projected target.

Goal 01-01: Assessment, Planning and Permitting

**Outcome Measure 08:
Annual Percent Decrease in the Amount of
Municipal Solid Waste Going into Texas landfills**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	-2.00%	11.24%	-562.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Annual Percent Decrease in the Amount of Municipal Solid Waste Going into Texas Landfills was above projections for FY 2011. This measure reflects conservation efforts to reduce the amount of solid waste going into Texas landfills. The projection anticipated a 2% increase in the amount of waste, but the data indicates an 11.24% decrease in the amount of waste. The reduction in the amount of waste is a result of the positive impact of waste reduction/recycling campaigns and the effect of ongoing public education efforts.

**Outcome Measure 09:
Percent of TERP Grants Derived From New
Technology Research and Development (NTRD)
Technologies**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	15.00%	0.00%	0.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Percent of TERP Grants Derived from NTRD Technologies was below projections for FY 2011. This measure shows the percent of the total dollar amount of TERP grants derived from grants of the NTRD program. To date, no TERP grants have been derived from NTRD funded technologies. The implementation of the NTRD program was transferred back to the TCEQ by HB 1796, 81st Legislature, Regular Session, after being managed by the Texas Environmental Research Consortium (TERC). Six TCEQ grant funded technologies and two TERC technologies have been certified/verified by the EPA or the California Air Resources Board (CARB). The NTRD funded technologies certified/verified to date have specialized markets and are moving toward acceptance in those markets. The TCEQ anticipates that the NTRD funded railroad technologies that have been certified/verified are the most likely to be commercially implemented in the near future.

Goal 01-01: Assessment, Planning and Permitting

**Outcome Measure 10:
Percent of High and Significant Hazard Dams
Inspected within Established Timeframes**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	85.00%	99.50%	117.06%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percent of High and Significant Hazard Dams Inspected within Established Timeframes is above projections for FY 2011. The agency dedicated resources to inspect all high and significant hazard dams by August 31, 2011. Performance exceeded projections, but staff was not able to inspect all dams with these classifications because some dam owners denied access to agency staff.

**Outcome Measure 11:
Number of acres of Habitats Created, Restored,
and Protected through Implementation of Estuary
Action Plans**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	2,000	1,284	64.20%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Acres of Habitat Created, Restored, and Protected was below projections for FY 2011. This measure reports the number of acres of habitat created, restored, and/or protected through implementation of Galveston Estuary Bay Program (GBEP) and Coastal Bend Bay Estuary Program (CBBEP) estuary action plans. Many of the projects scheduled for FY2011 were to be funded through grant funds provided by entities other than TCEQ. While these funds have been awarded they have either not been received or disbursed to the projects. As a result the start dates of two projects (the Starvation Gap project to protect approximately 75 acres and a breakwater to protect the approximately 2,302 acre Texas City Preserve) were delayed.

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	37	1.61%
3rd Quarter	575	694	30.17%
4th Quarter	575	1,609	69.96%
Total Performance	2,300	2,773	120.57%

Variance Explanation: ABOVE PROJECTED LEVEL

Performance for the Number of Point Source Air Quality Assessments is above projections for 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). Additional assessments were performed in the fourth quarter to complete a special inventory in the Barnett Shale area, and annual performance exceeded projections.

Staff over reported the number of point source assessments in the second quarter. The error was found in the fourth quarter review of performance measure procedures, and second quarter performance has been corrected to be 37 instead of 78 as reported previously.

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	1,185	47.40%
4th Quarter	625	508	20.32%
Total Performance	2,500	2,590	103.60%

Variance Explanation: MEETS PROJECTIONS

Performance met projections. No variance explanation required.

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	386	25.73%
2nd Quarter	375	318	21.20%
3rd Quarter	375	382	25.47%
4th Quarter	375	198	13.20%
Total Performance	1,500	1,284	85.60%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Mobile Source On-Road Air Quality Assessments is below projections for FY 2011. This measure depicts the number of on-road mobile source/transportation related scenarios evaluated by the Air Quality Division. Performance for the fourth quarter is atypical because the pending ozone National Ambient Air Quality Standard (NAAQS) was delayed and ultimately withdrawn by EPA. Because of the NAAQS withdrawal, assessments scheduled during the fourth quarter to provide implementation information for possible new nonattainment areas were no longer required. As a result, the number of annual assessments was lower than projected.

**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	823	39.84%
4th Quarter	516.50	623	30.15%
Total Performance	2,066.00	2,240	108.42%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Non-Road Mobile Source Air Quality Assessments is above projected levels for FY 2011. This measure reflects the number of non-road mobile source emissions inventories developed at the county level for SIP development and other analyses. Additional assessments were done for quality assurance purposes in preparation for the development of the 2011 Emissions Inventory which must meet EPA reporting requirements.

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	626	99.37%
4th Quarter	630	621	98.57%
Total Performance	630	621	98.57%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Output Measure 06:
Tons of Nitrogen Oxide (NOx) Reduced through the Texas Emissions Reduction Plan (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	10,623	94.46%
4th Quarter	2,811.50	967	8.60%
Total Performance	11,246.00	12,944	115.10%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Tons of NOx Reduced through the Texas Emissions Reduction Plan (TERP) was above projections for FY 2011. This measure shows the amount of NOx emissions projected to be reduced through projects funded by TERP incentive grants. The cost per ton of NOx reduced in funded projects was lower than projected resulting in more tons reduced. In addition, the agency was able to fund additional projects from the carryforward of FY 2010 funds and grant funding from an American Recovery and Reinvestment (ARRA) grant from the Texas Higher Education Coordinating Board.

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

**Output Measure 07:
Number of Vehicles Repaired 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	3,344	19.67%
4th Quarter	4,250	3,185	18.74%
Total Performance	17,000	13,876	81.62%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Vehicles Repaired or Replaced through LIRAP is below projections at the end of FY 2011. This measure determines the number of vehicle repairs and replacements that have taken place in the five county Houston-Galveston-Brazoria (HGB) area, nine county Dallas-Fort Worth (DFW) area, and the two county Austin-Round Rock (ARR) area. In FY 2011, the DFW area repaired or retired 7,089 vehicles. The HGB area repaired or retired 6,121 vehicles. The ARR area repaired or retired 666 vehicles. Annual performance is below projections due to economic conditions that have resulted in fewer repairs and consumer purchases.

