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February 2003
SFR-055a/03-01

First Quarter Report on Performance Measures

Fiscal Year 2003

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Fiscal Year 2003

Prepared by
Strategic Planning and Appropriations

SFR-055a/03-1
February 2003



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Strategic Planning Structure

Fiscal Year 2003

Goal 01 — ASSESSMENT, PERMITTING, AND PREVENTION:

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

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

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

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

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

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

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

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

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

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

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

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

Goal 02 — ENFORCEMENT AND COMPLIANCE ASSISTANCE

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

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

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

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

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

Goal 03 — POLLUTION CLEANUP

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

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

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

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

Goal 05 — HISTORICALLY UNDERUTILIZED BUSINESS PROGRAM

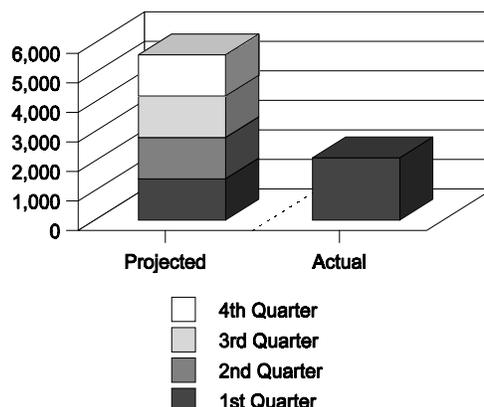
To establish and carry out policies and practices governing purchasing and public works contracts that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

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

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

Output Measure 01: Number of state and federal air quality permit applications reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1,400	2,112	37.7%
2nd Quarter	1,400		0.0%
3rd Quarter	1,400		0.0%
4th Quarter	1,400		0.0%
Total	5,600	2,112	37.7%



Variance Explanation:

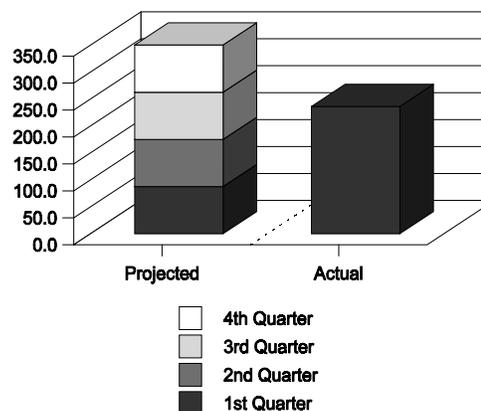
EXCEEDS PROJECTED LEVEL

Performance for the number of state and federal air quality permit applications reviewed was higher than projected for the first quarter of FY 03. The high performance is a reflection of the Air Permits Division’s focused efforts to eliminate a backlog of pending permit applications. The backlog resulted from a recent increase in processing times for new source review permits caused by: an increase in the time necessary for administrative review; an increase in applications and permit-by-rule registrations for grandfathered facilities; and the training and mentoring of new staff. The increase in completed reviews is expected to continue through the fiscal year until all currently backlogged projects are completed.

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Output Measure 02: Number of federal air quality operating permits reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	87.5	236	67.4%
2nd Quarter	87.5		0.0%
3rd Quarter	87.5		0.0%
4th Quarter	87.5		0.0%
Total	350	236	67.4%



Variance Explanation:

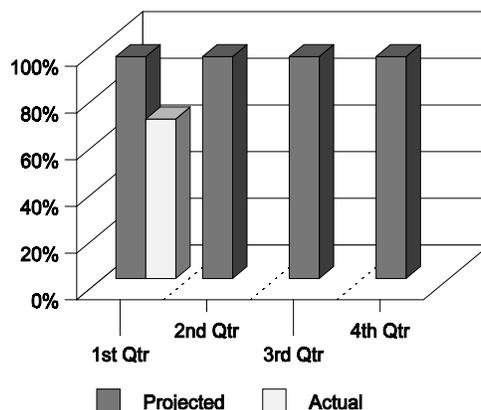
EXCEEDS PROJECTED LEVEL

Performance for the number of federal air quality operating permits reviewed exceeded the projected level for the first quarter of FY 03. The high performance is a reflection of the Air Permits Division’s focused efforts to eliminate a backlog of pending permit applications. The backlog has resulted from the recent increase in processing times for operating permits caused by: an increase in the time necessary for administrative review; an increase in applications and permit-by-rule registrations for grandfathered facilities; and the training and mentoring of new staff. This increase in completed projects is expected to continue through the fiscal year until all currently backlogged projects have been completed.

Another factor affecting performance has been a number of renewal projects, which were not taken into consideration when making the initial projections. Federal air quality operating permits were first issued in 1997 and must be renewed on a five-year cycle which means that many permits are up for renewal this fiscal year. Renewals of federal air quality operating permits are included in this measure. The agency anticipates exceeding projections for the fiscal year.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	68.3%	71.9%
2nd Quarter	95%		0.0%
3rd Quarter	95%		0.0%
4th Quarter	95%		0.0%
Year-To-Date Performance	95%	68.3%	68.3%

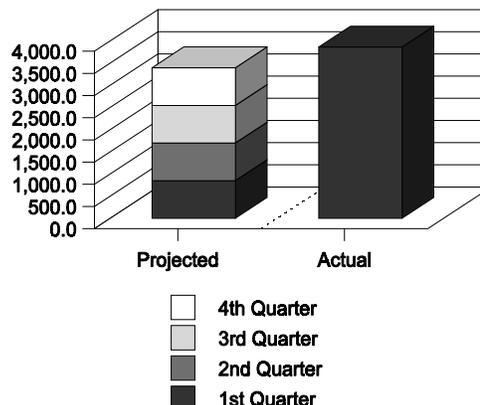


Variance Explanation:
BELOW PROJECTED LEVEL

The percent of air quality permit applications reviewed within established time frames was below projected levels for the first quarter and fiscal year. The Air Permits Division is currently working to eliminate a backlog of permit applications. Since backlogged projects are those which exceed or are about to exceed established review time frames, the concentration of backlogged projects being completed has reduced the percentage of those applications reviewed within the established time frames. This pattern is expected to continue through the fiscal year, until all currently backlogged projects are complete.

Output Measure 01: Number of applications to address water quality impacts reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	848.3	3,861	113.8%
2nd Quarter	848.3		0.0%
3rd Quarter	848.3		0.0%
4th Quarter	848.3		0.0%
Total	3,393	3,861	113.8%



Variance Explanation:

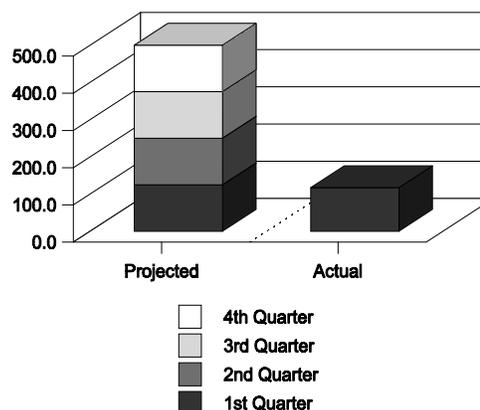
EXCEEDS PROJECTED LEVEL

The number of applications to address water quality impacts reviewed greatly exceeded projections for the first quarter and fiscal year. The high performance of this measure is primarily due to the processing of 3,258 authorization letters that acknowledge complete applications for the storm water Multi-Sector General Permit (MSGP) for the first quarter. The storm water MSGP authorizes discharges of storm water associated with industrial activities. The rules authorizing the permit were issued on August 20, 2001 and entities had until November 19, 2001 to submit an application for coverage under the permit. Staff are processing approximately 3,000 of the remaining applications and plan to issue approximately 3,000 more acknowledgment letters by February 28, 2003.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	125.0	117	23.4%
2nd Quarter	125.0		0.0%
3rd Quarter	125.0		0.0%
4th Quarter	125.0		0.0%
Total	500	117	23.4%



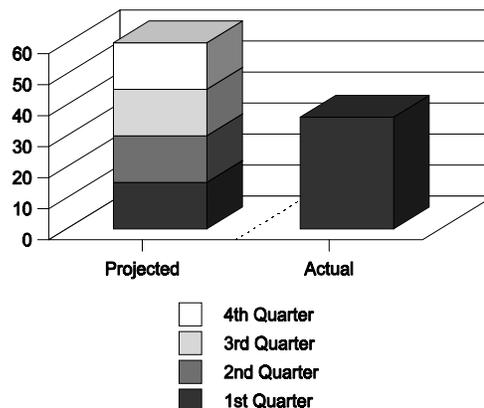
Variance Explanation:

MEETS PROJECTED LEVEL

Performance meets projection. No explanation of variance required.

Output Measure 03: Number of concentrated animal feeding operation permits reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	15	36	60.0%
2nd Quarter	15		0.0%
3rd Quarter	15		0.0%
4th Quarter	15		0.0%
Total	60	36	60.0%



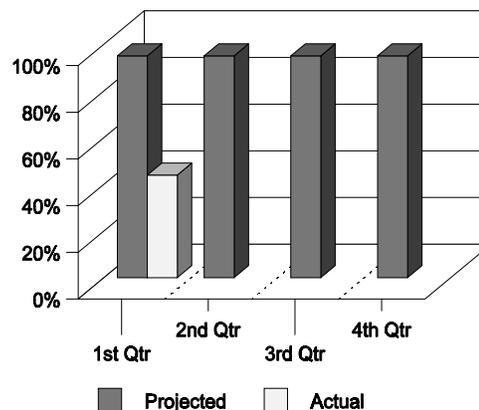
Variance Explanation:

EXCEEDS PROJECTED LEVEL

Performance for the number of concentrated animal feeding operation (CAFO) permits reviewed was higher than projected for the first quarter. Permit review activity was suspended in January 2001, when registrations in the Bosque watershed had to be resubmitted and processed as individual permit applications, in accordance with House Bill 2912 (77th Legislature). This action was taken to address concern regarding the implementation of Total Maximum Daily Load (TMDL) water quality assessment in the North Bosque River area. CAFOs have been restricted from expanding in the Bosque area, which has caused some CAFOs to relocate to the Panhandle area. As a result, the wastewater permitting program expects to issue approximately 35 registrations and permits for the second quarter of FY 03.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	43.9%	46.2%
2nd Quarter	95%		0.0%
3rd Quarter	95%		0.0%
4th Quarter	95%		0.0%
Total	95%	43.9%	46.2%



Variance Explanation:
BELOW PROJECTED LEVEL

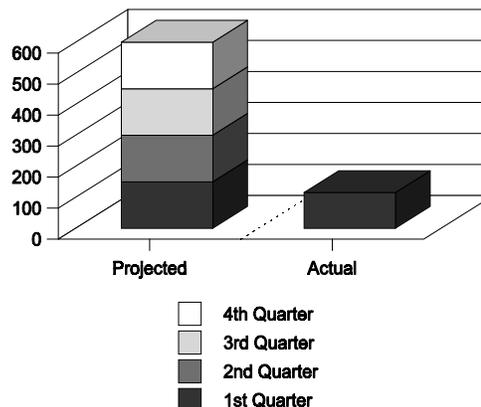
Performance for the percentage of permits issued within established time frames was below projections for the first quarter. This measure includes the percent of water rights and wastewater permits reviewed within established time frames.

Due to an initiative to reduce permit review time frames, the wastewater permitting program now has a new goal of issuing permits within 330 days of receipt of a permit application. The wastewater permitting program is changing procedures to meet the newly established time frames. The agency expects to meet the time frame for new and amended permit applications by December 31, 2002. The EPA reviews and comments on draft wastewater permits before they can be issued by the commission (required under the National Pollution Discharge Elimination System delegation agreement). In addition, the commission must respond to all comments and questions submitted by the general public on a permit application before issuance of the permit. These requirements have slowed processing times for some permits.

