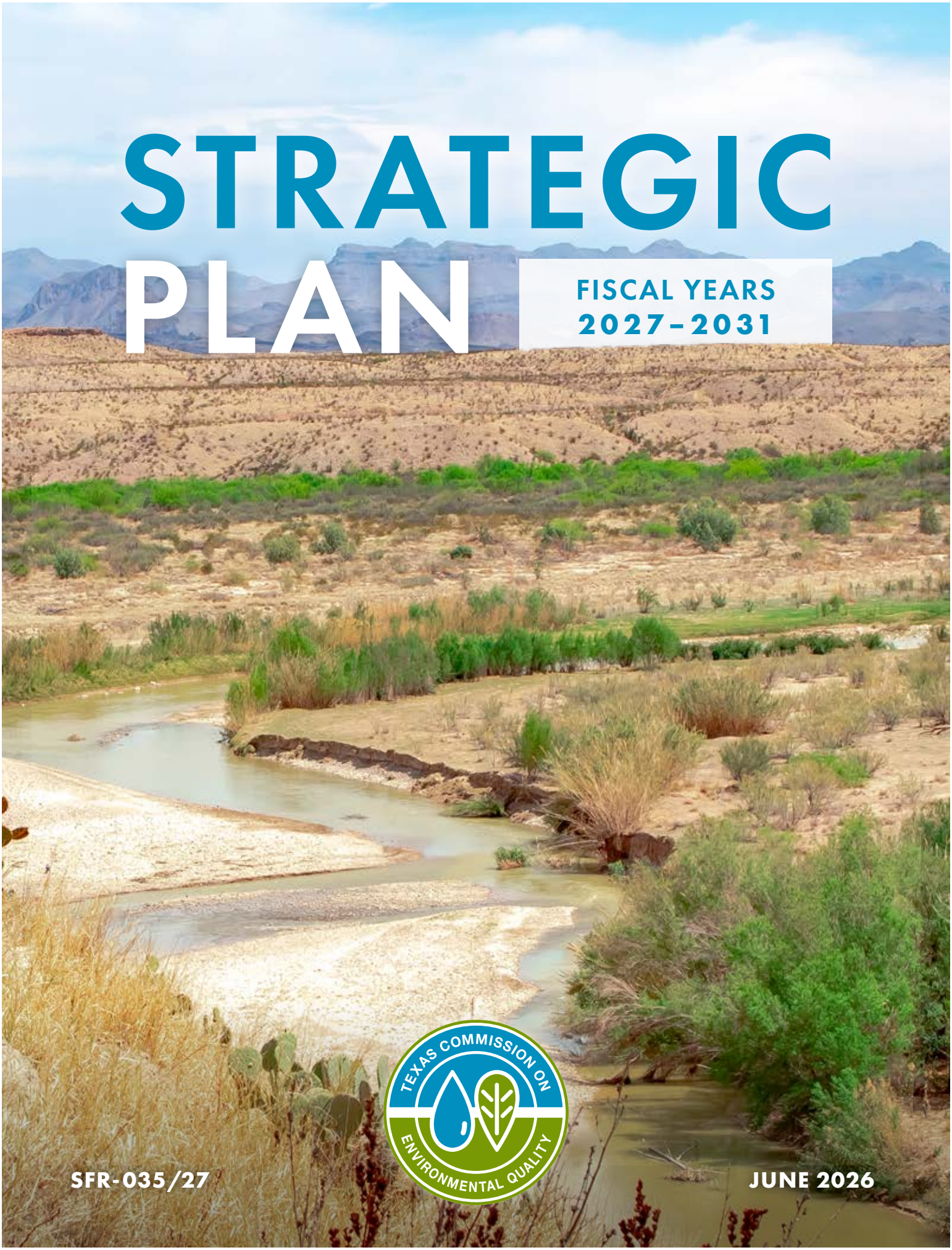


STRATEGIC PLAN

FISCAL YEARS 2027–2031

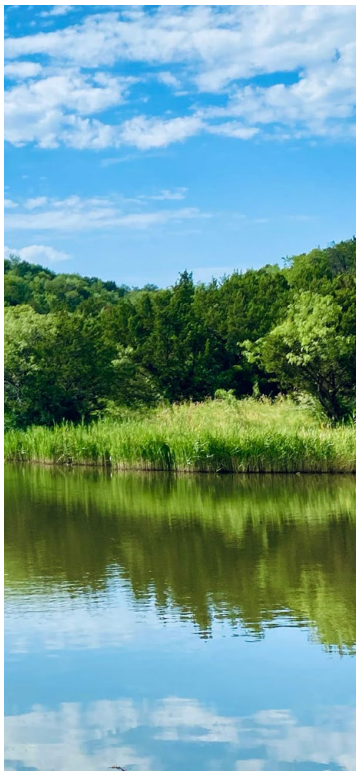
TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

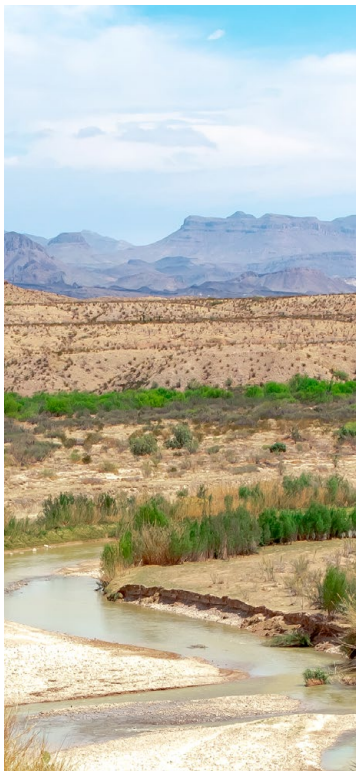
SFR-035/27

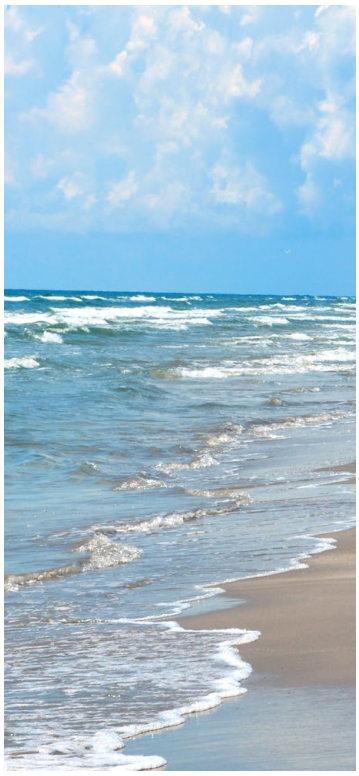
JUNE 2026

STRATEGIC PLAN

FISCAL YEARS 2027–2031







Kelly Keel, *Executive Director*
Dec. 14, 2023 – Present | Austin, Texas

Submitted to the Governor's Office of Budget, Planning and Policy,
and the Legislative Budget Board by Texas Commission on Environmental Quality