**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	2	25.00%
4th Quarter	2	0	0.00%
Total Performance	8	2	25.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of New Technology Grant Proposals Reviewed is below projections for FY 2011. The TCEQ opened and closed a grant solicitation in the first quarter of the year. During the second quarter, staff reviewed and ranked all 35 applications. Grant awards were made in the third quarter of FY 2011 to the two applicants that scored high enough to receive a grant award.

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%	93%	98.94%
4th Quarter	94%	93%	98.94%
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	\$ 313.00	109.44%
2nd Quarter	\$ 286	\$469.00	163.99%
3rd Quarter	\$ 286	\$181.00	63.29%
4th Quarter	\$ 286	\$187.00	65.38%
Total Performance	\$ 286	\$ 287.50	100.52%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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	\$ 523.48	99.71%
4th Quarter	\$ 525	\$ 531.73	101.28%
Total Performance	\$ 525	\$ 527.65	100.50%

**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	117.81%
3rd Quarter	\$ 7,500	\$ 6,993	93.24%
4th Quarter	\$ 7,500	\$ 9,351	124.68%
Total Performance	\$ 7,500	\$ 7,362	98.16%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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

**Explanatory Measure 01:
Number of Days Ozone Exceedances are Recorded
in Texas**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	32	11	34.38%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Days Ozone Exceedances are Recorded in Texas was lower than projected. During calendar year 2010, ozone levels across the state were substantially lower than in previous years, resulting in fewer days exceeding the federal ozone standard. A number of factors contributed to fewer days with elevated ozone including reduced emissions of ozone precursors and meteorology not conducive to ozone formation. Performance below projected levels is desirable for this measure.

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	37	37.76%
4th Quarter	24.50	14	14.29%
Total Performance	98.00	82	83.67%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Surface Water Assessments was below projections for FY 2011. This measure quantifies a number of surface water quality 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 late in the fiscal year after they have been planned and coordinated and/or field sampling has been completed. Total Maximum Daily Load (TMDL) projects have required more coordination with other state agencies and stakeholder groups than anticipated. This has led to delays in completion of some TMDL projects.

**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	11	18.33%
4th Quarter	15	31	51.67%
Total Performance	60	60	100.00%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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	521	50.58%
4th Quarter	257.50	351	34.08%
Total Performance	1,030.00	1,041	101.07%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**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	\$ 1,410.00	47.00%
4th Quarter	\$ 3,000	\$ 2,442.00	81.40%
Total Performance	\$ 3,000	\$ 2,914.00	97.13%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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

**Explanatory Measure 01:
Percent of Texas' Rivers, Streams, Wetlands and
Bays Protected by Site-Specific Water Quality
Standards**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	36%	35.72%	99.22%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Explanatory Measure 03:
Number of Dams in the Texas Dam Inventory**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	7,626	7,207	94.51%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Dams in the Texas Dam Inventory was below projections for FY 2011. This measure reflects the number of dams in the state subject to dam safety assessments. During FY 2011, several structures were found to have capacities lower than the capacity qualifying a structure as a dam.

Strategy 01-01-03: Waste Management Assessment 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	8	3.20%
4th Quarter	62.50	0	0.00%
Total Performance	250	225	90.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Municipal Solid Waste Facility Capacity Assessments was below projections for FY 2011. This measure quantifies the number of MSW Annual Facility Capacity Assessment Reports reviewed by staff. The agency received and completed the review of 225 reports. Original projections included facilities that are now inactive or in post closure care and have no capacity to assess or report.

**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	.31	13.48%
2nd Quarter	2.3	.64	27.83%
3rd Quarter	2.3	.72	31.30%
4th Quarter	2.3	1.14	49.57%
Total Performance	2.3	1.14	49.57%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Number of Hours Spent per Municipal Solid Waste Facility Capacity Assessment is below projections for FY 2011. This measure quantifies the time spent reviewing annual reports from landfills. The agency instituted streamlined procedures in FY 2010 which have reduced the hours spent on reviews. The agency also received fewer reports than originally projected. The desired performance for this measure is to be below the projected target.

Strategy 01-01-03: Waste Management Assessment Planning

Explanatory Measure 01:

Number of Council of Government Regions in the State with Ten Years or More Years of Disposal Capacity

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	22.0	23.0	104.55%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Goal 01-02: Assessment, Planning, and Permitting

**Outcome Measure 01:
Percent of Air Quality Permit Applications
Reviewed within Established Time Frames**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	90.00%	69.38%	77.09%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for The Percent of Air Quality Permit Applications Reviewed within Established Time Frames was below the projected level at the end of FY 2011. This measure indicates the extent to which the Air Permits Division reviews air quality permit applications within established time frames. The reported variance is attributable to changes to state air quality rules, changes to federal air permitting rules, new federal standards, and uncertainty of Environmental Protection Agency (EPA) decisions regarding air permitting activities. These factors increased the complexity of projects and the amount of time needed to complete the associated technical reviews.

**Outcome Measure 02:
Percent of Water Quality Permit Applications
Reviewed Within Established Time Frames**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	90.00%	87.70%	97.44%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Goal 01-02: Assessment, Planning, and Permitting

**Outcome Measure 03:
Percent of Water Rights Permit Applications
Reviewed Within Established Time Frames**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	86.00%	71.82%	83.51%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Percent of Water Rights Permit Applications Reviewed within Established Timeframes was below target for FY 2011. This measure tracks the percent of water rights permits that were reviewed within the established time frames. Performance for this measure was below projections for the year due to the increasingly complex nature of water rights permitting applications. More applications require complex accounting plans which must be reviewed and approved by staff. Staff has also met the increased demand to coordinate drought responses in a year of record drought conditions.

**Outcome Measure 04:
Percent of Waste Management Permit
Applications Reviewed Within Established Time
Frames**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	90.00%	76.70%	85.22%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Percent of Waste Management Permit Applications Reviewed Within Established Time Frames is below projections for FY 2011. This measure reflects the percentage of waste permit applications reviewed by staff within established time frames. Performance is below projections because of increased demands on existing staff due to a high volume of waste authorization and permit applications, program-related inquiries, and regulatory reviews.