The established time frame for completing water right permit applications is 180 days. Some of the applications completed this quarter were protested, resulting in longer processing time for these applications and less available staff time for non-contested applications. In addition, due to the backlog reduction effort, the focused processing of the older permit applications means that the original time frames on many of the applications processed have already or are near to being exceeded. This resulted in higher than average time frames for the processed applications.

Output Measure 01: Number of new system waste evaluations conducted

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	150	115	19.2%
2nd Quarter	150		0.0%
3rd Quarter	150		0.0%
4th Quarter	150		0.0%
Total	600	115	19.2%

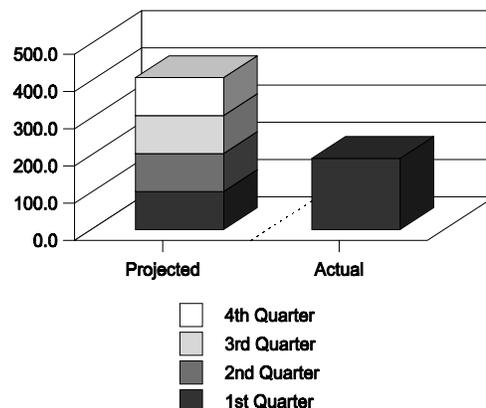


Variance Explanation:
NEAR PROJECTED LEVEL

The number of new system waste evaluations conducted for the first quarter was less than the projected level. New system waste evaluations are audits conducted on generators' self-classification of their industrial waste. The process is initiated by the agency in the form of an information request to the waste generator. The purpose of these evaluations is to verify that wastes are being classified appropriately, ensuring appropriate management, disposal, and fee assessment. Performance was lower than anticipated because a number of the evaluations were initiated later in the first quarter, which means that some generators will respond in the second quarter. Their responses will be added to the evaluations scheduled for the second quarter. The agency expects to meet projections for the following quarters and fiscal year.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	102.0	191	46.8%
2nd Quarter	102.0		0.0%
3rd Quarter	102.0		0.0%
4th Quarter	102.0		0.0%
Total	408	191	46.8%



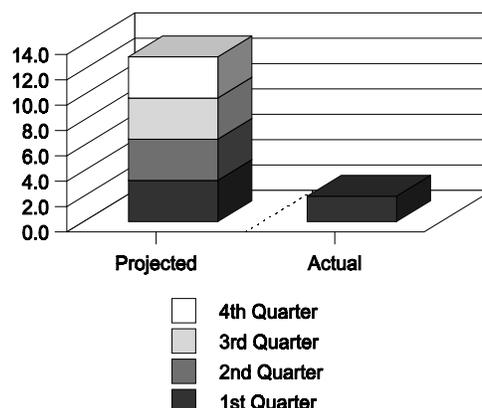
Variance Explanation:

EXCEEDS PROJECTED LEVEL

The number of corrective actions approved for sites contaminated by solid waste exceeded projections for the first quarter of the fiscal year. Corrective actions are self-implemented cleanups of hazardous, industrial, and municipal waste sites as required by agency orders, regulations, and compliance plans. The high performance can be attributed to the strict adherence to processing time frames by the agency's Corrective Action section and to the development of streamlining measures (such as expediting the review of facility status reports and using standardized form letters) to increase efficiency in the approval process. In addition, more corrective actions have been submitted by waste companies who wish to remain grandfathered under the Texas Risk Reduction Program (TRRP). The program allows eligible facilities to remain grandfathered and to not have to meet more stringent TRRP cleanup guidelines as long as they submit corrective actions for approval. Due to the implementation of the TRRP rules, it was anticipated that the number of submissions for corrective action reports would decline. However, this has not been the case.

Output Measure 03: Number of nonhazardous waste permit applications reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3.3	2	15.4%
2nd Quarter	3.3		0.0%
3rd Quarter	3.3		0.0%
4th Quarter	3.3		0.0%
Total	13	2	15.4%



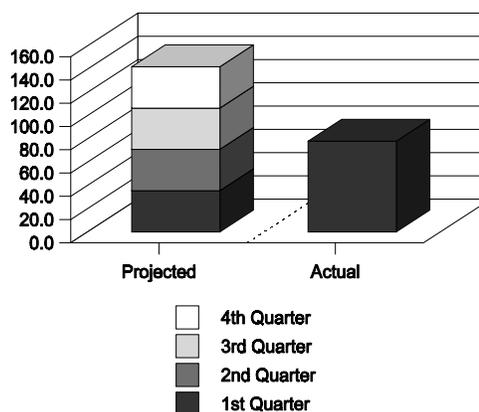
Variance Explanation:
NEAR PROJECTED LEVEL

The number of nonhazardous waste permit applications reviewed for the first quarter was lower than projected due to the receipt of fewer applications to review. The submission of fewer applications can be attributed to factors such as the downturn in the economy and the completion of mergers within the municipal solid waste community as well as the corresponding permit amendments related to these mergers. Based on historical performance, the number of non-hazardous permit applications received for review is expected to increase over the next three quarters of fiscal year 2003.

- N -

Output Measure 04: Number of hazardous waste permit applications reviewed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	35.5	78	54.9%
2nd Quarter	35.5		0.0%
3rd Quarter	35.5		0.0%
4th Quarter	35.5		0.0%
Total	142	78	54.9%

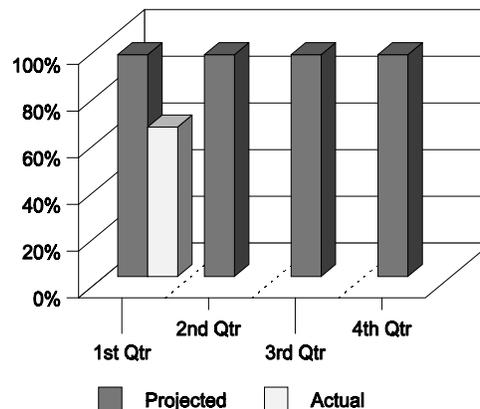


Variance Explanation:
EXCEEDS PROJECTED LEVEL

The number of hazardous waste permit applications reviewed was higher than projected for the first quarter due to the review of an unexpected number of applications for Underground Injection (UIC) Control Class V Authorizations. The initial projections for FY 03 allowed for 40 UIC Class V authorizations throughout the fiscal year, however, the agency issued 27 authorizations in the first quarter and a similar performance is expected for each upcoming quarter this fiscal year. The increase in authorizations can be attributed to an increase in groundwater remediation, which requires Class V Authorizations. In addition, the agency experienced a larger than average number of applications processed in response to the agency's Permit Time Frame Reduction initiative, which targets the processing of backlogged, incomplete applications. These trends are expected to continue throughout the fiscal year.

Efficiency Measure 1: Percent of waste management permit applications reviewed within established time frames

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	95%	64%	67.4%
2nd Quarter	95%		0.0%
3rd Quarter	95%		0.0%
4th Quarter	95%		0.0%
Annual Target	95%	64.0%	67.4%

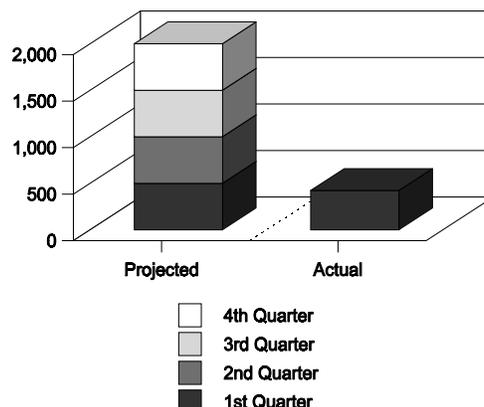


Variance Explanation:
BELOW PROJECTED LEVEL

The percent of waste management permit applications reviewed was below projected level for the first quarter due to some permits that are more complicated, particularly hazardous waste permit applications for combustion facilities. More complex applications take longer to process. In addition, focus has been on the review of older "backlog" applications in response to the Permit Time Frame Reduction initiative. Backlogged applications are ones which are near to exceeding or have already exceeded time frames. As backlog applications are reviewed and the initiative is completed, the percent reviewed within the established time frames should increase in future quarters.

Output Measure 01: Number of point source air quality assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	500	422	21.1%
2nd Quarter	500		0.0%
3rd Quarter	500		0.0%
4th Quarter	500		0.0%
Total	2,000	422	21.1%



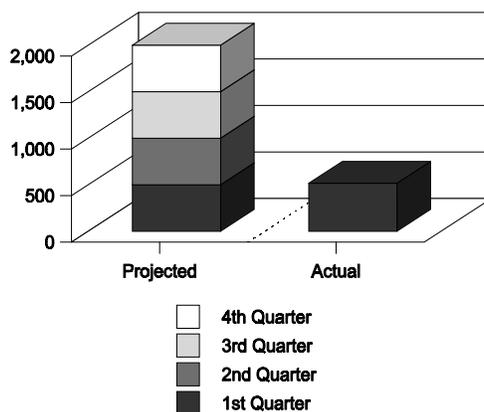
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

- N -

Output Measure 02: Number of area source air quality assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	500	515	25.8%
2nd Quarter	500		0.0%
3rd Quarter	500		0.0%
4th Quarter	500		0.0%
Total	2,000	515	25.8%

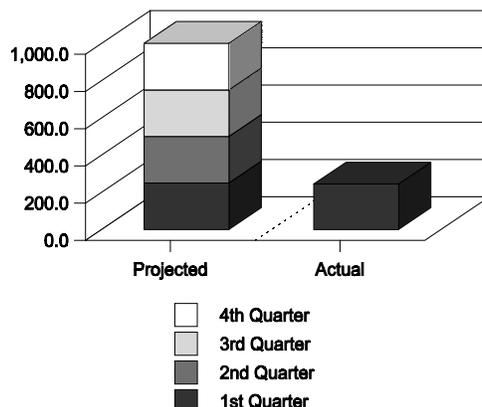


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

Output Measure 03: Number of mobile source air quality assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	250.0	244	24.4%
2nd Quarter	250.0		0.0%
3rd Quarter	250.0		0.0%
4th Quarter	250.0		0.0%
Total	1,000	244	24.4%



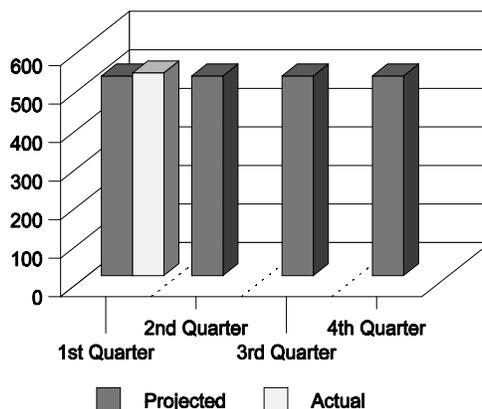
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

- N -

Output Measure 04: Number of air monitors operated

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	518	526	101.5%
2nd Quarter	518		0.0%
3rd Quarter	518		0.0%
4th Quarter	518		0.0%
Annual Target	518	526	101.5%

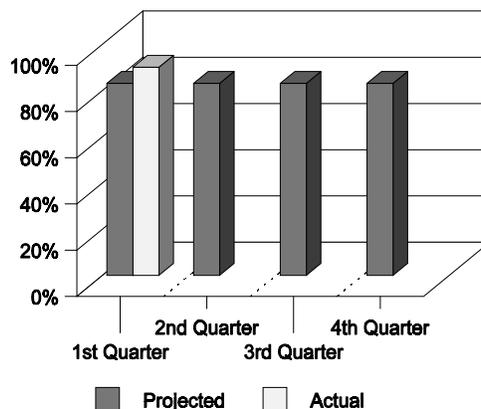


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

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

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



Variance Explanation:

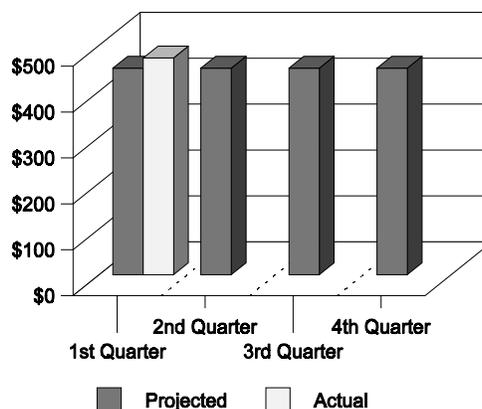
EXCEEDS PROJECTED LEVEL

The percent of data collected by air monitoring networks exceeded projections for the first quarter of fiscal year 2003 because of improving data return for the PM10, lead, and air toxics monitoring networks and improved technology for monitor calibrations in the continuous monitoring networks. The technology improvements allow less time to be spent on instrument checks and more time to be spent on collection of valid data. This level of performance is expected to continue into the immediate future.