SFR-035/27 | JUNE 2026

TABLE OF CONTENTS

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How is our customer service?
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www.tceq.texas.gov/publications

Longhorn Cavern State Park

CHAPTER 1

Agency Mission and Philosophy

The Mission of TCEQ

The Texas Commission on Environmental Quality strives to protect our state's public health and natural resources consistent with sustainable economic development. Our goal is clean air, clean water, and the safe management of waste.

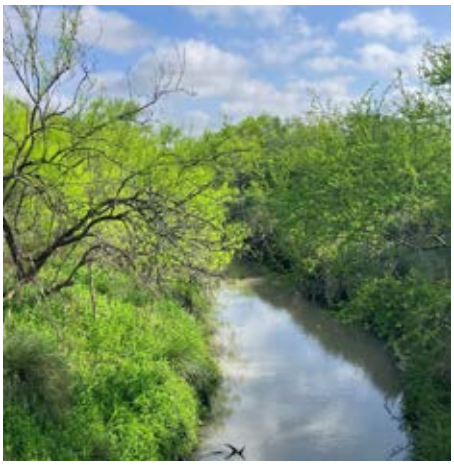
The Philosophy of TCEQ

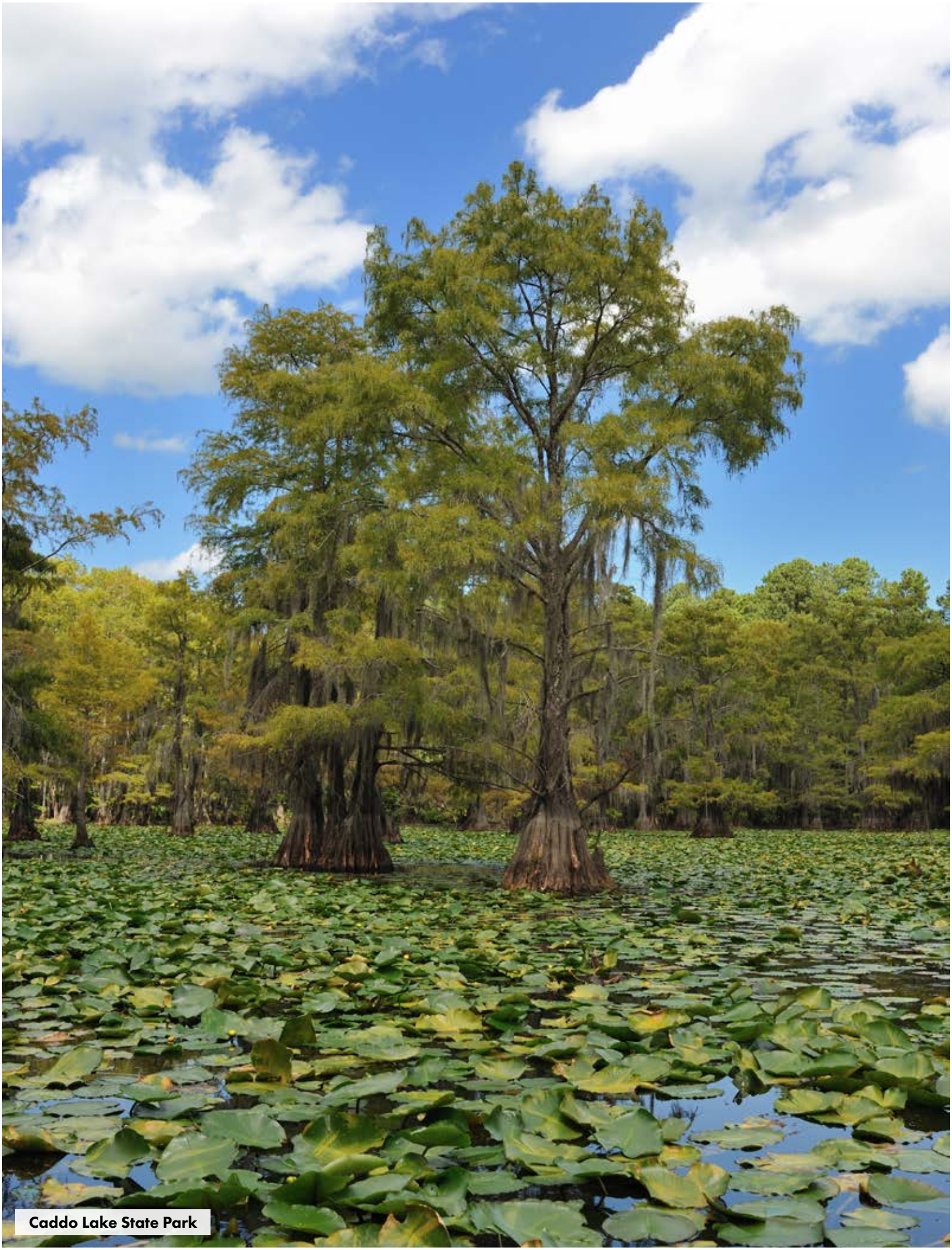
To accomplish our mission, we will:

- Base decisions on the law, common sense, sound science, and fiscal responsibility.
- Ensure that regulations are necessary, effective, and current.
- Apply regulations clearly and consistently.
- Ensure consistent, just, and timely enforcement when environmental laws are violated.
- Ensure meaningful public participation in the decision-making process.
- Promote and foster voluntary compliance with environmental laws and provide flexibility in achieving environmental goals.
- Hire, develop, and retain a high-quality workforce.

EEO Commitment

TCEQ is an equal opportunity employer. The agency does not allow discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation, or veteran status.





Caddo Lake State Park

CHAPTER 2

Operational Goals and Action Plans

Goal 1: Assessment, Planning, and Permitting

To protect public health and the environment by accurately assessing environmental conditions; and by preventing or minimizing the level of contaminants and waste released to the environment through the regulation and permitting of facilities, individuals, and activities with the potential to contribute to pollution levels.