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	1,552	27.71%
4th Quarter	1,400	2,139	38.20%
Total Performance	5,600	6,029	107.66%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of State and Federal New Source Air Quality Permit Applications Reviewed was above projections for 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 increased output for FY 2011 is due to a significant increase of permit by rule and standard permit projects received and reviewed during the third and fourth quarters.

**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	248	31.00%
4th Quarter	200	262	32.75%
Total Performance	800	907	113.38%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Federal Air Quality Operating Permits Reviewed was above projections for FY 2011. This measure quantifies the permitting workload of the Air Permits Division staff assigned to review federal operating permit applications. The increased output for FY 2011 is due to significant increase in operation flexibility notifications received and reviewed in the fourth quarter.

Strategy 01-02-01: Air Quality Permitting

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	250	358	35.80%
2nd Quarter	250	635	63.50%
3rd Quarter	250	404	40.40%
4th Quarter	250	257	25.70%
Total Performance	1,000	1,654	165.40%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Emissions Banking and Trading (EBT) Applications Reviewed is above projections for FY 2011. This measure quantifies the workload of the Air Quality Division staff assigned to review EBT applications. Performance is above projections due to increased market activity resulting from increased rule applicability, program awareness, and the costs of alternatives.

**Explanatory Measure 01:
Number of State and Federal New Source Review
Air Quality Permits Issued**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	4,850	5,481	113.01%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of State and Federal New Source Review Air Quality Permit Applications Reviewed was above projections for FY 2011. This measure reports the number of state and federal new source review permits issued under the Texas Clean Air Act and Title I of the Federal Clean Air Act. The increased output for FY 2011 is due to significant increase in maintenance startup and shutdown, permit by rule, and standard permit projects received and reviewed in the third and fourth quarters.

Strategy 01-02-01: Air Quality Permitting

Explanatory Measure 02: Number of Federal Air Quality Permits Issued

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	650	605	93.08%

Variance Explanation:
BELOW PROJECTED LEVEL

Performance for the Number of Federal Air Quality Permits Issued was below projections for FY 2011. This measure reports the number of federal air quality permits issued under Title V of the Federal Clean Air Act. The reported variance is attributable to changes to state air quality rules, changes to federal air permitting rules, new federal standards, and uncertainty of Environmental Protection Agency decisions regarding air permitting activities. These factors increased the complexity of projects received and the amount of time needed to complete associated technical reviews.

Strategy 01-02-02: Water Resource Permitting

**Output Measure 01:
Number of Applications to Address Water Quality
Impacts Applications 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	2,276	9.51%
4th Quarter	5,980.25	3,310	13.84%
Total Performance	23,921.00	9,859	41.21%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Applications to Address Water Quality Impacts Applications Reviewed was below projections for FY 2011. 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 economic environment where new construction projects are being initiated at lower frequencies. Submittal rates for FY 2012 are anticipated to be below projections for the same reason.

**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	143	24.03%
4th Quarter	148.75	199	33.45%
Total Performance	595	663	111.43%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Applications to Address Water Rights Impacts Reviewed was above projections as of the fourth quarter of FY 2011. This measure reflects agency workload with regard to the review of water rights permit applications. During the third and fourth quarters, the number of temporary water rights applications reviewed increased due to oil and gas related activities in the Dallas-Fort Worth, Tyler, and Beaumont regions. Performance above projected levels is desirable for this measure.

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	15	10.34%
4th Quarter	36.25	13	8.97%
Total Performance	145.00	58	40.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Concentrated Animal Feeding Operation (CAFO) Authorizations Reviewed was below projections for FY 2011. This measure counts the number of concentrated animal feeding operation (CAFO) individual permits filed with the Chief Clerk's Office and General Permit (GP) Notice of Intents (NOIs) acknowledged for new and existing facilities. The TCEQ believes the current economic climate has impacted the CAFO industry, and fewer new CAFOs are seeking authorization. Existing CAFOs are seeking fewer authorizations for expansion or changes in ownership as well.

**Explanatory Measure 01:
Number of Water Quality Permits Issued**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	750	723	96.40%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 01-02-02: Water Resource Permitting

Explanatory Measure 02: Number of Water Rights Permits Issued

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100	88	88.00%

Variance Explanation: BELOW PROJECTED LEVEL

Performance for the Number of Water Rights Permits Issued was below target for FY 2011. This measure tracks the number of water rights permit applications that were recommended for issuance and granted. Performance for this measure was below projections for the year due to the increasingly complex nature of water rights applications. Staff has also met the increased demand to coordinate drought responses in a year of record drought conditions.

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	176	30.88%
4th Quarter	142.50	144	25.26%
Total Performance	570	568	99.65%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	59	66	30.51%
2nd Quarter	59	48	20.34%
3rd Quarter	59	35	14.83%
4th Quarter	59	36	15.25%
Total Performance	236	185	78.39%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Non-Hazardous Waste Permit Applications Reviewed is below projections for FY 2011. This measure quantifies the number of permit and registration applications reviewed by TCEQ staff. Decreased performance is attributed to the number of permit modifications requested by the regulated community. The regulated community requests permit modifications in response to changing business needs which are difficult to anticipate and project.

Performance for first quarter has been revised from 77 to 66 to exclude authorizations (e.g. Notices of Deficiencies) that erroneously included when performance for the first quarter was reported. Performance for the third quarter has also been revised from 36 to 35 to exclude data erroneously reported in the third quarter.

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	55	34.38%
4th Quarter	40	71	44.38%
Total Performance	160	219	136.88%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Hazardous Waste Permit Applications Reviewed was above projections for FY 2011. This measure quantifies the number of hazardous waste and underground injection control permits and registration applications reviewed. Increased performance is attributed to a large number of permit modifications received and processed, particularly for Class V UIC authorizations. These modifications reflect requests for authorization made by the regulated community in response to changing business needs (updated contingency plans, addresses, contact information, etc.). These requests are difficult to anticipate and project.

**Explanatory Measure 01:
Number of Non-Hazardous Waste Permits Issued**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	236	186	78.81%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Non-Hazardous Waste Permits Issued is below projected levels for FY 2011. Decreased performance is attributed to the number of permit modifications received and processed. These modifications reflect requests for authorization made by the regulated community in response to changing business needs (updated addresses, contact information, etc.). These requests are difficult to anticipate and project.