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Efficiency Measure 02: Average cost per air quality assessment

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



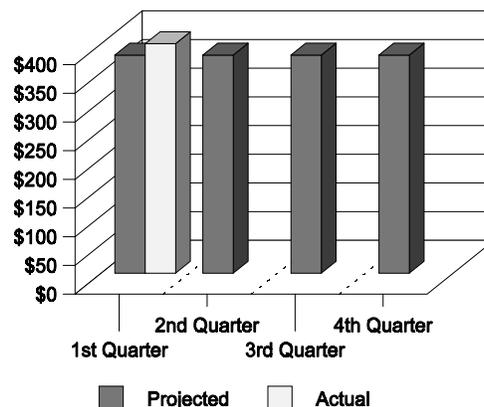
Variance Explanation:

MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

Efficiency Measure 03: Average cost of LIRAP vehicle emissions repairs and retrofits

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



Variance Explanation:

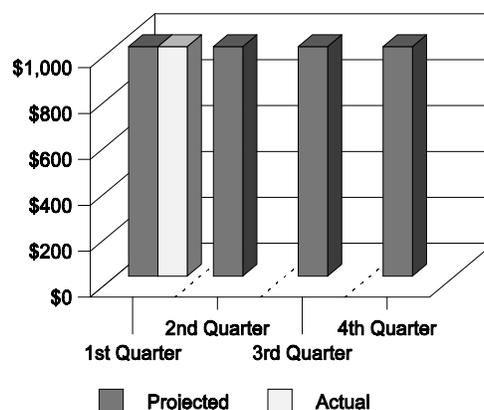
NEAR PROJECTED LEVEL OF COST

The average cost of LIRAP vehicle emissions repairs and retrofits was slightly above projected levels for the first quarter and fiscal year. The Low Income Vehicle Repair Assistance, Retrofit, & Accelerated Vehicle Retirement Program (LIRAP) is a newly implemented program designed to assist low-income motorists with the cost of repairing and retrofitting vehicles. The program is currently implemented in Collin, Dallas, Denton, Harris, and Tarrant counties. The vehicles participating in LIRAP will have failed the vehicle emissions portion of the state Inspection and Maintenance test. Projected costs were developed by adopting the average repair cost reflected in a similar program implemented in the state of California. Performance for the first quarter reflect the average repair cost for the first 25 vehicles repaired under the Texas LIRAP.

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Efficiency Measure 03: Average cost of LIRAP retirement

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



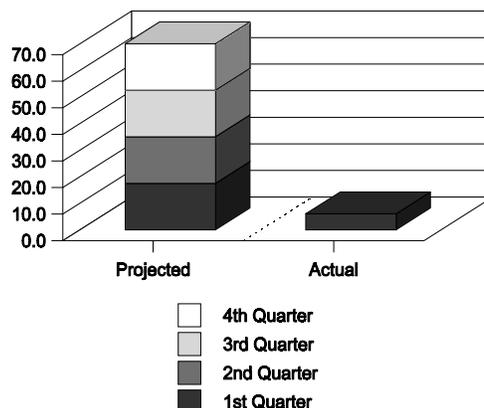
Variance Explanation:

MEETS PROJECTED LEVEL

Performance meets projections. The actual cost reported for this measure was based on one vehicle retirement, which received the maximum level of compensation from the agency, as allowed by rule.

Output Measure 01: Number of surface water assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	17.5	6	8.6%
2nd Quarter	17.5		0.0%
3rd Quarter	17.5		0.0%
4th Quarter	17.5		0.0%
Total	70	6	8.6%



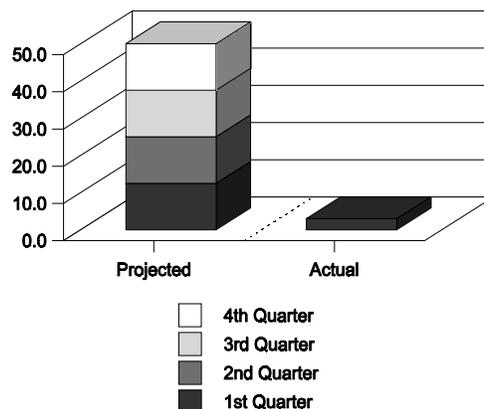
Variance Explanation:
BELOW PROJECTED LEVEL

The number of surface water assessments was below the projected level for the first quarter of fiscal year 2003 due to the normal schedule of completion dates for some of the surveys and assessments as required by the Federal Clean Water Act. Variations between the quarters in the number of assessments will occur because assessments are due for different time frames and some are dependent upon environmental conditions. For example, some types of assessments included in this measure, such as intensive surveys and special studies, require warm weather and low flow conditions. These types of assessments are typically conducted in the late spring and summer. Receiving water assessments are also typically conducted in the summer. The agency anticipates meeting projections for the fiscal year.

- N -

Output Measure 02: Number of groundwater assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	12.5	3	6.0%
2nd Quarter	12.5		0.0%
3rd Quarter	12.5		0.0%
4th Quarter	12.5		0.0%
Total	50	3	6.0%

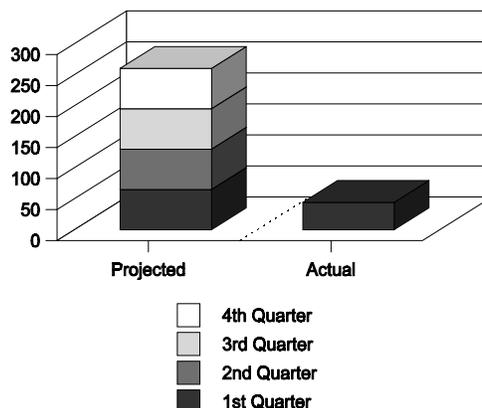


Variance Explanation:
FAR BELOW PROJECTED LEVEL

The number of groundwater assessments was below the projected level for the fiscal year 2003. This measure includes a number of longer-term projects which take longer to conduct and are generally not counted until complete. These assessments range in complexity and effort, from a basic data report compiling and analyzing the results to a major report evaluating the water resources, future demands, and recommended management strategies for a multi-county area. Most of these longer-term assessments are anticipated for completion in the third or fourth quarter. The agency expects to meet projections for the fiscal year.

Output Measure 03: Number of dam safety assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	65	44	16.9%
2nd Quarter	65		0.0%
3rd Quarter	65		0.0%
4th Quarter	65		0.0%
Total	260	44	16.9%



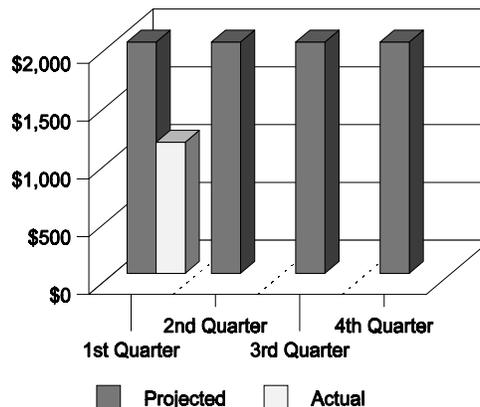
Variance Explanation:
NEAR PROJECTED LEVEL

The number of dam safety assessments was below projected levels for the first quarter of fiscal year 2003. The number of dam assessments will be augmented by additional dam assessments conducted by an outside contractor. Performance for this measure will go up upon implementation of the contract. The current contract for these 100 additional assessments is scheduled for implementation in February, which will be reflected somewhat in the second quarter, but primarily in the third and fourth quarters. The agency expects to meet projections for the fiscal year.

- N -

Efficiency Measure 01: Average cost per dam safety assessment

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$2,000	\$1,134	56.7%
2nd Quarter	\$2,000		0.0%
3rd Quarter	\$2,000		0.0%
4th Quarter	\$2,000		0.0%
Year-to-Date Performance	\$2,000	\$1,134	56.7%

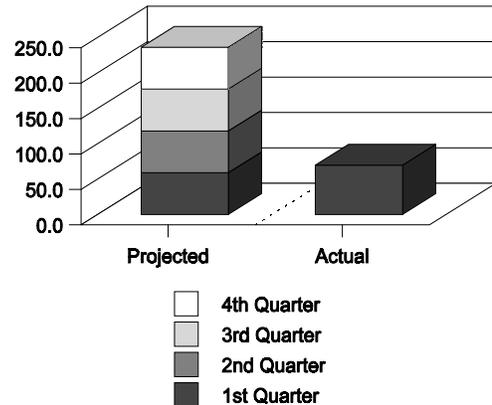


Variance Explanation:
LESS COSTLY THAN PROJECTED LEVEL (EXCEEDS)

The average cost per dam safety assessment was less than expected for the first quarter. This measure is calculated by dividing the total funds expended for the Dam Safety Program, as reported in USAS, by the total number of dam safety assessments conducted through the quarter. The projection for this measure was based on the expectation to outsource 100 dam safety assessments. As of the first quarter, the funds for the contractor have not been expended and is not yet reflected in USAS. Therefore, the average cost is below projections. The fiscal impact of the contractor will not be significant, as the agency expects the average cost to drop considerably more as the number of investigations increase in the following quarters. It is desirable to be below projections for this measure.