Action Items to Achieve Our Goal *(all items ongoing through 2029)*

AIR

1. Review applications and issue minor and major new source review air quality permits for the construction of new facilities and the modification of existing facilities. These reviews ensure that applicants properly apply best available control technology to protect public health and the environment, and that draft permits contain provisions designed to be protective of human health and the environment.
2. Review applications and issue operating permits for sources subject to Title V of the federal Clean Air Act to codify all state and federal air requirements in air authorizations.
3. Develop state implementation plan (SIP) revisions to attain and maintain National Ambient Air Quality Standards (NAAQS).
4. Continue the Texas Emissions Reduction Plan (TERP) program's goal to reduce nitrogen oxides (NOx) emissions from heavy-duty on-road vehicles and non-road equipment, marine vessels, locomotives, and certain stationary equipment, specifically in near-nonattainment and nonattainment counties, to achieve maximum NOx reductions and compliance with the ozone NAAQS for the benefit of the state.
5. Track the amount of air contaminants released into the air across the state from point, area, and mobile sources through the emissions inventory.
6. Maintain a network of stationary monitors that sample and analyze air quality in Texas, report results to the U.S. Environmental Protection Agency (EPA), and provide the public access to this data on the TCEQ website.
7. Maintain six different emissions banking and trading programs across the state to target specific criteria pollutants and air quality issues.

WATER

8. Review applications and issue water right permits in a timely manner, in accordance with state law, including the Prior Appropriation Doctrine.
9. Assure that water right ownership transfers accurately reflect the information provided by new owners.
10. Provide education, monitoring, and enforcement of surface water diversions in accordance with issued water rights within the jurisdiction of the four watermaster programs.

11. Coordinate Texas' groundwater protection programs by facilitating the Texas Groundwater Protection Committee.
12. Regulate activities that have the potential to pollute the Edwards Aquifer and the connected surface waters entering the aquifer.
13. Provide timely, accurate, and efficient public outreach, education, and assistance for stakeholders who are water right owners, water right permit applicants, and water-well owners.
14. Identify areas experiencing, or expected to experience within the next 50 years, critical groundwater problems, including shortages of surface water or groundwater; land subsidence resulting from groundwater withdrawal; and contamination of groundwater supplies.
15. Conduct performance reviews of groundwater conservation district management plans when necessary to protect groundwater resources.
16. Review applications and issue water quality permits in accordance with state and federal law, including the state's Texas Land Application Permit program, and the federally delegated Texas Pollutant Discharge Elimination System (TPDES) Program.
17. Review and process permit applications applicable to certain oil and gas activities for the discharges of produced water, hydrostatic test water, and gas plant effluent into surface water in the state; or the land application of treated, produced water for beneficial use.
18. Administer an expedited and streamlined reclaimed water program, which allows for the beneficial reuse of wastewater, resulting in a reduction in pollutants discharged to surface waters.
19. Continue to establish Texas Surface Water Quality Standards (TSWQS) to protect designated uses for water bodies, assess water quality conditions, and establish permitting limits.
20. Assess surface water quality in Texas' water bodies to identify whether they meet established TSWQS, monitor ambient water quality, and manage surface water quality data. The data that is collected for assessments and the development of TSWQS is also used to establish science-based wastewater permit limits, develop watershed-based plans, and assess other environmental conditions.
21. Monitor, maintain, and improve the water quality within each river basin in the state through the Texas Clean Rivers Program. The program is a partnership focused on monitoring ambient water quality and identifying, evaluating, and addressing water quality issues by utilizing a watershed management approach.
22. Develop and implement watershed-based plans—such as total maximum daily loads (TMDLs), associated TMDL implementation plans, and watershed protection plans—that are designed to protect and restore surface water quality.
23. Protect and restore the health and productivity of Texas' bays and estuaries while supporting continued economic growth and public use.
24. Conduct special studies to gather data and address site-specific water quality issues.
25. Determine compliance with state and federal regulations in the TPDES program by providing water quality compliance monitoring in response to self-reported data that treatment facilities record on their discharge monitoring reports. These reports summarize analytical results from wastewater samples collected at the facilities.
26. Review onsite sewage facility (OSSF) permits, local delegation authority, and non-standard plans to construct, alter, repair, extend, and operate OSSFs.

WASTE

27. Authorize requests and applications for aquifer recharge (AR) and aquifer storage and recovery (ASR) injection wells to facilitate local entities' efforts to develop water management tools that are important for sustaining future water supplies.

28. Authorize requests and permit applications to inject fluids to address subsurface pollutants (such as groundwater remediation injection wells), or to inject non-waste fluids in a manner to prevent pollutant releases (such as in-situ uranium mining injection wells).
29. Require the proper, safe, and permanent subsurface disposal of pollutants by regulating solid, nonhazardous, hazardous, and radioactive waste disposal using Class I injection wells.
30. Decrease the amount of hazardous pollutants released into the environment from waste by diverting and reducing the amount of waste going to landfills.
31. Require the proper and safe disposal of pollutants by monitoring the generation, treatment, storage, and disposal of solid, hazardous, industrial, municipal, and radioactive waste, and by assessing the capacity of disposal facilities.
32. Review and make determinations on authorization applications from waste management facilities.

OCCUPATIONAL LICENSING

33. Issue and renew occupational licenses to ensure that environmental professionals are qualified and competent to fulfill their responsibilities in compliance with state and federal requirements designed to protect human health and the environment. This includes professionals who operate and maintain water, wastewater, and municipal solid waste facilities; oversee installation, removal, maintenance and remediation related to petroleum storage tanks; install and test backflow prevention assemblies; install and maintain landscape irrigation systems; oversee the installation and maintenance of on-site sewage facilities; perform customer service inspections to prevent cross connection; and install and maintain water treatment equipment.

DAM SAFETY

34. Regulate private and public nonexempt dams in Texas and protect the public through dam safety monitoring.

LEGAL REVIEW

35. Provide legal advice and counsel to agency programs to support strategies and performance measure targets related to air quality permitting, air quality assessment and planning, waste management and permitting, radioactive materials management, corrective action activities, occupational licensing, water resource permitting, water assessment and planning, water quality permitting, and dam safety.
36. Provide legal advice and counsel to the executive office.