Strategy 01-02-03: Waste Management and Permitting

**Explanatory Measure 02:
Number of Hazardous Waste Permits Issued**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	160	209	130.63%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Hazardous Waste Permits Issued was above projections for FY 2011. This measure quantifies the number of hazardous waste and underground injection control (UIC) permits and registration applications reviewed. Increased performance is attributed to the large number of permit modifications received and processed, particularly for Class V UIC authorizations. 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

**Explanatory Measure 03:
Number of Corrective Actions Implemented by Responsible Parties for Solid Waste Sites**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	3	8	266.67%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Corrective Actions Implemented by Responsible Parties for Solid Waste Sites is above projections for FY 2011. This measure quantifies the number of corrective actions implemented by responsible parties for solid waste sites. Increased performance is attributed to the large number of landfill gas remediation plans received and processed. Corrective action plans are requested by the regulated community in response to changing business needs and are difficult to anticipate and project.

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	6,737	28.07%
4th Quarter	6,000	6,676	27.82%
Total Performance	24,000	23,382	97.43%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**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	3,039	24.91%
4th Quarter	3,050	3,816	31.28%
Total Performance	12,200	11,717	96.04%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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	20.53%
3rd Quarter	5,625	5,848	25.99%
4th Quarter	5,625	5,873	26.10%
Total Performance	22,500	20,731	92.14%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Licenses and Registrations Issued was below projections as of the fourth quarter of FY 2011. This measure reports the number of Occupational Licenses and Registrations issued by the Occupational Licensing Section. Recent rule revisions have changed several of the licenses from a two year validity period to a three year validity period. The rule revisions affected several licensing programs beginning in FY 2010, and as a result, fewer renewal applications were received in the first three quarters of FY 2011 than originally projected.

Efficiency Measure 01: Average Annualized Cost Per License and Registration

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$ 18	\$ 17.11	95.06%
2nd Quarter	\$ 18	\$ 18.02	100.11%
3rd Quarter	\$ 18	\$ 18.06	100.33%
4th Quarter	\$ 18	\$ 18.17	100.94%
Total Performance	\$ 18	\$ 18.17	100.94%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 01-02-04: Occupational Licensing

**Explanatory Measure 01:
Number of TCEQ Licensed Environmental
Professionals and Registered Companies**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	52,000	55,253	106.26%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of TCEQ Licensed Environmental Professionals and Registered Companies exceeded projections for FY 2011. This measure reports the number of individuals and entities holding licenses and registrations issued by the Occupational Licensing Section. Recent rule revisions created a new license (maintenance technician) in the On-Site Sewage Facility licensing program. Performance is above projections due to the increase of newly licensed maintenance technicians.

Goal 02-01: Drinking Water and Water Utilities

**Outcome Measure 01:
Percent of Texas Population Served by Public
Water Systems which Meet Drinking Water
Standards (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	93.00%	95.86%	103.08%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Outcome Measure 03:
Percent of Texas Population Served by Public
Water Systems Protected by a Program Which
Prevents Connection between Potable and Non-
Potable Water Sources**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	95.00%	93.25%	98.16%

**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	6,577	104.40%
4th Quarter	6,300	6,720	106.67%
Total Performance	6,300	6,720	106.67%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Public Drinking Water Systems Which Meet Primary Drinking Water Standards is above projections for FY 2011. This measure reports the total number of all public water systems which have not had maximum contaminant level (MCL) or micro violations. Compliance rates with the Disinfection By-Product Rule and the Total Coliform Rule have been higher than anticipated. The desired performance for this measure is to be above projections.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	9,050	10,909	30.14%
2nd Quarter	9,050	6,493	17.94%
3rd Quarter	9,050	11,144	30.78%
4th Quarter	9,050	14,126	39.02%
Total Performance	36,200	42,672	117.88%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for The Number of Drinking Water Samples Collected was above the projected level for FY 2011. This measure reflects the collection of public drinking water chemical compliance samples by an agency contractor. The variance in the number of chemical samples collected can vary for a variety reasons including seasonal fluctuations in use and the results received for required sampling. If maximum contaminant level or detection limits are exceeded in a round of sampling, more sampling is required to verify compliance with drinking water requirements. More sampling was required during FY 2011 than projected.

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	38	47.50%
4th Quarter	20	31	38.75%
Total Performance	80	138	172.50%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Utility Rate Reviews Performed is higher than expected for FY 2011. This measure reflects the number of applications received and processed by agency staff and either approved, dismissed, withdrawn, or referred to legal staff as a contested matter during the reporting period. 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.

**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	138	25.09%
4th Quarter	137.50	128	23.27%
Total Performance	550.00	532	96.73%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Goal 03-01: Enforcement and Compliance Assistance

**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	47	20.89%
4th Quarter	56.25	31	13.78%
Total Performance	225.00	137	60.89%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Certificates of Convenience and Necessity Applications (CCN) Processed is below the projected level for FY 2011. This measure reflects the number of applications received and processed by agency staff and either approved, dismissed, withdrawn, or referred to legal staff as a contested matter during the reporting period. This number also includes the number of Sale, Transfer or Merger 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.

Goal 03-01: Enforcement and Compliance Assistance

**Outcome Measure 01:
Percent of Inspected or Investigated Air Sites in
Compliance (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	98.00%	97.43%	99.42%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Outcome Measure 02:
Percent of Inspected or Investigated Water Sites
and Facilities in Compliance (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	97.00%	98.60%	101.65%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Outcome Measure 03:
Percent of Inspected or Investigated Waste Sites in
Compliance (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	97.00%	92.90%	95.77%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Goal 03-01: Enforcement and Compliance Assistance

**Outcome Measure 04:
Percent of Identified Non-Compliant Sites and
Facilities for which Timely and Appropriate Action
is Taken (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	85.00%	93.70%	110.24%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percent of Identified Non-Complaint Sites and Facilities for which Timely and Appropriate Action is Taken is above projections for FY 2011. This measure determines the percentage of enforcement actions processed in a timely manner. The improved timeliness is a result of a focused effort to keep the number of backlogged cases low throughout the year. The desired performance for this measure is to be above projections.