Output Measure 01: Number of municipal solid waste facility capacity assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	59.0	69.6	29.5%
2nd Quarter	59.0		0.0%
3rd Quarter	59.0		0.0%
4th Quarter	59.0		0.0%
Total	236	69.6	29.5%



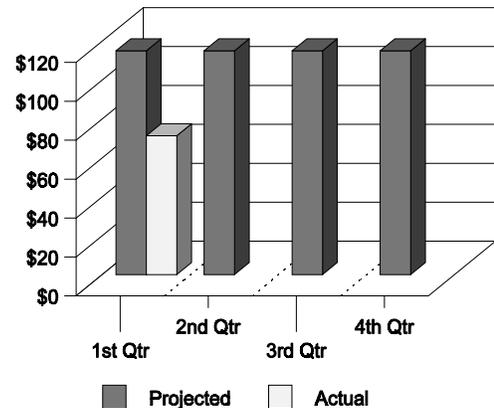
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

- N -

Efficiency Measure 01: Average cost per municipal solid waste facility capacity assessment

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$115	\$71.30	62.0%
2nd Quarter	\$115		0.0%
3rd Quarter	\$115		0.0%
4th Quarter	\$115		0.0%
Annual Target	\$115	\$71.30	62.0%

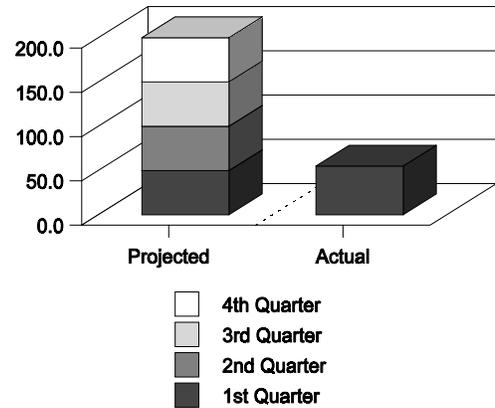


Variance Explanation:
LESS COSTLY THAN PROJECTED LEVEL (EXCEEDS)

The average cost per municipal solid waste facility capacity assessment was less than the projected level for the first quarter of fiscal year 2003. This measure captures the cost of agency efforts to review annual capacity assessments of municipal solid waste (MSW) facilities. Capacity assessment forms are sent annually to MSW landfills by the agency's Waste Planning Team and returned forms are reviewed for consistency with previously reported capacity data, as well as for consistency with related permit and fee data. For the most part, the facilities that report early in the fiscal year are the easiest cases to handle, consisting mostly of inactive sites. Because the majority of reports initially received are easy to handle, the review time and cost per report is fairly low, resulting in lower than expected costs. Performance is expected to rise slightly in the following quarters but remain below projected levels.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	50.0	55	27.5%
2nd Quarter	50.0		0.0%
3rd Quarter	50.0		0.0%
4th Quarter	50.0		0.0%
Total	200	55	27.5%



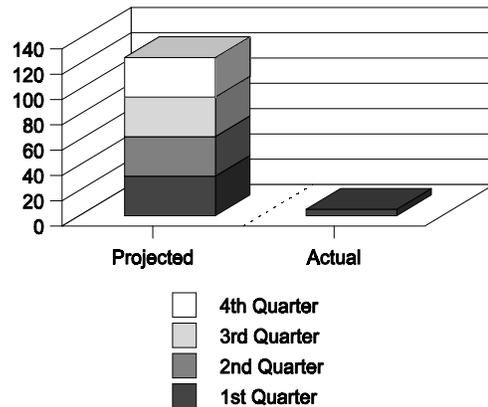
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

- N -

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	31.25	5	4.0%
2nd Quarter	31.25		0.0%
3rd Quarter	31.25		0.0%
4th Quarter	31.25		0.0%
Annual Target	125	5	4.0%

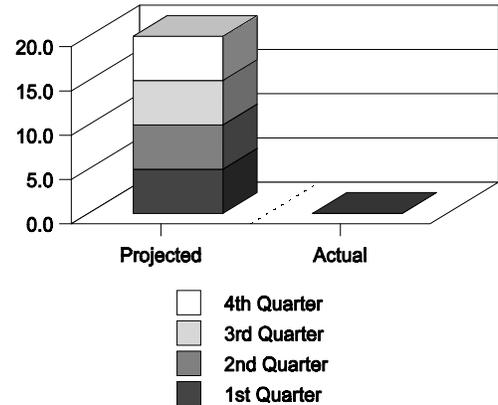


Variance Explanation:
FAR BELOW PROJECTED LEVEL

The number of entities participating in voluntary programs was lower than projected for the first quarter of fiscal year 2003. This performance is due, in part, to the scheduled recruiting of Clean Texas members in the third quarter. Another factor was that the regulated community did not request any TCEQ Environmental Management Systems audit requests as anticipated. The community was waiting for the TCEQ audit protocols and the "Intent to Participate" forms to be finalized, which are necessary to implement an EMS. These documents were issued in December 2002 after the end of the first quarter. Staff anticipates participation to begin in the second quarter and expects to meet projections for the fiscal year.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	5.0	0.0	0.0%
2nd Quarter	5.0		0.0%
3rd Quarter	5.0		0.0%
4th Quarter	5.0		0.0%
Total	20.0	0.0	0.0%



Variance Explanation:

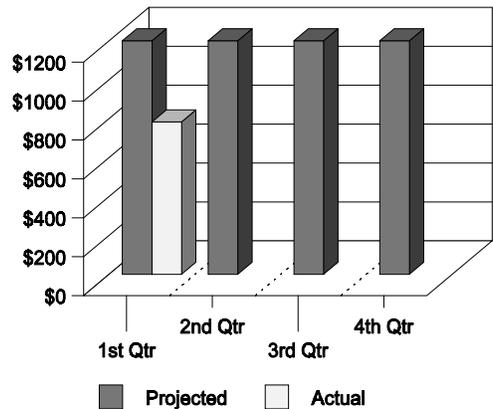
FAR BELOW PROJECTED LEVEL

The number of quarts of used oil diverted from landfills and processed was below projections for the first quarter of fiscal year 2003 because the annual reports from the used oil collection centers and the biennial reports from the used oil processor and used oil re-refiner are not due to the TCEQ until January 25, 2003.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$1,200	\$783	65.3%
2nd Quarter	\$1,200		0.0%
3rd Quarter	\$1,200		0.0%
4th Quarter	\$1,200		0.0%
Year-To-Date Performance	\$1,200	\$783	65.3%



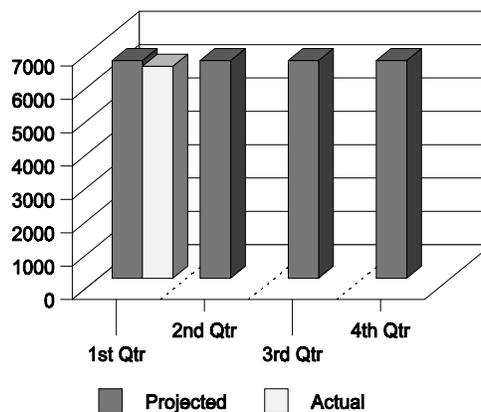
Variance Explanation:

LESS COSTLY THAN PROJECTED LEVEL (EXCEEDS)

The average cost per on-site technical assistance visit is below the projected level for the first quarter of fiscal year. Nine of the site assistance visits were completed by regional staff, which does not incur statewide travel-related expenses. The increased efficiency and delivery of services by staff in the regional offices allow TCEQ to conduct site visits at a lower cost. The agency utilizes regional staff as much as possible to limit costs, however, some assistance areas extend beyond the reach of regional staff and additional travel costs must be incurred with visits conducted by non-regional staff.

Output Measure 01: Number of public drinking water systems which meet primary drinking water standards

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	6,525	6,353	97.4%
2nd Quarter	6,525		0.0%
3rd Quarter	6,525		0.0%
4th Quarter	6,525		0.0%
Annual Target	6,525	6,353	97.4%



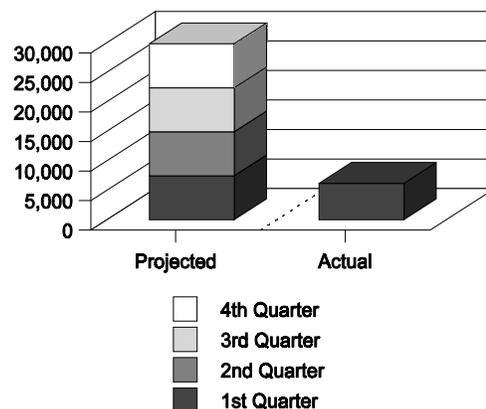
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. Explanation of variance not required.

- N -

Output Measure 02: Number of drinking water samples collected

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

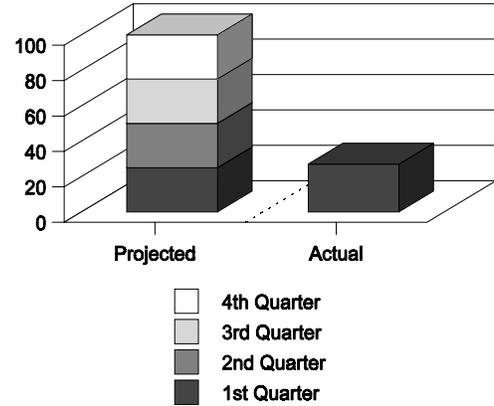


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. Explanation of variance not required.

Output Measure 01: Number of utility rate reviews performed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	25	27	27.0%
2nd Quarter	25		0.0%
3rd Quarter	25		0.0%
4th Quarter	25		0.0%
Total	100	27	27.0%



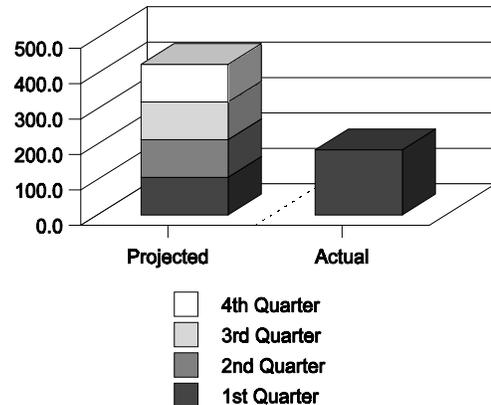
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

- N -

Output Measure 02: Number of district applications processed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	106.3	184	43.3%
2nd Quarter	106.3		0.0%
3rd Quarter	106.3		0.0%
4th Quarter	106.3		0.0%
Total	425	184	43.3%

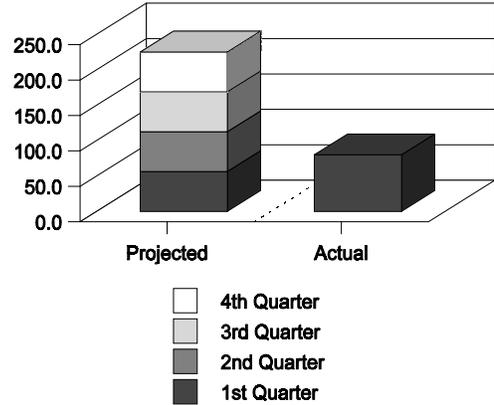


Variance Explanation:
EXCEEDS PROJECTED LEVEL

Performance for the number of district applications processed exceeded the projected level for the first quarter. This measure counts the number of district applications for bond issues for new construction projects. Staff provide an evaluation of the engineering and economic feasibility of all district applications on bond issues. This includes meeting with district staff, customers, consultants, board members, and interested legislators. Districts are filing more applications than expected and it appears the economy continues to play a role. Although the economy has generally cooled down, interest rates have remained low and that has kept the housing and development market very active. This directly affects water districts and seems to account for the increase in district applications.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	56.3	80	35.6%
2nd Quarter	56.3		0.0%
3rd Quarter	56.3		0.0%
4th Quarter	56.3		0.0%
Total	225	80	35.6%

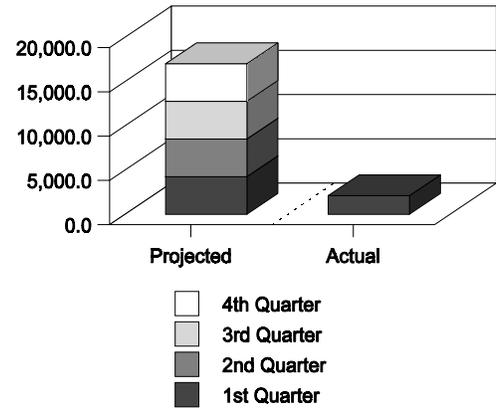


Variance Explanation:
EXCEEDS PROJECTED LEVEL

The number of certificates of convenience and necessity (CCN) applications processed for the first quarter exceeded projected levels. This measure counts the number of applications filed by utilities to amend or increase their authorized service areas. This may be attributed to economic factors. Although the economy has generally cooled down, interest rates have remained low and the housing and development market continues to be very active. This directly affects utilities and seems to account for the increase in CCN applications as utilities increase the size of their service areas.