CHEMICAL REPORTING

37. Review chemical inventory reports submitted by facilities for completeness, and serve as the state repository for Tier II chemical inventory reports.

How Our Goal or Action Items Support Each Statewide Objective

Accountable to tax and fee payers of Texas

- **Fiscal accountability.** The agency utilizes internal controls to safeguard state and federal funds, following state and federal requirements and guidance, in carrying out its fiduciary responsibility to the people of Texas.
- **Assessment of fees.** A majority of TCEQ's funding (82%) comes from fees and other revenue paid by regulated entities to General Revenue-Dedicated and other fee-funded accounts. TCEQ

evaluates fee structures, where applicable, to ensure fee rates are set at levels that will generate the revenue necessary to support funds obligations.

- **Surcharges for expedited air permits.** For air permit applicants who seek expedited reviews, the agency charges a surcharge to cover the expenses incurred in the expedited processing. If the cost of processing the permit is less than the surcharge, the difference (minus an administrative fee) is refunded to the applicant.
- **Ensure accountability.** TCEQ tracks submitted applications, staff performance, grant deliverables, quality of work, and performance measures to ensure accountability to agency goals and that core functions are fulfilled on time.
- **Maximizing the cost-effectiveness of grants.** TCEQ uses state funds to implement grant programs in accordance with requirements established by the Legislature, and the agency manages grant funds in a cost-effective manner to ensure funds are optimally and appropriately utilized as intended.

Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision we consider redundant or not cost-effective

- **Thorough air, waste, and water permit and license review.** TCEQ strives to efficiently conduct thorough reviews of permit and license applications to ensure the protection of public health and the environment. TCEQ offers electronic processes and correspondence, and applicants can apply for several authorizations through an electronic permitting system that eliminates redundant data entry by agency staff. TCEQ uses a core data form across media and in permitting and compliance functions. Timelines track processing from the date of an application's receipt until its final issuance.
- **Simplified Emissions Inventory.** TCEQ updates and automates data submission practices for emissions inventory and air fees data to maximize staff resources and reduce direct program costs. TCEQ achieves efficiencies from reduced printing, mailing, records handling, and storage costs.
- **Streamlined Edwards Aquifer Protection Plan reviews.** TCEQ conducts pre-screening administrative reviews of Edwards Aquifer protection plans, which allows for more efficient technical reviews and reduced deficiencies from applicants.
- **Electronic license submissions and job task analysis.** TCEQ has increased electronic submittals of applications and has moved licensing exams to computer-based testing to increase exam availability across the state and decrease staff hours spent administering exams. TCEQ completes a job task analysis for each occupational license to develop effective examinations that reflect actual, up-to-date field conditions. Job task analyses provide a basis for improving and updating licensing courses and licensure examinations.
- **Risk-based remediation.** TCEQ provides a consistent corrective action process by incorporating risk assessment techniques that help focus investigations and determine appropriate protective concentration levels for human health. The program sets reasonable and protective response objectives to ensure that available state funds are used to address environmental cleanups at higher-risk sites.
- **Coordination of monitoring activities with agency partners.** TCEQ works with local authorities and state and federal agencies to identify priorities, needs, and the use of resources when assessing air quality and surface water quality.
- **Electronic Notifications for License Applications.** The Occupational Licensing program has transitioned from paper to electronic notifications for application approvals, and deficiencies. This enhancement significantly improves timeliness, ensuring applicants receive critical information almost immediately rather than waiting for mail delivery. In turn, this supports faster response times, reduces delays in application processing, and helps applicants remain compliant with

licensing requirements. Additionally, the change results in direct cost savings by reducing expenses associated with paper, printing, and postage.

- **Regional Solid Waste Grant umbrella projects.** TCEQ staff are allowing Councils of Government (COGs) to implement an umbrella project for certain local waste management projects. COGs can now submit a description of the project (for example scrap tire collection events), along with interested local governments and total funding. This allows the COG to replicate a project at multiple cities and counties without needing to receive repeated review and concurrence from TCEQ. COGs are readily using their grant funds more efficiently and still providing impactful solid waste projects in their regions.

Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve

- **Effective permitting.** Air, water, and waste permits and authorizations are all issued in accordance with state and federal requirements, consistent with the TCEQ's mission to protect our state's public health and natural resources consistent with sustainable economic development. Permitting workload has and continues to grow due to economic growth, public interest, statutory changes, and an increase in federal rules and programs. During the 89th Legislature, the agency received additional staff to assist with meeting these demands, including anticipated demands resulting from the passage of Senate Bill 1145 which transfers permitting authority for the land application of produced water from the Railroad Commission to TCEQ, and Senate Bill 7 which provides significant funding for water infrastructure projects.
- **Aboveground Storage Vessel Safety Program.** TCEQ adopted safety standards for the design, construction, operation, and maintenance of aboveground storage vessels with the goal of protecting groundwater and surface water resources in the event of accidents and natural disasters. The registration deadline for vessels regulated by this program is Sept. 1, 2027. Registered facilities are subject to inspections at least once every five years, and resources are needed to fulfill this statutory requirement. These investigations will be designed to determine compliance with applicable requirements and minimize risk of conditions that may cause or contribute to tank failure.
- **Underground Injection Control Program.** The Underground Injection Control (UIC) Program protects underground sources of drinking water through the permitting and authorization of injection wells. Injection well projects regulated by TCEQ accomplish a variety of purposes, such as permanently isolating injected wastes from the biosphere, storing large volumes of injected fresh water for later use, recovering certain minerals without using open pit mines, and injecting compounds to remediate contaminated groundwater. The purview of the UIC program continues to grow due to economic priorities and legislative changes.
- **Decisions based on science and valid data.** TCEQ seeks input from subject matter experts inside and outside the agency, establishes standard operating procedures, uses quality assurance project plans to establish procedures for data collection, reviews relevant scientific literature, and uses data that have been validated by its regulatory programs.
- **SIP development.** To avoid potential federal sanctions, TCEQ submits SIP revisions by the deadlines established by federal regulations. SIP revisions reflect the latest scientific understanding of the complex issues associated with NAAQS. TCEQ coordinates with Texas institutions of higher education to conduct scientific research studies that support the SIP. Concentrations of air pollutants that are addressed by the Texas SIP have decreased significantly since 2000, even as the state's population and economy continue to grow. Ozone, historically the primary air pollutant of concern in Texas, has decreased by 25%, while the statewide population has grown by roughly 49% over the past 25 years (2000 through 2024). Based on anticipated EPA actions for NAAQS,

additional demand for TCEQ is expected in the coming years in relation to SIP development, rulemaking, and other activities.