**Outcome Measure 05:
Percent of Investigated Occupational Licensees in
Compliance**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	82.00%	72.60%	88.54%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Percent of Investigated Occupational Licensees in Compliance was below projections for FY 2011. This measure determines the percentage of investigated licenses that were not found to have significant violations. There were a significant number of complaints investigated against occupational licensees and also individuals operating without occupational licenses this fiscal year which resulted in lower rates of compliance. This trend is expected to continue in the future.

Goal 03-01: Enforcement and Compliance Assistance

**Outcome Measure 06:
Percent of Administrative Orders Settled**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	85.00%	77.20%	90.82%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Percent of Administrative Orders Settled was below projections for FY2011. This measure reflects a percentage of the enforcement orders issued during a fiscal year that were settled by the Enforcement Division without litigation. The number of orders that have actually settled has not decreased significantly. Changes implemented as a result of the enforcement process review resulted in streamlining how settlement negotiations and referrals to the State Office of Administrative Hearings are processed. This trend is expected to continue in the future.

**Outcome Measure 07:
Percent of Administrative Penalties Collected
(Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	88.00%	86.54%	98.34%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Goal 03-01: Enforcement and Compliance Assistance

**Outcome Measure 08:
Tons of Emissions and Waste Reduced and Minimized as Reported by the Regulated Community Implementing Pollution Prevention, Environmental Management Systems, and Other Innovative Programs.**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100,000	194,063	194.06%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Tons of Emissions and Waste Reduced and Minimized as Reported by the Regulated Community Implementing Pollution Prevention, Environmental Management Systems, and Other Innovative Programs was above projected levels for FY 2011. In FY 2011, additional outreach and follow up were performed to increase reporting.

**Outcome Measure 09:
Amount of Financial Savings Achieved as Reported by the Regulated Community Implementing Pollution Prevention, Environmental Management Systems, and Other Innovative Programs.**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	\$30,000,000	\$33,373,572	111.25%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Amount of Financial Savings Achieved as Reported by the Regulated Community Implementing Pollution Prevention, Environmental Management Systems, and Other Innovative Programs was above projections for FY 2011. Reductions in energy and water use resulted in greater savings than expected.

Goal 03-01: Enforcement and Compliance Assistance

**Outcome Measure 10:
Tons of Emissions and Waste Reduced and
Minimized in the Texas Mexico Border Region as
Reported by the Regulated Community
Implementing Pollution Prevention,
Environmental Management Systems, and Other
Innovative Programs**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	1,000	2,575	257.50%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Tons of Emissions and Waste Reduced and Minimized in the Texas-Mexico Border Region as Reported by the Regulated Community Implementing Pollution Prevention, Environmental Management Systems, and Other Innovative Programs was above projected levels for FY 2011. The majority of the reduction was from a single company.

Strategy 03-01-01: 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	2,987.50	3,303	27.64%
2nd Quarter	2,987.50	3,421	28.63%
3rd Quarter	2,987.50	3,802	31.82%
4th Quarter	2,987.50	3,440	28.79%
Total Performance	11,950.00	13,966	116.87%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Inspections and Investigations of Air Sites was above projections for 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	7,228	21.26%
4th Quarter	8,500	8,075	23.75%
Total Performance	34,000	29,123	85.66%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Inspections and Investigations of Water Rights Sites was below projections through the fourth 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 fiscal year. Also, border violence in the Rio Grande Watermaster area has required staff to curtail field activities.

Strategy 03-01-01: 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	2,200	2,029	23.06%
2nd Quarter	2,200	2,094	23.80%
3rd Quarter	2,200	2,271	25.81%
4th Quarter	2,200	2,342	26.61%
Total Performance	8,800	8,736	99.27%

**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	145	36.25%
4th Quarter	100	134	33.50%
Total Performance	400	539	134.75%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Inspections and Investigations of Livestock and Poultry Operation Sites exceeded the projected levels through the end of the fourth quarter of FY 2011. This measure reports the number of inspections and investigations at livestock and poultry operation sites that were completed. During the second quarter, there was an increase in inspections due to soil sampling activities in the Bosque River Watershed. Inspections and investigations vary in number and complexity from quarter to quarter, and investigations have been completed earlier than projected.

Strategy 03-01-01: 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	1,839.50	2,417	32.85%
2nd Quarter	1,839.50	2,834	38.52%
3rd Quarter	1,839.50	2,620	35.61%
4th Quarter	1,839.50	4,125	56.06%
Total Performance	7,358.00	11,996	163.03%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Inspections and Investigations of Waste Sites was above projections through the fourth quarter of FY 2011. This measure represents the number of inspections and investigations of waste sites and facilities and 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. The grant was used to fund an intergovernmental contract to have these investigations completed. Investigations conducted by both the contractor and agency staffs have resulted in performance above the projected target.

**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	115	17.69%
4th Quarter	162.50	141	21.69%
Total Performance	650.00	464	71.38%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Spill Cleanup Inspections is below projections at the end of 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 Complaint Response

**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	\$ 441	73.50%
4th Quarter	\$ 600	\$ 432	72.00%
Total Performance	\$ 600	\$ 404	67.33%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Inspection and Investigation Cost of Livestock and Poultry Operations was below projections through the fourth quarter of 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 fiscal year. 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. Desired performance for this measure is to be below projections.

**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	102.86%
2nd Quarter	35	34	97.14%
3rd Quarter	35	33	94.29%
4th Quarter	35	33	94.29%
Total Performance	35	33	94.29%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Time (days) from Air, Water, and Waste Inspections to Report Completion was below projections for FY 2011. This measure reports the total number of calendar days between date of investigation and date of completion divided by the total number of completed investigations reported during the reporting period. The desired performance for this measure is to be below projections.

Strategy 03-01-01: Field Inspections and Complaint Response

**Explanatory Measure 01:
Number of Citizen Complaints Investigations
Completed**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	5,300	4,548	85.81%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Citizen Complaints Investigations is below projections at the end of the fourth quarter for FY 2011. Citizen complaint investigations are an on-demand activity and are based upon the number of complaints received from citizens that result in investigations. This number can vary widely from quarter to quarter. During this reporting period, fewer complaints requiring investigation were received.