Output Measure 01: Number of inspections and investigations of air sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	4,250.0	2,109	12.4%
2nd Quarter	4,250.0		0.0%
3rd Quarter	4,250.0		0.0%
4th Quarter	4,250.0		0.0%
Total	17,000	2,109	12.4%



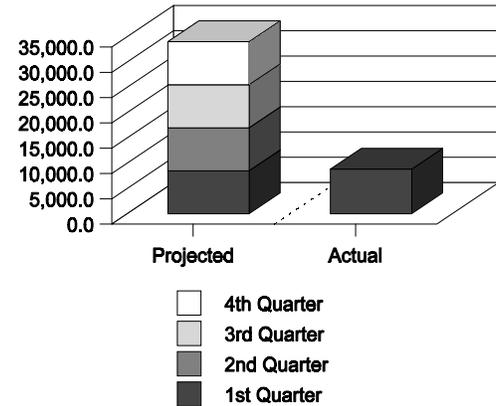
Variance Explanation:
BELOW PROJECTED LEVEL

The number of inspections and investigations of air sites was below the projected level for the first quarter of fiscal year 2003. This performance is the result of numerous training events scheduled in the beginning of FY 03 to aid in the consistent implementation of new rules and procedures. It is expected that this number will begin to rise as investigators are able to spend additional time in the field in the coming quarter.

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Output Measure 02: Number of inspections and investigations of water rights sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	8,500.0	8,804	25.9%
2nd Quarter	8,500.0		0.0%
3rd Quarter	8,500.0		0.0%
4th Quarter	8,500.0		0.0%
Total	34,000	8,804	25.9%

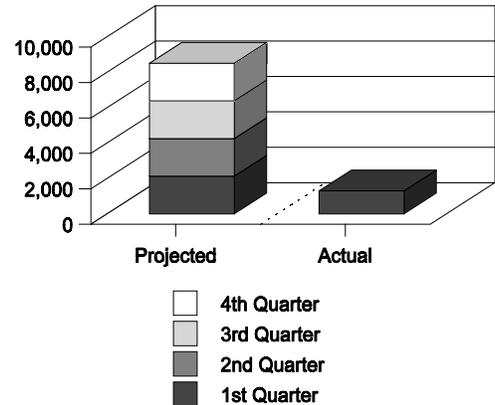


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

Output Measure 03: Number of inspections and investigations of water sites and facilities

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,125	1,296	15.2%
2nd Quarter	2,125		0.0%
3rd Quarter	2,125		0.0%
4th Quarter	2,125		0.0%
Total	8,500	1,296	15.2%



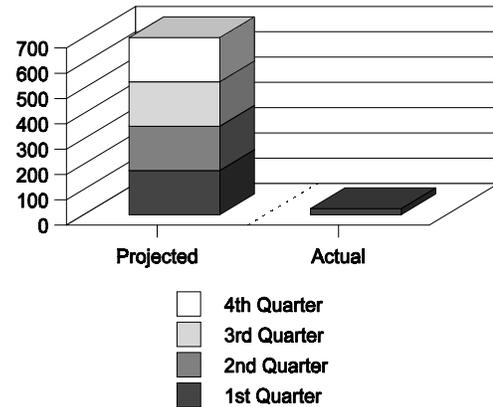
Variance Explanation:
NEAR PROJECTED LEVEL

The number of inspections and investigations of water sites and facilities was below projections for the first quarter of fiscal year 2003. Resources were directed towards training events that were scheduled in the beginning of fiscal year 2003 to ensure that protocols are being consistently applied in all TCEQ regional offices. The agency expects to meet projected levels in the following quarters and fiscal year.

- N -

Output Measure 04: Number of inspections and investigations of livestock and poultry operation sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	175	24	3.4%
2nd Quarter	175		0.0%
3rd Quarter	175		0.0%
4th Quarter	175		0.0%
Total	700	24	3.4%

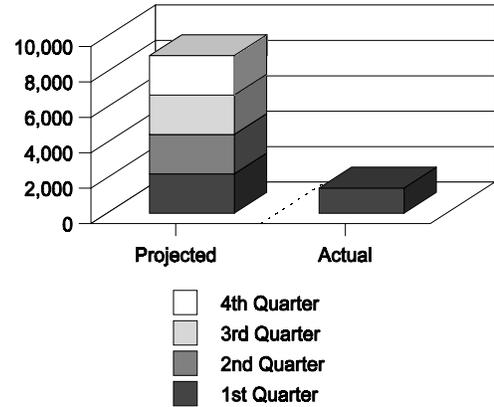


Variance Explanation:
FAR BELOW PROJECTED LEVEL

The number of inspections and investigations of livestock and poultry operation sites was significantly below the projected level for the first quarter of fiscal year 2003. As a result of implementing a requirement of House Bill 2912, 77th Legislature, it was necessary to delay scheduled investigations at animal feeding operations in the Bosque Watershed for a period of time. Registrations from this area have to be resubmitted and processed as individual permit applications in accordance with HB 2912. It should be noted that completion of investigations at all required animal feeding operations is expected to be completed by the end of FY 03.

Output Measure 05: Number of inspections and investigations of waste sites

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2,225	1,425	16.0%
2nd Quarter	2,225		0.0%
3rd Quarter	2,225		0.0%
4th Quarter	2,225		0.0%
Total	8,900	1,425	16.0%



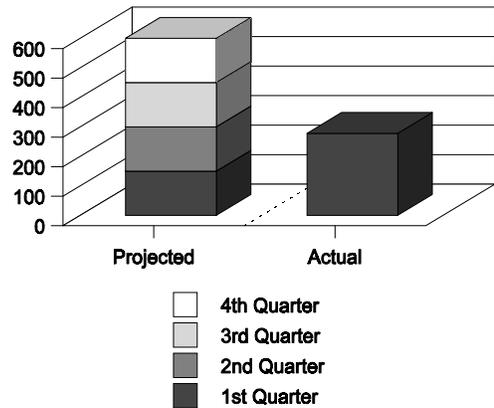
Variance Explanation:
NEAR PROJECTED LEVEL

The number of inspections and investigations of waste sites was below the projected level for the first quarter of fiscal year 2003. Resources were directed towards training events that were scheduled in the beginning of fiscal year 2003 to ensure that protocols are being consistently applied in all TCEQ regional offices. The agency expects to meet projections in the following quarters and fiscal year.

- N -

Output Measure 06: Number of spill cleanup inspections

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	150	278	46.3%
2nd Quarter	150		0.0%
3rd Quarter	150		0.0%
4th Quarter	150		0.0%
Total	600	278	46.3%

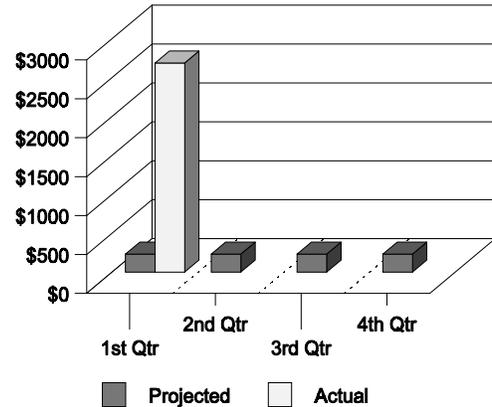


Variance Explanation:
EXCEEDS PROJECTED LEVEL

Performance for the number of spill cleanup inspections exceeded the projected level for the first quarter of fiscal year 2003. It is difficult to project the number of spill inspections because spill cleanups are an on-demand activity based on the number of spills of regulated materials reported by citizens, industry representative, and local and state law enforcement officials. During this reporting quarter, more spills were reported to the agency that required inspections. It may be that the need for spill inspections is increasing because of heightened Homeland Security awareness.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	\$229	\$2,686	1172.7%
2nd Quarter	\$229		0.0%
3rd Quarter	\$229		0.0%
4th Quarter	\$229		0.0%
Year-To-Date Performance	\$229	\$2,686	1172.7%



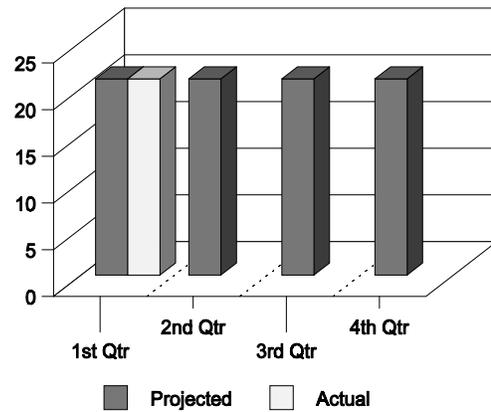
Variance Explanation:

SIGNIFICANTLY MORE COSTLY THAN PROJECTED LEVEL (FAR BELOW)

The average inspection and investigation cost of livestock and poultry operations greatly exceeded projections for the first quarter and fiscal year. This measure includes fixed costs, such as salaries and rent. As more investigations are conducted, the average cost may decrease based on these fixed costs. The high average cost is due to a relatively low number of livestock and poultry operations investigations for the first quarter which attained four percent of the annual projection. The agency expects the number of investigations to increase in the following quarters, and the average investigation cost will drop accordingly for the fiscal year.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	21	21.0	100.0%
2nd Quarter	21		0.0%
3rd Quarter	21		0.0%
4th Quarter	21		0.0%
Annual Target	21	21.0	100.0%



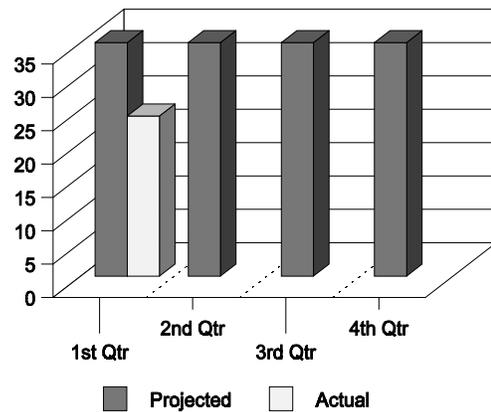
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

- N -

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

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

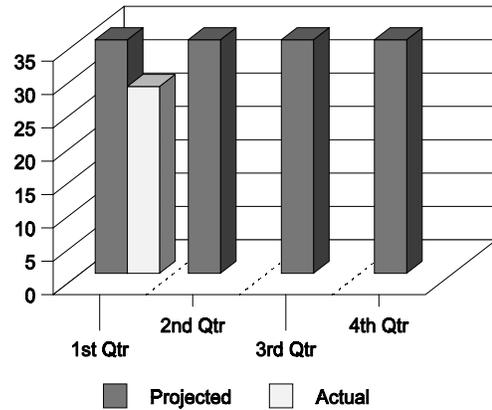


Variance Explanation:
MORE TIMELY THAN PROJECTED LEVEL (EXCEEDS)

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

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

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



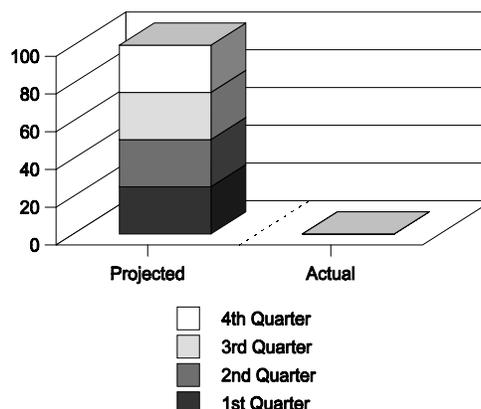
Variance Explanation:

LESS COSTLY THAN PROJECTED LEVEL (EXCEEDS)

The average time in days from the date of a waste facility inspection to report completion was less than projected for the first quarter of fiscal year 2003. Inspections/investigations took less time primarily because of management emphasis on timely reporting despite a statutory allowance of 60 days, which may be needed for more complex investigations such as those involving waste treatment and storage facilities with multiple treatment areas. Most of the inspections/investigations conducted have been less complex in nature, and therefore, took less time to complete. It is desirable to be below projections for this measure.

