

XI. Additional Information

A. Texas Government Code, Section 325.0075 requires agencies under review to submit a report about their reporting requirements to Sunset with the same due date as the SER. Include a list of each agency-specific report that the agency is required by statute to prepare and an evaluation of the need for each report based on whether factors or conditions have changed since the statutory requirement was put in place. Please do not include general reporting requirements applicable to all agencies, reports that have an expiration date, routine notifications or notices, posting requirements, federally mandated reports, or reports required by G.A.A. rider. If the list is longer than one page, please include it as an attachment. See Exhibit 17 Example.

See Attachments: Exhibit 17

B. Does the agency's statute use "person-first respectful language" as required by Texas Government Code, Section 325.0123? Please explain and include any statutory provisions that prohibit these changes.

The agency's statutes use "person-first respectful language." No language was identified that required amendment for this reason.

C. Please describe how your agency receives and investigates complaints about the agency and its operations.

Under TCEQ's Compact with Texans policy the agency maintains an ongoing Customer Satisfaction Survey program. The survey is available to anyone through the agency website and through survey links in email responses from group email boxes.

Surveys may be submitted through an [online survey tool](#) or through the printed form (TCEQ-10333). All survey comments (questions or complaints) are evaluated and those with contact information are assigned to program area for response. Assignments for responses are tracked. Complaints without contact information are forwarded to the appropriate division for evaluation.

Most surveys received reflect a positive customer satisfaction. Surveys with questions and comments are also forwarded to the appropriate programs for response and recognition.

Fill in the following chart detailing information on complaints received about your agency and its operations. Do not include complaints received about people or entities you regulate.

Exhibit 18: Complaints Against the Agency — Fiscal Years 2019 and 2020

	FY 2019	FY 2020
Number of complaints received	242	148
Number of complaints resolved	134	102
Number of complaints dropped / found to be without merit	108	46
Number of complaints pending from prior years	0	0
Average time period for resolution of a complaint	1.9 Days	1.75 Days

D. Fill in the following charts detailing your agency's Historically Underutilized Business (HUB) purchases. See Exhibit 19 Example. Sunset is required by law to review and report this information to the Legislature.

Exhibit 19: Purchases from HUBs

Fiscal Year 2018

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
Heavy Construction	\$0.00	\$0.00	0.00%	N/A	11.2%
Building Construction	\$0.00	\$0.00	0.00%	N/A	21.1%
Special Trade	\$164,043	\$32,203	19.63%	N/A	32.9%
Professional Services	\$5,373,354	\$830,198	15.45%	N/A	23.7%
Other Services	\$44,507,089	\$19,669,436	44.19%	N/A	26.0%
Commodities	\$8,889,799	\$3,385,876	38.09%	N/A	21.1%
TOTAL	\$58,934,286	\$23,917,713	40.58%		

Fiscal Year 2019

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
Heavy Construction	\$0.00	\$0.00	0.00%	N/A	11.2%
Building Construction	\$0.00	\$0.00	0.00%	N/A	21.1%
Special Trade	\$203,760	\$45,595	22.38%	N/A	32.9%

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
Professional Services	\$5,070,419	\$419,117	8.27%	N/A	23.7%
Other Services	\$51,108,600	\$20,660,660	40.43%	N/A	26.0%
Commodities	\$6,166,748	\$2,964,358	48.07%	N/A	21.1%
TOTAL	\$62,549,527	\$24,089,730	38.51%		

Fiscal Year 2020

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
Heavy Construction	\$0.00	\$0.00	0.00%	N/A	11.2%
Building Construction	\$0.00	\$0.00	0.00%	N/A	21.1%
Special Trade	\$415,167	\$86,676	20.88%	N/A	32.9%
Professional Services	\$5,114,121	\$469,818	9.19%	N/A	23.7%
Other Services	\$59,872,849	\$23,383,850	39.06%	N/A	26.0%
Commodities	\$8,092,948	\$3,144,908	38.86%	N/A	21.1%
TOTAL	\$73,495,085	\$27,085,252	36.85%		