**Explanatory Measure 02:
Number of Emissions Events Investigations**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	5,000	4,321	86.42

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Emission Events Investigations was below projections for FY 2011. These are on-demand, statutorily required activities. The number of emissions events, which are outside of the agency's control, drives the number of investigations. Fewer emissions events were reported during the fiscal year than projected.

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	280	112.00%
4th Quarter	250	280	112.00%
Total Performance	250	280	112.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Environmental Laboratories Accredited was above projected levels for 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 were not included in the projected number of laboratory accreditations.

**Output Measure 02:
Number of Small Business 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	23,529	39.22%
4th Quarter	15,000	7,696	12.83%
Total Performance	60,000	69,802	116.34%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Small Businesses and Local Governments Assisted was above projections for 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 projected levels due to mailing of the compliance newsletter, outreach aimed at petroleum storage tank facilities, and outreach regarding outdoor burning rules.

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	71.43%
2nd Quarter	70	46	65.71%
3rd Quarter	70	40	57.14%
4th Quarter	70	43	61.43%
Total Performance	70	43	61.43%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Average Number of Days to File an Initial Settlement Offer was below projections for FY 2011. 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.

**Explanatory Measure 01:
Amount of Administrative Penalties Required to be
Paid in Final Administrative Orders Issued**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	NA	\$12,578,743	NA

Variance Explanation:

No performance target is set for this measure. The number is provided for informational purposes only.

Strategy 03-01-02: Enforcement and Compliance Support

**Explanatory Measure 02:
Amount Required to be Paid for Supplemental
Environmental Projects Issued in Final
Administrative Orders**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	NA	\$5,028,126	NA

Variance Explanation:

No performance target is set for this measure. The number is provided for informational purposes only.

**Explanatory Measure 03:
Number of Administrative Enforcement Orders
Issued**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	1,000	1,628	162.80%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Administrative Enforcement Orders Issued was above projections for FY 2011. This measure reflects agency efforts. However, the total number of orders issued is largely a function of the rate of significant noncompliance documented during agency investigations. Performance exceeded projections due to an increase in the number of facilities that were documented to be in significant noncompliance.

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 Voluntary
Program Participation**

	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	76	30.40%
4th Quarter	62.5	48	19.20%
Total Performance	250.0	245	98.00%

**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	143	95.33%
4th Quarter	150	146	97.33%
Total Performance	150	146	97.33%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Strategy 03-01-03: Pollution Prevention and Recycling

**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	8.25	0.0	0.00%
2nd Quarter	8.25	32.95	99.85%
3rd Quarter	8.25	0.8	2.42%
4th Quarter	8.25	0.0	0.00%
Total Performance	33.0	33.75	102.27%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**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	\$ 336.16	56.03%
4th Quarter	\$ 600	\$ 418.28	69.71%
Total Performance	\$ 600	\$ 431.94	71.99%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Cost Per On-Site Technical Assistance Visit was below projections for 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 more efficient use of regional staff that has resulted in more local visits, inducing fewer travel costs.

Strategy 03-01-03: Pollution Prevention and Recycling

**Explanatory Measure 01:
Tons of Hazardous Waste Reduced as a Result of
Pollution Prevention Planning**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	500,000	428,864	85.77%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Tons of Hazardous Waste Reduced as a Result of Pollution Prevention Planning was below projections for FY 2011. This measure indicates the level of hazardous waste reduction by Texas facilities and provides information regarding the agency's efforts to reduce toxics released in Texas. This number is very volatile since reductions in hazardous waste are strongly dependent on a few large reporters. Additionally, projects can take years to implement and yield reductions. Continued efforts at outreach, education and marketing the benefits of pollution prevention planning will enhance future performance.

**Explanatory Measure 02:
Tons of Waste Collected by Local and Regional
Collection and Cleanup Events**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	1,050	6,025	573.81%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Tons of Waste Collected by Local and Regional Collection and Cleanup Events was above projections for FY 2011. This measure reports the tons of waste collected through cleanup events sponsored by or assisted by TCEQ. In September 2008, rules on household hazardous waste (HHW) collections changed to include a requirement to annually report the pounds of HHW collected, and the report does not require segregation of waste collected. Reports are done on a calendar year basis, and the report received in FY 2011 is for calendar year 2010. The lack of segregation of wastes resulted in larger numbers being reported. Interest in these cleanup and collection events is expected to continue into the future.

Strategy 03-01-03: Pollution Prevention and Recycling

**Explanatory Measure 03:
Tons of Agricultural Waste Chemicals Collected by
TCEQ-Sponsored Entities**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	125	117	93.60%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Tons of Agricultural Waste Chemicals Collected by TCEQ-Sponsored Entities is below the projected level for FY 2011. This measure provides data on how many agricultural waste chemicals were collected and properly disposed of in Texas, thus reducing the impact on the environment. Lower collection amounts are partly due to tropical storm Hermine that impacted three scheduled events and resulted in lower participant turnouts.

**Explanatory Measure 04:
Number of Registered Waste Tire Facilities and
Transporters**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	600	739	123.17%

**Variance Explanation:
ABOVE PROJETED LEVEL**

Performance for the Number of Registered Waste Tire Facilities and Transporters was above projections for FY 2011. This measure reports the number of regulated facilities involved in scrap tire management. The number of registered waste tire facilities and transporters includes facilities registered from the previous year in addition to those newly registered in the reporting period. There has been an increase in the number of transporters and processors in the last year.

Goal 04-01: Pollution Cleanup

**Outcome Measure 01:
Percent of Leaking Petroleum Storage Tank Sites
Cleaned Up (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	85.00%	93.20%	109.65%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percent of Leaking Petroleum Storage Tank Sites Cleaned Up was above projections for FY 2011. This measure provides an indication of the agency's efforts to clean up leaking petroleum storage tank sites relative to the total population of known leaking petroleum storage tank sites. Most cleanups are finalized after responsible parties complete all field work and formally request closure review. The agency has limited control over the number of requests for closure submitted within a fiscal year.

**Outcome Measure 02:
Percent of Superfund Sites Cleaned Up (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	64.10%	68.55%	106.94%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percent of Superfund Sites Cleaned up was above projections for FY 2011. This measure reflects long-term agency efforts to clean up Superfund sites.