Output Measure 01: Number of commercial lab inspections

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



Variance Explanation:

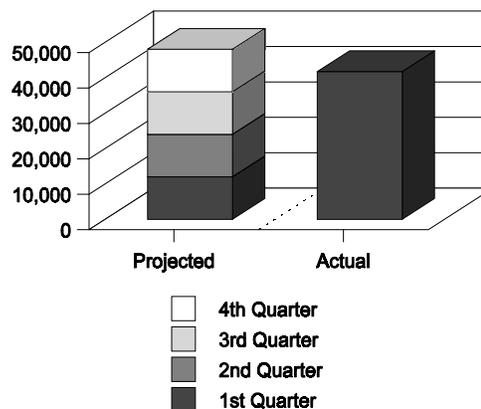
FAR BELOW PROJECTED LEVEL

Performance for the number of commercial laboratories inspected was less than projected for the first quarter of fiscal year 2003. This program was transferred from the Texas Department of Health to the agency by the 77th Legislature. However, funding and staffing for the laboratory accreditation program was not certified by the Comptroller. The lack of funding and staffing authorization prevented the division from hiring and training staff, implementing the program, and obtaining accrediting authority from the National Environmental Laboratory Accreditation Program. The agency has requested funding and staffing authority in its appropriation request. If the request is approved, accrediting authority will be obtained and accreditation inspections will begin in 2004.

- N -

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	12,000	41,691	86.9%
2nd Quarter	12,000		0.0%
3rd Quarter	12,000		0.0%
4th Quarter	12,000		0.0%
Total	48,000	41,691	86.9%



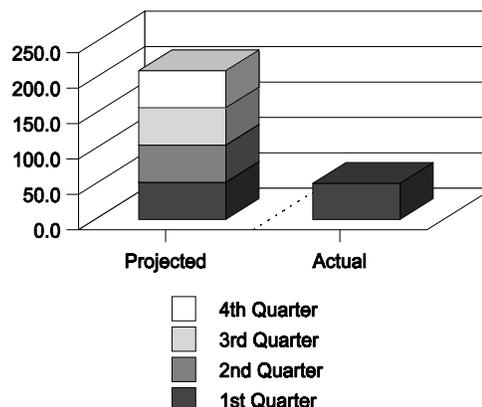
Variance Explanation:

EXCEEDS PROJECTED LEVEL

Performance for the number of small businesses and local governments assisted exceeded projections for the first quarter of fiscal year 2003. The agency sent a notification of TCEQ rule and policy changes to all small businesses and local governments included in the program's database during the first quarter. This type of activity is included in this measure. These notifications are provided to the state's small businesses and local governments to keep them informed of regulatory changes that may affect them.

Output Measure 03: Number of air program administrative enforcement orders issued

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	52.5	51	24.3%
2nd Quarter	52.5		0.0%
3rd Quarter	52.5		0.0%
4th Quarter	52.5		0.0%
Total	210	51	24.3%



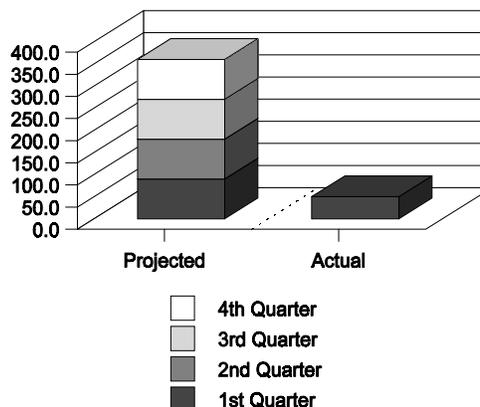
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

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Output Measure 04: Number of water program administrative enforcement orders issued

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	90.0	50	13.9%
2nd Quarter	90.0		0.0%
3rd Quarter	90.0		0.0%
4th Quarter	90.0		0.0%
Total	360	50	13.9%

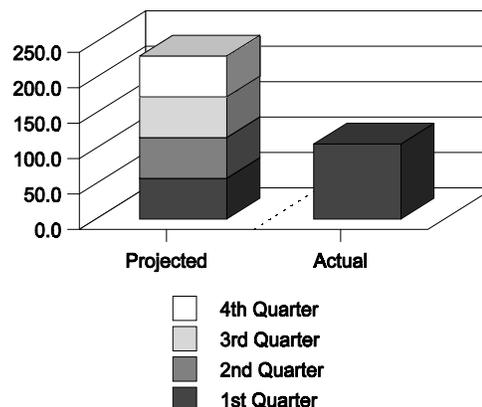


Variance Explanation:
BELOW PROJECTED LEVEL

The number of water program administrative enforcement orders issued was below projections for the first quarter. Water program administrative orders include enforcement orders which have been issued and are effective for the agriculture, public drinking water, water rights, and water quality (wastewater) programs. The number of cases received each year can vary significantly depending upon the facilities that are investigated. There was a 41% reduction in the number of noncompliant facilities requiring enforcement orders from FY 2001 to FY 2002, as facilities came into compliance with requirements for drought contingency plans and a focused strategy to address lead and copper violations for drinking water providers, effective in FY 2001. This trend is expected to continue for the remainder of the fiscal year.

Output Measure 05: Number of waste program administrative enforcement orders issued

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	57.5	106	46.1%
2nd Quarter	57.5		0.0%
3rd Quarter	57.5		0.0%
4th Quarter	57.5		0.0%
Total	230	106	46.1%



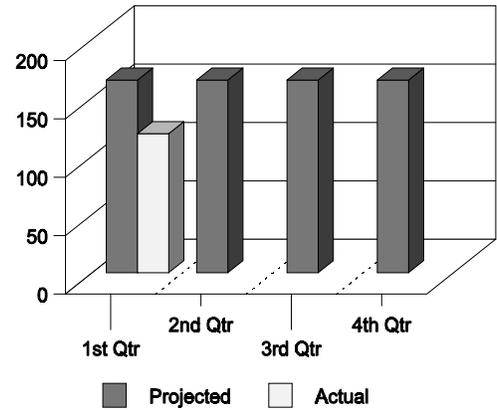
Variance Explanation:

EXCEEDS PROJECTED LEVEL

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

Output Measure 06: Number of drinking water labs certified

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	165	119	72.1%
2nd Quarter	165		0.0%
3rd Quarter	165		0.0%
4th Quarter	165		0.0%
Annual Target	165	119	72.1%

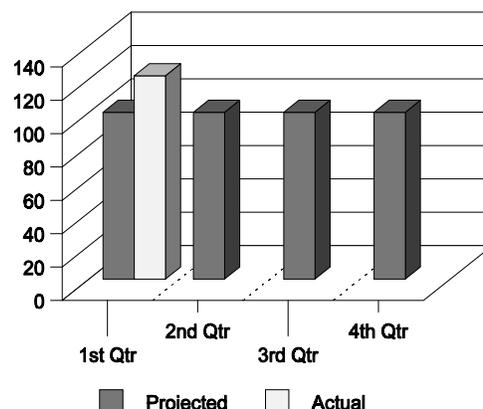


Variance Explanation:
BELOW PROJECTED LEVEL

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

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

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

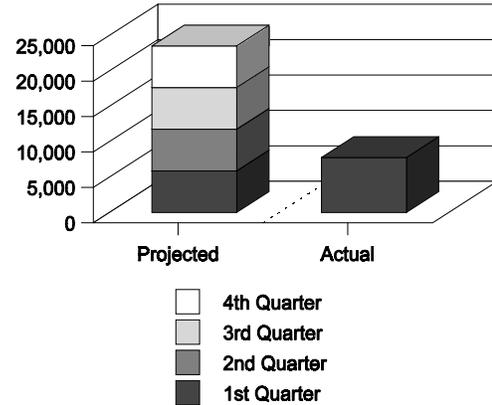


Variance Explanation:
NEAR PROJECTED LEVEL

The average number of days to file notices of formal violations was higher than projected. This measure represents the average number of days from the date the case was screened for appropriate evidence, and a decision was made to take formal enforcement action, to the mailing date of the initial document that explains the violations and calculated penalty included in the enforcement action. Preparation of this documentation includes evaluation of evidence and development of the necessary legal documents. The average number of days was higher than projected because staff were temporarily diverted to the implementation of new legislation on compliance histories. This trend is not anticipated to continue and it is expected that the performance projection will be met later in the fiscal year.

Output Measure 01: Number of applications for certification

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	5,875	7,759	33.0%
2nd Quarter	5,875		0.0%
3rd Quarter	5,875		0.0%
4th Quarter	5,875		0.0%
Total	23,500	7,759	33.0%



Variance Explanation:

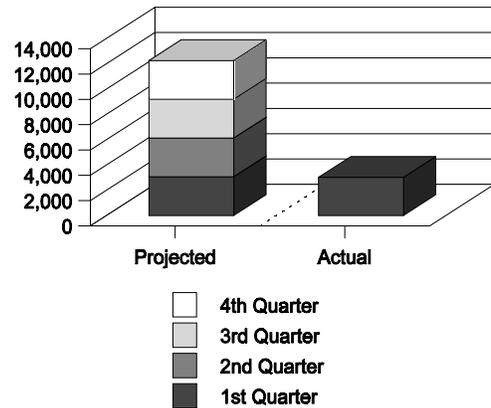
EXCEEDS PROJECTED LEVEL

The number of applications received for certification exceeded projections for the first quarter because of an overall desire for potential applicants to file their applications prior to a rule change that is effective January 1, 2003. The rule change increases the license fee in order to recoup the cost of operating the licensing program. Additionally, the number of applications is higher this quarter because of several renewals in the landscape irrigator program during the first and fourth quarters.

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Output Measure 02: Number of examinations administered

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3,061	3,017	24.6%
2nd Quarter	3,061		0.0%
3rd Quarter	3,061		0.0%
4th Quarter	3,061		0.0%
Total	12,245	3,017	24.6%



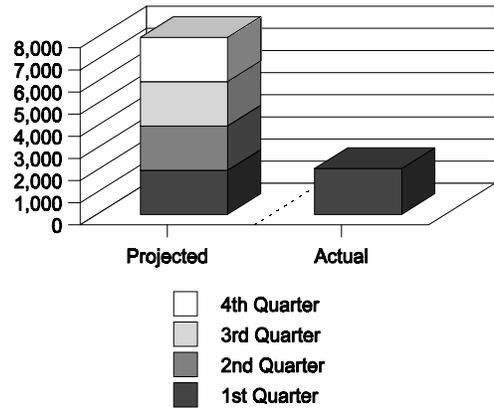
Variance Explanation:

MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

Output Measure 03: Number of new licenses issued

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



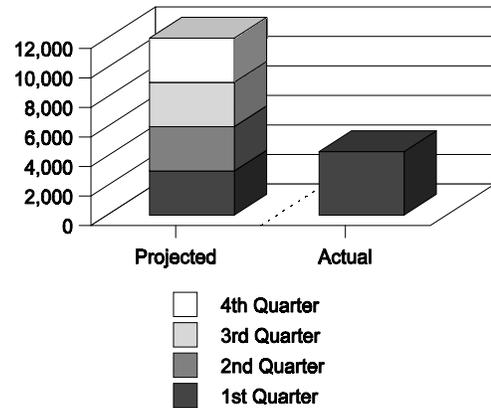
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

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Output Measure 04: Number of licenses renewed

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

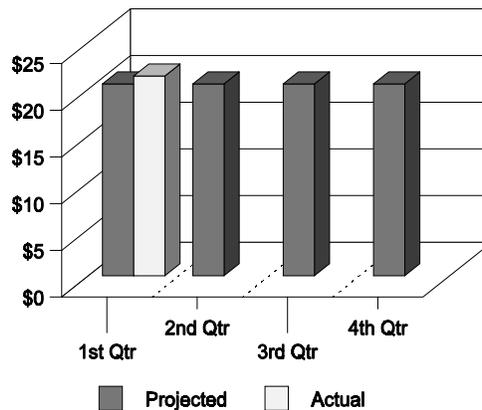


Variance Explanation:
EXCEEDS PROJECTED LEVEL

Performance for the number licenses renewed exceeded the projected level for the first quarter of fiscal year 2003 because of renewals in the landscape irrigator program. Irrigator license renewals are currently due in the first and fourth quarters, while all other types of licenses are renewed more regularly. All irrigator program licenses expire on August 31 and, therefore, the renewal applications are submitted shortly before and after the expiration date. This trend is expected to change in the future due to recent rule revisions, which will distribute irrigator license renewals throughout the fiscal year. This change will begin August 31, 2003. The agency anticipates meeting projections for the fiscal year.