- **Air monitoring.** TCEQ maintains one of the most extensive air monitoring programs in the nation, with over 380 monitoring instruments. These monitors collect various combinations of scientific data about pollutants such as ozone, nitrogen dioxide, carbon monoxide, sulfur dioxide, air toxics, lead, particulate matter of 10 microns or less, and particulate matter of 2.5 microns or less. Approximately 65% of the Texas air monitoring stations are owned and operated by TCEQ, while the other 35% are owned and operated by partner organizations such as local governments, private companies, and universities. The data collected by these monitors are used in various TCEQ regulatory programs. TCEQ reviews its air monitoring network annually and provides the public with an opportunity for feedback.

  Additionally, TCEQ has eight mobile monitoring assets located throughout Texas that contain state-of-the-art instrumentation to monitor target compounds in ambient air while the monitoring asset is in transit. Depending on the vehicle, instruments can monitor a variety of compounds including, but not limited to, ammonia, ethylene oxide, hydrogen sulfide, nitrogen dioxide, particulate matter, sulfur dioxide, and volatile organic compounds such as benzene, 1,3-butadiene, and styrene. These mobile monitoring assets are deployable to any location in the state to assist with emergency response and assess air quality.
- **Emissions inventory and online reporting.** The Emissions Inventory program allows TCEQ to track and better understand the air quality emissions data used for developing SIP revisions, modeling, setting air emissions fees, tracking trends, placing air monitors, assessing potential emission reductions from air quality control strategies, and planning other air quality activities. The online reporting system for point sources streamlines reporting and increases the accuracy of reported information.
- **Texas Emissions Reduction Plan program grants.** Since the establishment of TERP in 2001 through fiscal year 2025, TCEQ has awarded over $2.05 billion in TERP grants for projects that are projected to reduce over 200,868 tons of NOx emissions. TCEQ tracks grant expenditures to ensure that grantees meet their obligations and has enhanced program performance by implementing online grant applications and annual usage reporting through the Single-Use-Non-CROMERR Submission System (SUNSS), resulting in streamlined processes, improved data accuracy, and better user experience for applicants, grantees, and program staff.
- **Continuous water quality planning and monitoring.** TCEQ works through a cycle of establishing, monitoring, and assessing Texas Surface Water Quality Standards, and developing and implementing plans for water quality protection and restoration. This includes coordinating with agency partners and establishing and implementing standard procedures and quality assurance plans. The agency also validates data used as the basis for decisions, uses subject matter experts, and reviews processes to identify improvements and reduce errors. Using work groups, the agency gathers input from stakeholders and agency partners for total maximum daily load projects, TSWQS, and the development of nutrient criteria.
- **Dam inspections.** Inspections are conducted to document the safe design, construction, maintenance, repair, and removal of dams in the state. The percentage of high- and significant-hazard dams inspected during a five-year period is consistent with the inspection frequency of the federal program. TCEQ conducts periodic inspections of regulated dams that pose a high or significant hazard, and makes recommendations and reports to dam owners to assist them in maintaining safe facilities. The number of dams the agency is required to inspect each year is continually increasing as dams are reclassified due to increased downstream development, and to a lesser extent, from new dam construction. In addition, existing but previously unknown dams are being identified and added to the Texas Dam Inventory. With the additional staff provided during the 88th Legislature, the Dam Safety Program is able to meet performance targets for the number of dam safety assessments.

- **Onsite Sewage Facilities (OSSFs).** The OSSF program leverages agreements with local governments to ensure that OSSFs, including septic systems, are permitted and managed properly. Most counties and many cities and river authorities in the state are Authorized Agents and have one or more Designated Representatives. TCEQ staff conduct periodic reviews of these entities to ensure that local programs are effective and meet minimum state and local requirements. In the limited areas of the state without designated Authorized Agents, TCEQ is responsible for all applicable permitting, compliance, and enforcement actions.
- **Edwards Aquifer Protection Program.** TCEQ regulates activities that have the potential to pollute the Edwards Aquifer and the connected surface waters entering the aquifer. Agency rules provide for a 90-day technical review period for Edwards Aquifer protection plans.
- **Emergency Management Support Team.** The Emergency Management Support Team bolsters the state's capability to prepare for, respond to, and recover from disasters caused by nature and people. Part of this team's functions involve coordinating state-level preparation activities with the Texas Division of Emergency Management and supporting TCEQ's regional offices by training staff on enhanced disaster preparedness, and response to and recovery from large-scale or statewide disasters.
- **Tier II Chemical Reporting Program.** The Tier II Chemical Reporting Team oversees the reporting of chemical inventory reports to ensure timely and relevant information is available during emergency events, and assists Local Emergency Planning Committees (LEPCs) in developing community emergency response plans. Approximately 100,000 chemical inventory reports from over 80,000 regulated entities are submitted annually. Fees received through the Tier II program are used to fund the program and provide grants to LEPCs. TCEQ has awarded over $5.3 million to LEPCs since the Texas Legislature transferred the Tier II Program to TCEQ in 2015.

Providing excellent customer service

- **Providing opportunities for public input and feedback.** TCEQ provides various methods for public input and feedback such as customer surveys, work groups, and meetings for stakeholders and the public. TCEQ requires, and in some cases, directly provides translation and interpretation services to enhance public participation, ensuring that Texans with limited English proficiency can participate, consistent with federal and state requirements. TCEQ successfully implemented Sunset recommendations from the 88th Legislature that enhance and improve public participation opportunities.
- **Regulatory assistance available across Texas.** If a business or local government needs assistance with the permitting process or a regulation, support is available through TCEQ's Small Business and Local Government Assistance program. The agency operates a toll-free phone number (800-447-2827) and has compliance assistance personnel in every regional office to provide support throughout the regulatory process. Resources are also made readily available on the TCEQ website.
- **Offering pre-application meetings.** TCEQ offers pre-application meetings to regulated entities seeking to file an application with the agency. This helps to limit the number of deficiency notices associated with an application and decrease the application processing time.
- **Communication.** TCEQ provides accurate and prompt communication to the public by establishing and implementing standard procedures to ensure consistent and accurate data collection. TCEQ also utilizes subject-matter experts for decision-making and develops informational materials for education and outreach. The agency works with stakeholders to implement its programs.
- **Providing access to information.** TCEQ provides user-friendly application information electronically and a daily phone service to answer questions from stakeholders and regulated

entities. Customers can track, find, and participate in all permitting, licensing, and registration projects and activities. TCEQ develops informative materials, including checklists and forms, for the regulated community.