Goal 04-01: Pollution Cleanup

**New Outcome:
Total Number of Superfund Remedial Actions
Completed**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	109	109	100.00%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required. .

**Outcome Measure 03:
Percent of Voluntary and Brownfield Cleanup
Properties made Available for
Commercial/Industrial Redevelopment,
Community, or other Economic Reuse (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	67.00%	75.60%	112.84%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percent of Voluntary and Brownfield Cleanup Properties Made Available for Commercial/Industrial Redevelopment, Community or Other Economic Reuse was above projections for FY 2011. This outcome measure indicates the total number of sites that have been accepted into the program divided by the total number of certificates of completion issued since the inception of the program. Performance is above projected levels due to applicants submitting technical documents and other program related documents in a timely manner.

Goal 04-01: Pollution Cleanup

**Outcome Measure 04:
Percent of Industrial Solid and Municipal
Hazardous Waste Facilities Cleaned Up**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	57.00%	66.70%	117.02%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percent of Industrial Solid and Municipal Hazardous Waste Facilities Cleaned Up was above projections for FY 2011. This outcome measure indicates the achievement of final cleanup goals of all closure and/or remediation projects at industrial solid waste and municipal hazardous waste facilities. This measure is calculated by taking the total number of facilities which have achieved no further action status in the program divided by the total number of facilities participating in the program since its inception. The agency has limited control over the number of corrective action cleanup and closure projects submitted for approval.

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	4,600	27.88%
4th Quarter	4,125	4,972	30.13%
Total Performance	16,500	16,708	101.26%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**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	4	25.00%
4th Quarter	4	2	12.50%
Total Performance	16	9	56.25%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Emergency Response Actions at Petroleum Storage Tank Sites was below projections for 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 or the environment. 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 Fund Applications Processed
(Key)**

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	225.00	369	41.00%
2nd Quarter	225.00	391	43.44%
3rd Quarter	225.00	386	42.89%
4th Quarter	225.00	320	35.56%
Total Performance	900.00	1,466	162.89%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Petroleum Storage Tank Reimbursement Fund Applications Processed was above projections for FY 2011. This measure reflects program performance in processing reimbursement applications received for petroleum storage tank cleanups. The number of reimbursement 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	165	82.50%
4th Quarter	50	225	112.50%
Total Performance	200	720	360.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Petroleum Storage Tank Cleanups Completed was above projections for 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 that are submitted within a given period of time.

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	66.67%
2nd Quarter	30	25	83.33%
3rd Quarter	30	26	86.67%
4th Quarter	30	17.17	57.23%
Total Performance	30	22.7	75.67%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Time (days) to Review and Respond to Remedial Action Plans was below projections for 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 agency has implemented procedures for reviewing remedial action plans to ensure average review times remain below 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	73.33%
2nd Quarter	30	22	73.33%
3rd Quarter	30	23	76.67%
4th Quarter	30	18.93	63.10%
Total Performance	30	21.49	71.63%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Time (days) to Review and Respond to Risk-Based Site Assessments was below projections for 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 agency has implemented procedures for reviewing these assessments to ensure average review times remain below 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	24	26.67%
4th Quarter	90	28	31.11%
Total Performance	90	31	34.44%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Average Time (Days) to Process Petroleum Storage Tank (PST) Remediation Fund Reimbursement Claims was below projections for 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 payment is mailed out to be no more than 90 days. The desired performance for this measure is to be below projections.

**Explanatory Measure 01:
Average Cost per Petroleum Storage Tank
Cleanup**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	\$ 87,200	\$85,902	98.51%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

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	60.00%
2nd Quarter	1.25	0	0.00%
3rd Quarter	1.25	1	20.00%
4th Quarter	1.25	2	40.00%
Total Performance	5.00	6	120.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Number of Immediate Response Actions Completed to Protect Human Health and the Environment was above projections for FY 2011. Response action completions are not expected to be evenly distributed over each reporting period. This measure is an on-demand activity.

**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	22.22%
3rd Quarter	18	32	44.44%
4th Quarter	18	41	56.94%
Total Performance	72	104	144.44%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The number of Superfund Site Assessments completed was above projections for FY 2011. This measure reports the number of site assessments conducted to determine Superfund program eligibility. Performance is above projected levels due to the completion of the projected Superfund site assessments and the assessment of approximately 30 additional formerly utilized U. S. Department of Defense Sites.

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	15	16.67%
4th Quarter	22.50	33	36.67%
Total Performance	90.00	90	100.00%

**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	48	94.12%
4th Quarter	51	46	90.20%
Total Performance	51	46	90.20%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The Number of Superfund Sites Undergoing Evaluation and Cleanup was below projections for 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 clean up sites, fewer sites were added to the National Priority List than originally projected because assessed sites did not meet Superfund program eligibility criteria. This has caused a net reduction of the number of sites in the Superfund program undergoing evaluation and cleanup. The program expects this trend to continue in future fiscal years.

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	4	80.00%
Total Performance	5.00	4	80.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Superfund Cleanup Completions was below projections for FY 2011. Superfund cleanup completions are not expected to be evenly distributed over each reporting quarter due to the complexity, magnitude, and scope of the cleanup activities at each site. Remedial actions were completed at two state and two federal Superfund sites during FY 2011. The state was not the lead party on those sites projected for cleanup completion which did not achieve completion status during FY 2011. The Superfund Program had limited control over the budgetary and legal issues which delayed cleanup at these sites.

**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	4	80.00%
Total Performance	5.00	4	80.00%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Superfund Cleanup Completions was below projections for FY 2011. Superfund cleanup completions are not expected to be evenly distributed over each reporting quarter due to the complexity, magnitude, and scope of the cleanup activities at each site. Remedial actions were completed at two state and two federal Superfund sites during FY 2011. The state was not the lead party on those sites projected for remedial action completion which did not achieve completion status during FY 2011. The Superfund Program had limited control over the budgetary and legal issues which delayed remedial action completion at these sites.

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	3	12.50%
4th Quarter	6	0	0.00%
Total Performance	24	23	95.83%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**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	5	50.00%
4th Quarter	2.5	6	60.00%
Total Performance	10	15	150.00%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

The Number of Dry Cleaner Remediation Program Site Cleanups Completed was above projections for FY 2011. This measure reflects the agency's efforts to clean up known eligible dry cleaning sites contaminated by dry cleaner solvents. Performance can be attributed to some sites not requiring prolonged remediation.