Efficiency Measure 01: Average annualized cost per license

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

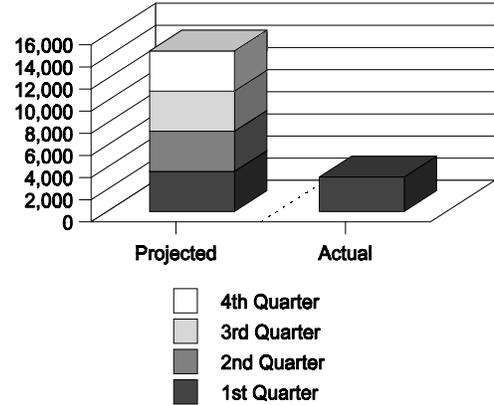


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

Output Measure 01: Number of petroleum storage tank self-certifications processed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	3,625	3,116	21.5%
2nd Quarter	3,625		0.0%
3rd Quarter	3,625		0.0%
4th Quarter	3,625		0.0%
Total	14,500	3,116	21.5%



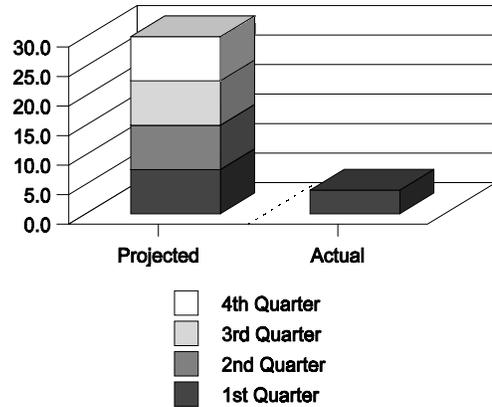
Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. Explanation of variance not required.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	7.5	4	13.3%
2nd Quarter	7.5		0.0%
3rd Quarter	7.5		0.0%
4th Quarter	7.5		0.0%
Total	30	4	13.3%

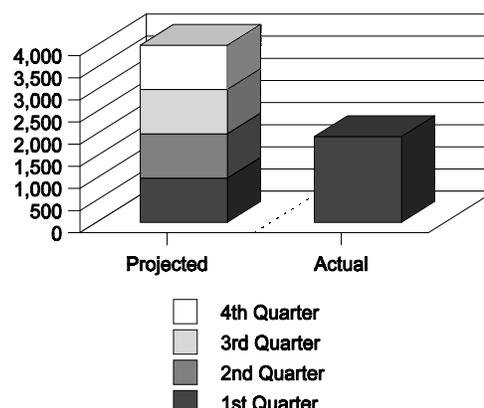


Variance Explanation:
LESS EMERGENCIES THAN PROJECTED LEVEL (EXCEEDS)

The number of emergency response actions at petroleum storage tank sites was below projections for the first quarter. This was primarily due to a lack of seasonal weather conditions contributing to emergency situations at PSTs. All referred site emergency response requests received appropriate actions.

Output Measure 03: Number of petroleum storage tank reimbursement applications processed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1,000	1,937	48.4%
2nd Quarter	1,000		0.0%
3rd Quarter	1,000		0.0%
4th Quarter	1,000		0.0%
Total	4,000	1,937	48.4%



Variance Explanation:

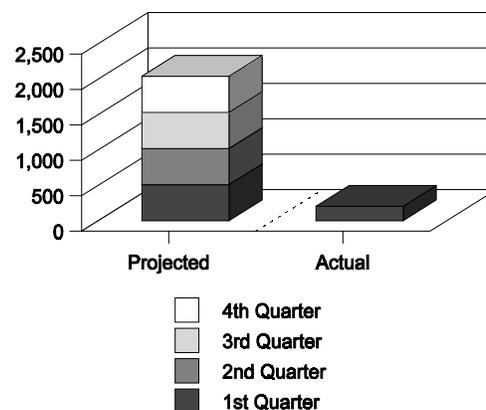
EXCEEDS PROJECTED LEVEL

The number of petroleum storage tank reimbursement applications processed has exceeded projections for the first quarter of fiscal year 2003. Performance can be attributed to the continued implementation of streamlining measures which have improved processing including a redesigned application, a risk assessment with regard to reviews, and the utilization of a private contractor. In addition, most of the claims being submitted are now more consistent with program guidelines.

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Output Measure 04: Number of petroleum storage tank cleanups completed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	510	205	10.0%
2nd Quarter	510		0.0%
3rd Quarter	510		0.0%
4th Quarter	510		0.0%
Total	2,040	205	10.0%



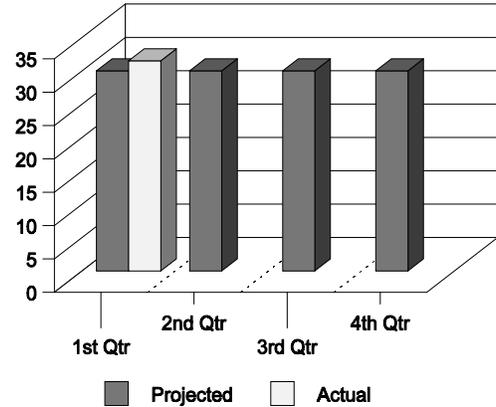
Variance Explanation:

BELOW PROJECTED LEVEL

The number of petroleum storage tank cleanups completed was below the projected level for the first quarter of fiscal year 2003. Since most cleanups are considered complete after the responsible parties complete all field work and request closure review, the projection assumed a higher request rate. The TCEQ has limited control over the number of requests for closure review. Due to statutory corrective action deadlines, the request rate is expected to increase.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	30.0	31.5	105.0%
2nd Quarter	30.0		0.0%
3rd Quarter	30.0		0.0%
4th Quarter	30.0		0.0%
Annual Target	30.0	31.5	105.0%



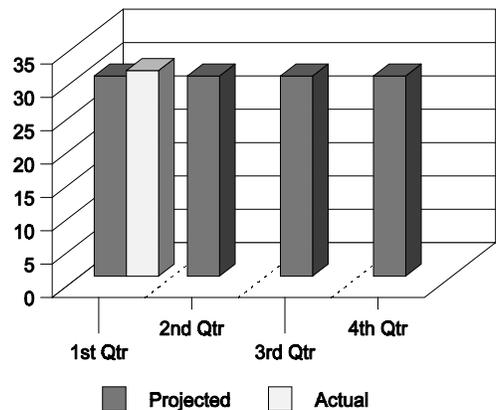
Variance Explanation:
NEAR PROJECTED LEVEL

The average time in days to review and respond to remedial action plans exceeded projections for the first quarter of fiscal year. The exceedance was due to an unusually large number of reports submitted in response to a statutory corrective action deadline. Operators were required to complete and submit a full site and risk assessment to the agency by September 1, 2002.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	30.0	30.8	102.7%
2nd Quarter	30.0		0.0%
3rd Quarter	30.0		0.0%
4th Quarter	30.0		0.0%
Annual Target	30.0	30.8	102.7%

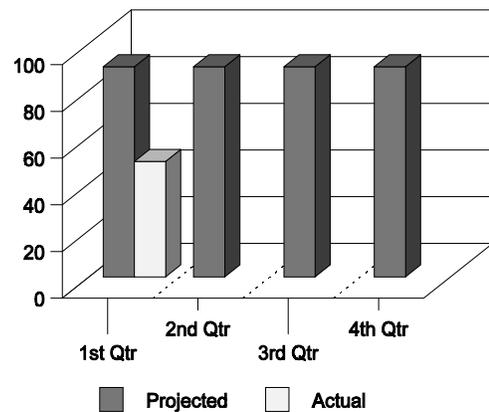


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	90.0	49.4	54.9%
2nd Quarter	90.0		0.0%
3rd Quarter	90.0		0.0%
4th Quarter	90.0		0.0%
Annual Target	90.0	49.4	54.9%



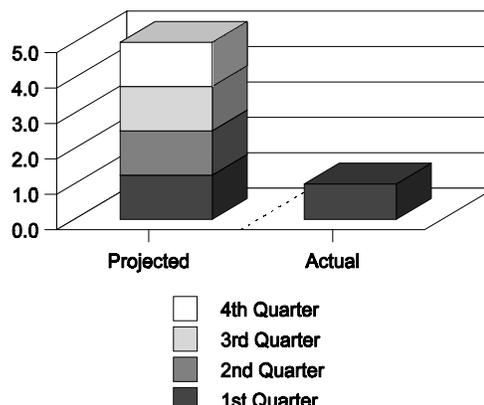
Variance Explanation:

MORE TIMELY THAN PROJECTED LEVEL (EXCEEDS)

The average time in days to process Petroleum Storage Tank Remediation Fund reimbursement claims was lower than projected for the first quarter of fiscal year 2003. Turnaround time for claim processing has consistently remained quicker than mandated. Our reviewers also find that claims are easier to review because the claims are being submitted in a format that closely resembles our guidance forms.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	1.3	1	20.0%
2nd Quarter	1.3		0.0%
3rd Quarter	1.3		0.0%
4th Quarter	1.3		0.0%
Total	5	1	20.0%



Variance Explanation:
NEAR PROJECTED LEVEL

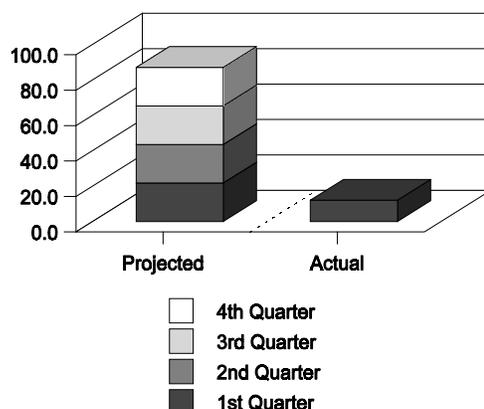
The number of immediate response actions was slightly below the projected level for the first quarter. Immediate response actions, commonly referred to as removal actions, are short-term responses intended to stabilize a site to prevent harm to human health and the environment.

One removal site (Owens-Corning) was completed in the first quarter. Two residential removals are in progress. Of these, the Industrial Road site in Corpus Christi, TX needs only the post-cleanup inspections and is scheduled to be fully completed in December 2002. The site in Mission, TX is currently conducting property assessments and removal activities. This will likely continue through the second reporting quarter. Additional removal activities are also being conducted at the Jones Road Ground Water plume in Houston. The Jones Road removal is an on-going ground water investigation that has required 23 filtration systems to be installed on drinking water wells with quarterly sampling of approximately 150 wells. Projections for this measure are expected to be met for the fiscal year.