E. Does your agency have a HUB policy? How does your agency address performance shortfalls related to the policy? (Texas Government Code, Section 2161.003; TAC Title 34, Part 1, Rule 20.286c)

TCEQ has a HUB policy, which includes the management of a HUB Program. TCEQ's HUB policy is centered on demonstrating a good faith effort in ensuring full and equal opportunities for all businesses in the agency's procurement and contracting of goods and services. TCEQ addresses overall performance, including shortfalls in goals, through multiple avenues. Among them, the HUB Program reports quarterly and year-to-date performance relative to HUB goals, directly to agency leadership. It educates TCEQ program areas on HUB requirements and their individual HUB performance. The HUB program reviews invoices and other performance indicators, and trains TCEQ staff, HUBs, and potential HUBs. HUB staff attend vendor forums statewide, host vendor participation opportunities on-site including at TCEQ's Environmental Trade Fair, engage with chambers of commerce and other organizations to build HUB capacity and further their participation in TCEQ opportunities, and encourage mentor-protégé relationships to empower HUB performance.

During FY 2020, TCEQ's HUB program was ranked third in HUB utilization amongst all state agencies spending more than \$10 million per year. In FY 2021 semi-annual reporting, TCEQ ranked fifth in HUB utilization amongst all state agencies spending more than \$5 million per year.

In FY 2021, TCEQ HUB program provided outreach and participated in 19 different economic opportunities forums throughout the year, including annual participation in Senator West’s Doing Business Texas Style Spot Bid Fair, Senator Miles’ Houston Minority Supplier Development Council Business Expo, Dallas-Fort Worth Minority Supplier Development Council Procurement Connection Seminar, and the Southwest Minority Supplier Development Council (SMSDC) Premier Expo.

The HUB program assisted the Texas Water Development Board (TWDB) by providing guidance on solicitations and contracts processes, HUB subcontracting plan (HSP), progress assessment report (PAR), HUB reporting, internal HUB forms, and statewide HUB rules.

F. For agencies with contracts valued at \$100,000 or more: Does your agency follow a HUB subcontracting plan to solicit bids, proposals, offers, or other applicable expressions of interest for subcontracting opportunities available for contracts of \$100,000 or more? (Texas Government Code, Section 2161.252; TAC Title 34, Part 1, Rule 20.285)

All contracts valued at \$90,000 or more are evaluated for HUB subcontracting opportunities. Step one requires program areas to submit assessments of the probability of potential subcontracting opportunities based on their prior experience with analogous contracts. HUB Coordinators, familiar with the scope of effort and experienced in program area procurement, review the program area’s subcontracting assessment. HUB Program sign-off is required for solicitation to proceed. As it proceeds, HUB Coordinators proactively advise HUBs of potential subcontracting opportunities. Throughout the life of the contract, HUB Program and contracting program areas share the responsibility of ensuring prime contractors comply with the plan’s requirements.

G. For agencies with biennial appropriations exceeding \$10 million, answer the following HUB questions.

- 1. Do you have a HUB coordinator? If yes, provide name and contact information. (Texas Government Code, Section 2161.062; TAC Title 34, Part 1, Rule 20.296)**

Claribel Diaz – HUB Coordinator (512-239-5369) – claribel.diaz@tceq.texas.gov

Wendy Cole – Assistant HUB Coordinator (512-239-6897) – wendy.cole@tceq.texas.gov

- 2. Has your agency designed a program of HUB forums in which businesses are invited to deliver presentations that demonstrate their capability to do business with your agency? (Texas Government Code, Section 2161.066; TAC Title 34, Part 1, Rule 20.297)**

TCEQ complies with Texas Government Code Section 2161.066; Texas Administrative Code Title 34, Part 1, Rule 20.297. TCEQ features its HUB program at the agency’s environmental trade fair. The HUB program has its own booth, staff provide program information to interested HUBs and encourage networking by directing HUBs to prime vendors. TCEQ invites HUBs on-site monthly to share information on their goods and services with TCEQ staff. These meetings continued virtually during the COVID-19 pandemic.