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	36	40.00%
4th Quarter	90	53	58.89%
Total Performance	90	43.7	48.56%

Variance Explanation:

BELOW PROJECTED LEVEL

Performance for the Average Time (days) to Process Dry Cleaner Remediation Program Applications was below projections for FY 2011. The measure reports the average number of days required by the agency staff to process the dry cleaner remediation program applications. The program has implemented procedures for screening and reviewing the applications to ensure that the average processing time is less than the legislatively mandated 90-day time frame. The desired performance for this measure is to be below projections.

**Explanatory Measure 01:
Number of Potential Superfund Sites to be Assessed**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	564	796	141.13%

Variance Explanation:

ABOVE PROJECTED LEVEL

Performance for the Number of Potential Superfund Sites to be Assessed was above projections for FY 2011. This measure reports the number of potential Superfund sites that have not undergone an eligibility assessment for either the state or federal Superfund program. In FY 2009, the number of sites requiring assessment increased significantly due to increased referrals from EPA and other TCEQ programs as well as an internal audit of agency central records. In FY 2011, the program continued to assess sites identified in FY 2009 as well as new referrals.

Strategy 04-01-02: Hazardous Materials Cleanup

**Explanatory Measure 02:
Number of Federal Superfund Sites**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	65	61	93.85%

**Variance Explanation:
BELOW PROJECTIONS**

Performance for the Number of Federal Superfund Sites was below projections for FY 2011. This measure reflects the number of federal Superfund sites. Fewer sites than anticipated were eligible for listing on the National Priorities List during the reporting period.

**Explanatory Measure 03:
Number of State Superfund Sites**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	98	98	100.00%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Explanatory Measure 04:
Number of Dry Cleaner Remediation Program (DCRP) Eligible Sites**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	238	202	84.87%

**Variance Explanation:
BELOW PROJECTED LEVEL**

Performance for the Number of Dry Cleaner Remediation Program (DCRP) Eligible Sites was below projections for FY 2011. This measure reports the number of DCRP sites that have been ranked, prioritized, and evaluated for corrective action. The number of eligible sites 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.

Goal 05-01: River Compact Commissions

Outcome 01:

The Percentage Received of Texas' Equitable Share of Quality Water Annually as Apportioned by the Canadian River Compact (Key)

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100.00%	30.40%	30.40%

Variance Explanation:

BELOW PROJECTED LEVEL

Performance for the Percentage Received of Texas' Equitable Share of Quality Water Annually as Apportioned by the Canadian River Compact was below projections for FY 2011. This measure reports the extent to which Texas receives its share of water as apportioned by the Canadian River compact with New Mexico. The acre-feet of quality water received by Texas from the Canadian River was less than average due to drought conditions in the Canadian River watershed. New Mexico is in compliance with the Compact.

Outcome 02:

The Percentage Received of Texas' Equitable Share of Quality Water Annually as Apportioned by the Pecos River Compact (Key)

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100.00%	267.10%	267.10%

Variance Explanation:

ABOVE PROJECTED LEVEL

Performance for the Percentage Received of Texas' Equitable Share of Quality Water Annually as Apportioned by the Pecos River Compact was above projections for FY 2011. This measure reports the extent to which Texas receives its share of water as apportioned by the Compact. The acre-feet of quality water received by Texas from the Pecos River was higher than projected due to New Mexico's credits accumulated under the Compact. New Mexico was in compliance with the Compact.

Goal 05-01: River Compact Commissions

**Outcome 03:
The Percentage Received of Texas' Equitable
Share of Quality Water Annually as Apportioned
by the Red River Compact (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100.00%	100.00%	100.00%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

**Outcome 04:
The Percentage Received of Texas' Equitable
Share of Quality Water Annually as Apportioned
by the Rio Grande River Compact (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100.00%	130.70%	130.70%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the Percentage Received of Texas' Equitable Share of Quality Water Annually as Apportioned by the Rio Grande River Compact was above projections for FY 2011. This measure reports the extent to which Texas receives its share of water as apportioned by the Compact. The acre-feet of quality water received by Texas from the Rio Grande was higher than projected due to New Mexico's credits accumulated under the Compact. New Mexico was in compliance with the Compact.

**Outcome 05:
The Percentage Received of Texas' Equitable
Share of Quality Water Annually as Apportioned
by the Sabine River Compact (Key)**

	Projected	Actual	Percent of Annual Projection Attained
Total Performance	100.00%	95.20%	95.20%

**Variance Explanation:
MEETS PROJECTIONS**

Performance met projections. No variance explanation required.

Historically Underutilized Businesses

**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%	12.80%	64.00%
4th Quarter	20.00%	9.50%	47.50%
Total Performance	20.00%	12.97%	64.85%

**Variance Explanation:
BELOW PROJECTED LEVEL**

The performance for the Percentage of Professional Services Going to Historically Underutilized Businesses (HUBs) was below projections for FY 2011. The agency was unable to meet projections for two reasons. Approximately 21% of total expenditures in the Professional Services category were to federal agencies (EPA and USDA) in FY2011. Also, the agency experienced a drop in HUB subcontracting expenditures in contracts for professional services. The majority of 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%	34.60%	104.85%
3rd Quarter	33.00%	34.70%	105.15%
4th Quarter	33.00%	35.50%	107.58%
Total Performance	33.00%	35.78%	108.42%

**Variance Explanation:
ABOVE PROJECTED LEVEL**

Performance for the percentage of Other Services awarded to Historically Underutilized Businesses (HUBs) was above projections for FY 2011. The agency exceeded this target because the Office of Administrative Services Information Resources Division was able to award a large portion of their contracts to HUBs.

Historically Underutilized Businesses

**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%	53.70%	426.19%
3rd Quarter	12.60%	50.80%	403.17%
4th Quarter	12.60%	49.50%	392.86%
Total Performance	12.60%	50.19%	398.33%

**Variance Explanation:
ABOVE PROJECTED LEVEL.**

The Percentage of Commodity Purchasing Awarded to Historically Underutilized Businesses (HUBs) was above projections for FY 2011. HUB subcontracting activity in this category is strong throughout the agency.