- **Accessible permitting processes.** Several permitting options are available to applicants for their specific needs, including an expedited air permitting program. Through TCEQ's website, and by meeting with staff about permitting, the regulated community and public have access to detailed information on the permitting process. TCEQ also launched a map-based search feature on its website where the public can find basic information about regulated activities going on in their area, and then drill down to find detailed information on active permits, as well as pending permit applications and opportunities available for public participation in the permitting process.
- **Electronic Reporting (eReporting).** The agency offers electronic reporting for the regulated community via the State of Texas Environmental Electronic Reporting System (STEERS) and EPA NeT tools, further establishing an enterprise approach to eReporting and a streamlined customer interface.
- **SIP development.** TCEQ responds to verbal and written inquiries about the Texas SIP and the development of SIP revisions in a thorough, professional, and timely manner. TCEQ has a dedicated email box for SIP inquiries, and publishes updates related to SIP actions on the SIP Hot Topics webpage. Detailed air quality data, photochemical modeling inputs, and a complete Texas SIP history can be found on the agency website. TCEQ staff members frequently present SIP information to stakeholders, including other state agencies, local governments, regulated industry, and the public, and provide email updates on SIP development through GovDelivery topics.
- **TERP program tools.** The TERP program uses multiple communication tools to reach potential applicants, including webpages where grant documents may be downloaded, an email listserv to distribute program updates to subscribers, and a toll-free phone number for callers seeking program information.
- **Emissions inventory and air fees information.** TCEQ maintains a point source emissions inventory program webpage and an air fees program webpage that explains program requirements, includes program forms and data, and provides guidance documents to aid regulated entities in reporting. TCEQ also coordinates and hosts an annual workshop on the emissions inventory and air fees program; and maintains web-emissions inventory instructional YouTube videos, a dedicated helpline (512-239-1773), dedicated email boxes to assist regulated entities in reporting, and GovDelivery topics to provide program announcements by email.
- **Wastewater system technical assistance and guidance.** Based on the success of the Texas Optimization Program for public water systems, TCEQ has recently begun implementing a wastewater optimization program with federal funding that became available through the Infrastructure Investment and Jobs Act in fiscal year 2023. This program is designed to assist the capacity development of approximately 2,300 operational domestic wastewater facilities that discharge to waters of the state. Additionally, operational assessments and optimization plans that are part of the program can assist these facilities in extending the useful life of plants.
- **Education and outreach for owners of water wells.** The Texas Groundwater Protection Committee, through the Office of Water, offers specific education and outreach for owners of water wells, as well as an online Water Well Report Viewer.
- **Onsite sewage facility authorized agents.** Most counties in Texas have established Authorized Agent ordinances that allow local governments to oversee OSSF regulations, including permitting. Having local governments work directly with individual property owners allows for more efficient and accessible support. TCEQ assists local programs by providing training, guidance, and technical support.
- **Dam safety.** Through dam safety workshops, TCEQ presents practical and straightforward information on issues that affect anyone who owns or operates a dam. Training includes information on state dam safety laws, regulations, enforcement, emergency action plans, inspections, and maintenance

issues for all areas of a dam, as well as recommendations for improvements. TCEQ maintains several resources on the agency's public website including guidance documents, information on current and past dam safety workshops, and information on procuring the services of a professional engineer.

- **Edwards Aquifer Protection Program.** Pending Edwards Aquifer protection plan applications are listed on TCEQ's website. Electronic posting enhances the public's access to pending applications and their ability to participate in TCEQ's review process.
- **Tier II Tools.** The Tier II Chemical Reporting Program has multiple tools to assist regulated entities and other interested parties, including webpages with training documents and videos, an email listserv to distribute program updates to subscribers, an online help form, and a toll-free phone number (800-452-2791) for callers seeking program information. At workshops, webinars, trade shows, and conferences, staff provide training for the regulated community and local officials on the Tier II Chemical Reporting Program.

Transparent such that agency actions can be understood by any Texan

- **Opportunities for public input and feedback.** TCEQ uses customer surveys, work groups, stakeholder input, advisory committees, and public meetings to ensure public input and feedback are incorporated into agency processes. Continued economic growth, along with expanded opportunities for electronic communications, continue to increase the number of public meetings and communications that TCEQ provides. Additionally, TCEQ is increasingly providing translation and interpretation services to support public participation, ensuring that Texans with limited English proficiency can participate, consistent with federal and state requirements. TCEQ received additional resources during the 89th Legislature to assist with meeting increased demand in public participation.
- **Public access to information.** TCEQ received additional funds following the 88th Legislature to increase public access to the most requested agency records, and TCEQ is using these funds to image documents and place records on the TCEQ records online portal. This effort involves careful review of documents and necessary redactions to ensure that confidential information is not available to the public.

  TCEQ continues to ensure that high-quality environmental data, including registrations, licenses, pending permit and enforcement actions, compliance histories, and air and water monitoring data, are collected, analyzed, and displayed for the public. The agency prioritizes providing information to the public on its website, including posting pending applications and active permit information searchable by map location, and alert banner links to topics, such as emergency response events and educational outreach efforts for permits, rules, and regulations. In addition, some advisory and stakeholder group meetings are held virtually so the public may more easily attend.
- **Public education on environmental permitting.** As part of the Sunset requirement to improve public participation, TCEQ created a video series to help the public better understand how to participate in agency processes. The series can be found on TCEQ's YouTube channel under the "TCEQ and You" playlist. The agency also operates a toll-free phone number (800-687-4040) that provides information and assistance to the public on how to participate throughout the permitting process. The agency also enhanced its public participation in permitting webpages and developed several handouts for the public including key milestones for public participation and what to expect at a public meeting.
- **Responding to public inquiries.** TCEQ continues to provide outstanding customer service by responding to public inquiries in a timely and accurate manner. In addition, TCEQ participates in training programs and workshops to inform and assist the public.
- **Updated permit and project information.** TCEQ posts information on its webpages regarding its various types of authorizations and permitting processes, as well as the status of ongoing projects.

Additionally, the recently created Permit Search Portal provides a map-based search tool to explore permits for TCEQ-regulated activities.