- 3. Has your agency developed a mentor-protégé program to foster long-term relationships between prime contractors and HUBs and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract? (Texas Government Code, Section 2161.065; TAC Title 34, Part 1, Rule 20.298)**

The agency developed a mentor-protégé program to foster long-term relationships between prime contractors and HUBs, and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract. Currently, TCEQ has two mentor-protégé relationships in its program.

H. Fill in the charts below detailing your agency’s Equal Employment Opportunity (EEO) statistics. See Exhibit 20 Example. Sunset is required by law to review and report this information to the Legislature. Please use only the categories provided below. For example, some agencies use the classification “paraprofessionals,” which is not tracked by the state civilian workforce. Please reclassify all employees within the appropriate categories below.

Exhibit 20: Equal Employment Opportunity Statistics

1. Officials / Administration

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2018	332	8.13%	8.1%	12.35%	22.4%	44.48%	38.8%
2019	333	8.41%	8.1%	12.91%	22.4%	46.55%	38.8%
2020	354	8.47%	8.1%	14.41%	22.4%	49.44%	38.8%

2. Professional

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2018	1980	7.47%	10.9%	16.21%	20.3%	47.47%	54.5%
2019	1976	6.73%	10.9%	16.65%	20.3%	47.93%	54.5%
2020	1985	6.95%	10.9%	16.73%	20.3%	48.36%	54.5%

3. Technical

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2018	112	9.82%	14.4%	22.32%	29.2%	24.11%	55.2%
2019	124	10.48%	14.4%	24.19%	29.2%	30.65%	55.2%
2020	122	9.84%	14.4%	23.77%	29.2%	29.51%	55.2%

4. Administrative Support

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2018	555	23.6%	14.3%	25.59%	36.4%	83.24%	71.6%
2019	539	25.05%	14.3%	24.3%	36.4%	82.56%	71.6%
2020	523	24.67%	14.3%	24.09%	36.4%	82.22%	71.6%

5. Service / Maintenance

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2018	N/A	N/A	13.2%	N/A	52.4%	N/A	52.0%
2019	N/A	N/A	13.2%	N/A	52.4%	N/A	52.0%
2020	N/A	N/A	13.2%	N/A	52.4%	N/A	52.0%

6. Skilled Craft

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2018	N/A	N/A	10.2%	N/A	51.5%	N/A	12.0%
2019	N/A	N/A	10.2%	N/A	51.5%	N/A	12.0%

Year	Total Number of Positions	Percent African-American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	N/A	N/A	10.2%	N/A	51.5%	N/A	12.0%

I. Does your agency have an equal employment opportunity policy? How does your agency address performance shortfalls related to the policy?

TCEQ policies prohibits discrimination in all aspects of employment. In accordance with federal and state laws, as well as best management practices, TCEQ proactively trains both management and staff on policies and procedures to address concerns. Complaints of unlawful conduct are promptly investigated and addressed by agency management, and corrective action taken may include disciplinary action up to, and including, discharge from employment. Additional information can be found in TCEQ's OPP 12.07, *Equal Employment Opportunity Policy*, and OPP 12.15, *Anti-Discrimination and Harassment Policy*.

On a quarterly basis, TCEQ's Human Resources and Staff Services Division analyzes and reports the agency's workforce in comparison to the statewide available labor force. On a biennial basis, TCEQ's strategic planning process reevaluates the agency's workforce plans to ensure it is identifying, analyzing, and forecasting the number of employees and types of skill sets required to meet agency goals and strategic direction. TCEQ strives to recruit, hire, and retain a qualified and diverse workforce. TCEQ's recruitment efforts target qualified ethnic minority and female candidates, especially those with STEM (science, technology, engineering, and math) degrees. Moreover, the agency continues to emphasize and support workforce and succession planning. This process involves building a viable talent pool that contributes to the current and future success of the agency, including the need for experienced employees to mentor and impart knowledge to their potential successors.

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