– N –

Output Measure 02: Number of Superfund site assessments

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	21.8	12	13.8%
2nd Quarter	21.8		0.0%
3rd Quarter	21.8		0.0%
4th Quarter	21.8		0.0%
Total	87	12	13.8%

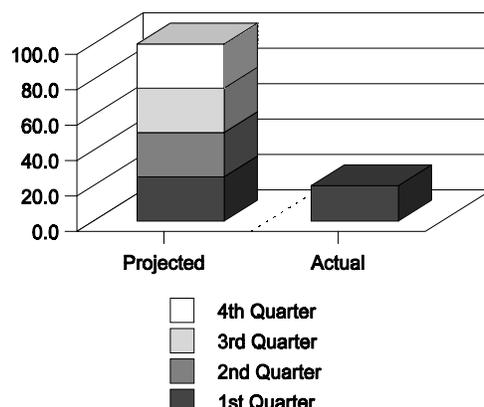


Variance Explanation:
BELOW PROJECTED LEVEL

The number of Superfund site assessments was below projection for the first quarter of fiscal year 2003. Agency resources have been diverted to two residential removal actions (Industrial Road and Mission, TX sites) and the Jones Road ground water investigation. The agency has assessed more than 150 properties for the two residential removals and more than 230 private and/or public wells for the Jones Road site.

Output Measure 03: Number of voluntary and brownfield cleanups completed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	25.0	20	20.0%
2nd Quarter	25.0		0.0%
3rd Quarter	25.0		0.0%
4th Quarter	25.0		0.0%
Total	100	20	20.0%



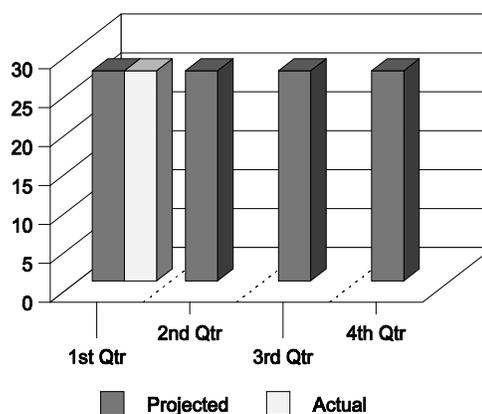
Variance Explanation:
NEAR PROJECTED LEVEL

The number of voluntary and brownfield cleanups completed was slightly below projections for the first quarter of fiscal year 2003. This measure counts the number of voluntary cleanup and brownfield sites that have completed necessary response actions through either the removal, decontamination, or control of contamination levels which are protective of human health and the environment. Upon completion of response actions, a certificate of completion is given to the applicant which releases liability for any past contamination. The Voluntary Cleanup Program issued 20 certificates of completion (COC) in the first quarter, which was five less than projected. Contributing factors to the lower number of COCs are delays related to the applicants submitting necessary paperwork. The receipt of outstanding affidavits will allow the issuance of additional COCs. The agency expects to meet projections for the fiscal year.

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Output Measure 04: Number of Superfund evaluations underway

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	27	27	100.0%
2nd Quarter	27		0.0%
3rd Quarter	27		0.0%
4th Quarter	27		0.0%
Annual Target	27	27	100.0%

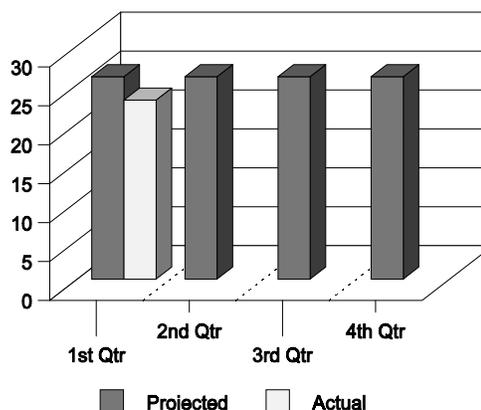


Variance Explanation:
MEETS PROJECTED LEVEL

Performance meets projections. No explanation of variance required.

Output Measure 05: Number of Superfund cleanups underway

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



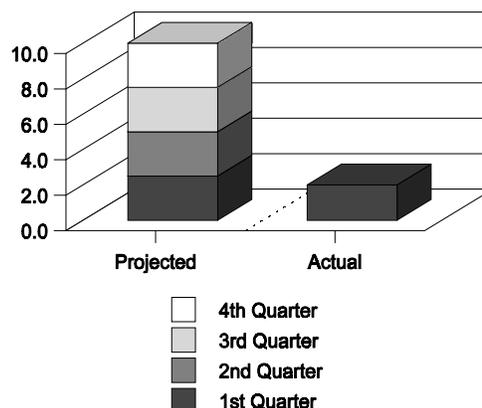
Variance Explanation:
NEAR PROJECTED LEVEL

The number of Superfund cleanups underway was below the projected level for the first quarter of fiscal year 2003. During the first reporting quarter, two sites moved out of this category as cleanup completions. The number of cleanups underway is expected to approach the projected level by the end of the fiscal year.

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Output Measure 06: Number of Superfund cleanups completed

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	2.5	2	20.0%
2nd Quarter	2.5		0.0%
3rd Quarter	2.5		0.0%
4th Quarter	2.5		0.0%
Total	10	2	20.0%

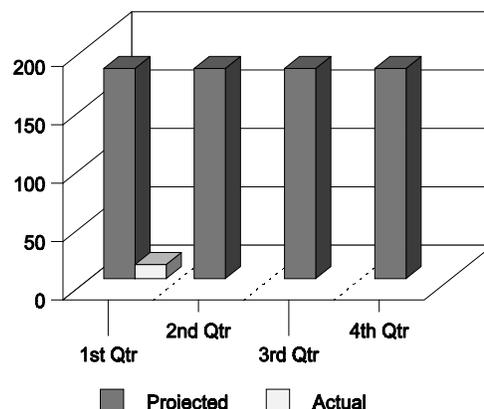


Variance Explanation:
NEAR PROJECTED LEVEL

The number of Superfund cleanups completed was slightly below the projected level for the first quarter of fiscal year 2003. During the first reporting quarter, two Superfund sites (Koppers Co. Inc and Crystal Chemical Co.) achieved a cleanup completion. Cleanup completions are not expected to be evenly distributed over each reporting quarter. The number of cleanups completed is expected to meet the projected level by the end of the fiscal year.

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

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



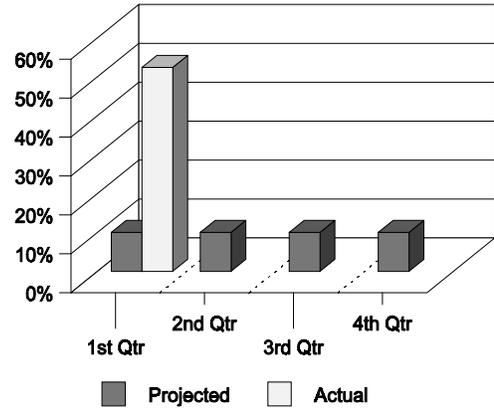
Variance Explanation:

MORE TIMELY THAN PROJECTED LEVEL (EXCEEDS)

The average time in days for immediate response actions was less than projected for the first quarter of fiscal year 2003. One response action was completed in the first quarter. The response action was completed by the responsible party (Owens-Corning) with the Site Discovery and Assessment Program providing state oversight. The completed response action was a simple haul and dispose action (Class II Waste) that was 12 days in duration. The projection for this measure is based on addressing soil and ground water contamination which inherently requires time intensive remedial activities. Completing response actions in less than 180 days is desirable.

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

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	10.0%	52.4%	524.0%
2nd Quarter	10.0%		0.0%
3rd Quarter	10.0%		0.0%
4th Quarter	10.0%		0.0%
Year-To-Date Performance	10.0%	52.4%	524.0%



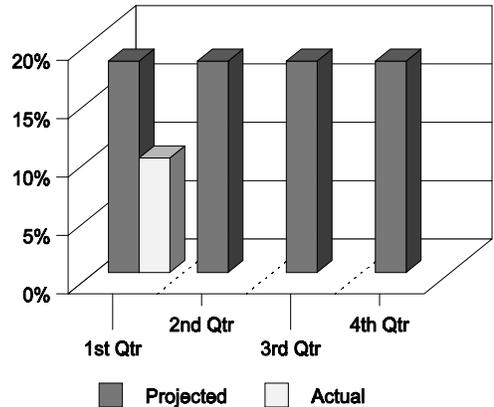
Variance Explanation:
EXCEEDS PROJECTED LEVEL

The percentage of special trade construction awarded to Historically Underutilized Businesses (HUBs) exceeded the projected level for the first quarter of fiscal year 2003. Performance in this category is directly related to building and maintenance repair as needed by the agency and its facilities. The Commission has been able to exceed expectations in this category due to concerted efforts by the Support Services Division to identify and recruit HUB vendors for maintenance and repair work. As a result of those efforts, the agency has been able to increase opportunities for HUB vendors to successfully bid on those jobs.

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Output Measure 02: Percentage of professional services going to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	18.1%	9.8%	54.1%
2nd Quarter	18.1%		0.0%
3rd Quarter	18.1%		0.0%
4th Quarter	18.1%		0.0%
Year-To-Date Performance	18.1%	9.8%	54.1%

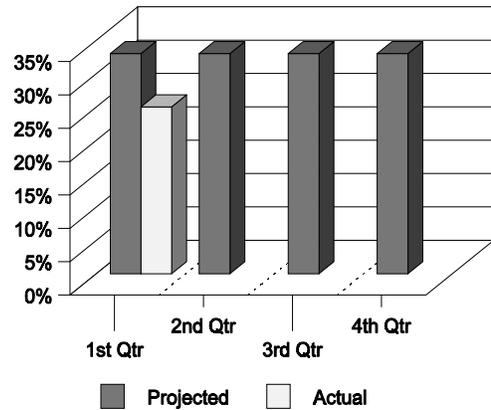


Variance Explanation:
BELOW PROJECTED LEVEL

The percentage of professional services going to Historically Underutilized Businesses (HUBs) was below the projected level for the first quarter of fiscal year 2003. The agency has not been as successful as anticipated in attracting qualified HUB vendors in the professional services category which includes architectural and engineering services, among others. The agency will seek to raise internal awareness through improved reporting and education.

Output Measure 03: Percentage of other services going to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	33%	25.0%	75.8%
2nd Quarter	33%		0.0%
3rd Quarter	33%		0.0%
4th Quarter	33%		0.0%
Annual Target	33.0%	25.0%	75.8%



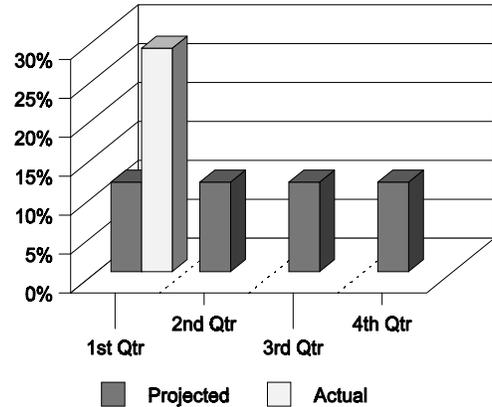
Variance Explanation:
NEAR PROJECTED LEVEL

The percentage of other services going to Historically Underutilized Businesses (HUBs) was below the projection for the first quarter. The agency has not been as successful as anticipated in attracting qualified HUB vendors in the other services category, which includes a diverse array of services including remediation, computer, printing, telecommunications, and consulting services among others. The agency will seek to raise internal awareness through improved reporting and education.

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Output Measure 04: Percentage of commodity purchasing awarded to HUBs

	Projected	Actual	Percent of Annual Projection Attained
1st Quarter	11.5%	28.7%	249.6%
2nd Quarter	11.5%		0.0%
3rd Quarter	11.5%		0.0%
4th Quarter	11.5%		0.0%
Total	11.5%	28.7%	249.6%



Variance Explanation:
EXCEEDS PROJECTED LEVEL

The percentage of commodity purchasing awarded to Historically Underutilized Businesses (HUBs) significantly exceeded projections. The agency has successfully focuses efforts on identifying HUB vendors in this area. HUB participation has remained healthy across the agency and has been boosted with the implementation of the Procurement Card ("Procard"), which is an agency credit card that makes it quicker and easier to purchase authorized items under certain dollar limits.