- **Ensuring transparency.** TCEQ ensures transparency by coordinating with agency partners and engaging stakeholders and work groups. The agency provides program and project information on its website and operates a robust public information request program. The agency also provides additional public outreach opportunities to explain agency processes.
- **SIP development information.** When developing SIP revisions, TCEQ solicits input from the public and regulated entities, and responds formally to all comments received. TCEQ conducts demographic analyses for the areas affected by SIP revisions to assess the need to provide materials or interpretive services in languages other than English. TCEQ provides proposed and adopted SIP revisions with plain language summaries on its public website. TCEQ also provides newspaper notification of all public hearings on SIP revisions in the affected areas of the state. The commission takes formal action at public commissioner's agenda meetings on all SIP revisions developed by TCEQ staff.
- **Texas Emissions Reduction Plan program information.** TCEQ provides annual program summaries and project lists on the TERP website that detail projects awarded and emissions reductions achieved under each of the TERP grant programs. TCEQ also publishes annual and biennial TERP reports to the Texas Legislature which highlight program accomplishments. TCEQ provides options for interested parties to learn more about the program through live workshops and webinars.
- **Emissions inventory information.** The agency provides updated program summaries, emission inventory data, and reporting assistance on the TCEQ website. Information on emissions inventory data is also provided at workshops and trade fairs. Staff continually provide information and updates to interested organizations and entities regarding emissions inventory data and trends.
- **Public access to air quality information.** With TCEQ's Geographical Texas Air Quality Monitoring (GeoTAM) viewer and GeoTAM dashboard, the public can access information about air quality monitors, view and print maps of areas of interest, and obtain data from air monitors. The GeoTAM Dashboard presents data from air monitors in a graphical display to help the public interpret and understand the data. Additionally, TCEQ provides air quality information on the agency webpage, including daily air quality forecasts across Texas, as well as informational YouTube videos.
- **Public access to information about water rights permits.** TCEQ's Surface Water Rights Viewer provides the public access to information about water rights permits, including locations where water is authorized for diversion or use, copies of water rights permits, and data on water use.
- **Public access to surface water quality information.** TCEQ maintains multiple viewers for surface water quality and restoration activities. The Surface Water Quality Monitoring Information System Viewer provides the public access to water quality data including details on monitoring locations.
- **Public access to registration information.** TCEQ has increased the amount of data that is publicly available through the Texas Open Data Portal to include registration information for aggregate production operations (including facility boundary maps), petroleum storage tank fuel delivery certificates, industrial hazardous waste registrations and waste generation data, and dry cleaner registrations.

Other Considerations

- **Continue to address staffing challenges including attracting, developing, and retaining qualified employees; turnover in key mission positions; and a high percentage of retirement-eligible staff.** The agency experiences challenges in hiring and retaining professionally licensed staff, such as professional engineers, geoscientists, and attorneys. Additionally,

challenges exist with hiring and retaining other mission-critical staff such as engineering specialists, hydrologists, chemists, and natural resources specialists. TCEQ received funding in the 89th Legislature to improve salaries to be competitive with other state agencies.

- **Implement a grant program to plug leaking water wells.** House Bill 4256 (88th Legislature) established a grant program to be administered by TCEQ to plug leaking water wells. This program, as defined, is limited to groundwater conservation districts in counties that meet certain population criteria, and funds are currently being made available by the agency for qualifying projects.
- **Implement a streamlined, expedited review process for liquified natural gas (LNG) water quality applications.** Senate Bill 2037 (89th Legislature) established an expedited review process for LNG export terminal water quality permit applications, which allows applicants to pay additional fees to cover the cost of expedited processing. Appropriation authority was not granted to TCEQ to expend the expedited application fees for this program, therefore, expedited processing of this category of applications will be conducted with existing resources.
- **Improve the water quality stream model for the Neches River Tidal river segment.** The General Appropriations Act (89th Legislature) included a rider for $1,000,000 for TCEQ to update the dissolved oxygen model for the Neches River Tidal river segment. This updated model will be implemented in fiscal year 2027, and it will include more updated information to assist with evaluating permit applications for the discharge of wastewater in the Neches River Tidal watershed.
- **Conduct an Upper San Saba River study.** The General Appropriations Act (89th Legislature) included a rider for $500,000 to support the development of reports documenting conditions on the Upper San Saba River. The study will be conducted by TCEQ with assistance from academic institutions in Texas.
- **Increase fee revenue.** Multiple General Revenue-Dedicated Accounts will require changes to fees to meet program obligations. Rulemaking will be needed for changes applicable to the fee that funds the Environmental Testing Laboratory Accreditation Account (Account 5065). The Operating Permit Fees Account (Account 5094) and the Water Resource Management Account (Account 0153) will require adjustments within current limitations provided in statute and rule. Account 0153 may require statutory change as fees are set near the current statutory maximum.
- **Request statutory authority to protect public health, safety, and welfare during droughts or emergency water shortages.** Texas courts have ruled that TCEQ exceeded its statutory authority when it adopted rules allowing an exemption of preferred uses from a curtailment or suspension order. A statutory change would be needed to enable TCEQ to address impacts that the suspension or partial curtailment of junior water rights would have on municipal or power-generation users in instances where those water right holders have no feasible or practical alternative sources of water to support their uses when surface water is not available.
- **Disburse Volkswagen Trust funds.** TCEQ is responsible for implementing a beneficiary mitigation plan to disburse the $209 million that is currently allocated to Texas as part of the Volkswagen Environmental Mitigation Trust Agreement. As of January 2026, the agency has opened nine grant rounds under the Texas Volkswagen Environmental Mitigation Program (TxVEMP) totaling more than $200 million in available funding for projects to replace or repower older vehicles and equipment; and purchase and install light-duty zero emissions vehicles, supply equipment, and systems to provide shore power to ocean-going vessels. To date, approximately $180 million in TxVEMP grants have been awarded.
- **Implement online TERP grant applications.** To streamline the application process and to reduce the use of paper, TCEQ now provides applicants and grantees options for submitting grant documents electronically. TCEQ continues to develop online grant applications accessible through the SUNSS.
- **Upgrade and replace vehicles and aging mobile monitoring equipment.** TCEQ monitoring staff

are in the field daily and depend on reliable transportation to safely conduct agency business. Also, specialized vehicles are needed for mobile monitoring. It is important to have sufficient resources for the replacement of these vehicles, as well as funds to retrofit mobile monitoring vehicles, when necessary. Additionally, mobile monitoring uses specialized equipment—such as the selected ion flow tube (SIFT) mass spectrometers, ultraviolet spectrometers, cavity ring-down spectrometers, nephelometers, and multi-parameter weather sensors. Replacing aging instruments or upgrading to newer technologies is an ongoing consideration.

- **Update Water Availability Models.** TCEQ's Water Availability Models (WAMs) are used to process water rights applications. The WAMs were developed in the early 2000s and are based on long time periods of hydrologic data that includes major floods and droughts. This ensures that the WAMs represent the variable weather conditions across Texas. In some basins the hydrologic data does not include more recent drought conditions. House Bill 723 (86th Legislature) required TCEQ to update the models for four river basins and the legislature appropriated $2,162,000 for TCEQ to hire contractors to complete the work. Basin interests, in collaboration with TCEQ, have updated models for an additional three basins. House Bill 2460 (88th Legislature) required TCEQ to update models for an additional six basins if the legislature appropriates money specifically for that purpose. Funding was not appropriated for the updates. The estimated cost for the six basins is $3.9 million dollars and TCEQ's authority to develop updated models will expire on Sept. 1, 2027.
- **Monitor funding for water quality projects.** For the agency's programs funded with federal Clean Water Act sections 319 and 320 grants, federal funding has remained essentially constant over the last several years; however, there were some federal funding reductions in Clean Water Act section 106 for fiscal years 2024 through 2027. Increasing project and administrative costs reduce the number of water quality projects that may be conducted. Budget reductions of $988,000 in the fiscal year 2024/2025 biennium coupled with increasing costs resulted in less monitoring data, cancellation of four TMDL projects, and reduced funding for two additional projects. The funds were not restored in the fiscal year 2026/2027 biennium. As a result, four new projects were not funded, and no new TMDL projects were able to be initiated with federal funds.
- **Continue to seek solutions to address a decline in the number of licensed water and wastewater operators.** Over the last ten years, as the population of Texas has grown, there has been a steady decline in the number of licensed water and wastewater operators in Texas. If this trend continues, Texas will experience a significant shortage of licensed operators. The agency has translated 12 exams from English to Spanish and increased training opportunities for operators of small water systems. The agency also implemented a new provisional license for water and wastewater Class D operators without a high school diploma or equivalent to be eligible for a provisional license. Additionally, the agency continues to support a statewide high school program for entry-level water operator licenses and is supporting the development of a statewide high school program for entry-level wastewater operator licenses.
- **Communicate with local emergency management personnel on dam safety.** TCEQ provides reports to applicable local emergency management directors that indicate when a dam hazard classification changes to "high" or "significant," and documents the conditions of each high- and significant-hazard dam.
- **Conduct research projects.** TCEQ conducts research on various issues of concern. For example, the agency will characterize the potential health effects of particulate matter and crystalline silica emission concentrations from concrete batch plants, emerging contaminants of concern such as per- and polyfluoroalkyl substances (PFAS), and chemicals associated with new or expanding agency programs such as the beneficial reuse of wastewater. TCEQ partners with academic and state organizations to address research needs.

Goal 2: Drinking Water

To protect public health and the environment by assuring the delivery of safe drinking water to the citizens of Texas consistent with requirements in the Safe Drinking Water Act by providing efficient regulation of the production, treatment, delivery, and protection of safe and adequate drinking water, and by promoting regional water strategies.

Action Items to Achieve Our Goal *(all items ongoing through 2029)*

PUBLIC DRINKING WATER SYSTEM SUPERVISION

1. Provide drinking water compliance monitoring to determine compliance with state and federal regulations based on analytical reports of the drinking water samples collected and analyzed. Schedule and collect samples for chemical analysis through a third-party contractor to determine compliance by public water systems. Perform enforcement referrals of public water systems that fail to comply with the Safe Drinking Water Act. Maintain the Safe Drinking Water Information System database that includes data acquisition and data transfers for the drinking water inventory, violations, and enforcement action data that will be relayed to EPA.
2. Review plans and specifications for new or significantly modified public water systems, including the review of the financial, managerial, and technical capabilities of proposed public water systems. Review exception requests to TCEQ's rules to verify that systems will still be able to meet regulations and protect public health.
3. Provide assistance by evaluating systems and providing comprehensive technical support to improve system operations. Provide technical support to implement best management practices that will prevent the contamination of drinking water sources. Provide assistance and technical training to public water systems through the Financial, Managerial, and Technical Assistance Program and the Texas Optimization Program.
4. Assist public water systems by appointing temporary managers or requesting the appointment of a receiver. Assist public water systems that are experiencing failures due to natural disasters, other emergency conditions, water availability concerns, or operational failures, and provide technical support related to water system security and resiliency.
5. Review emergency preparedness plans (EPPs) to ensure operations continue during a power outage lasting for more than 24 hours. Increase the resiliency of water systems to respond to emergencies and natural disasters.
6. Review and process water district applications, including director appointments, bond applications for water and wastewater treatment infrastructure, and district creations and dissolutions.

How Our Goal or Action Items Support Each Statewide Objective

Accountable to tax and fee payers of Texas

- **Safe and adequate public water supply.** Better compliance decisions allow public water systems and their customers to be notified promptly of potential risks to human health. Additionally, because the state can contract with the sample collection company, a benefit of scale is realized, allowing for cost savings that many public water systems would not be able to match.

- **Assist new water systems.** The agency reviews plans and specifications for new and significantly modified public water systems. This provides assurance that the design standards will comply with the state and federal drinking water rules. Reviewing the financial, managerial, and technical aspects of proposed public water systems ensures that public water systems will remain viable.
- **Financial, managerial, and technical assistance to public water systems.** The approved Capacity Development Plan is a requirement under the Drinking Water State Revolving Fund (DWSRF) for Texas to receive full grant funding. DWSRF grants provide low- and no-cost loans to public water systems and support TCEQ compliance assistance activities. These activities support public water systems in their ability to drill new wells, find new water sources, and provide continuing service to their customers while meeting safe drinking water requirements.
- **Identification of at-risk public water systems.** TCEQ provides compliance assistance to public water systems before violations warrant formal enforcement action. When a water system fails, it is often due to financial, managerial, and technical weaknesses that culminate in violations. These violations can be difficult to overcome without significant technical assistance, funding, and financial and managerial restructuring.

Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision we consider redundant or not cost-effective

- **Coordinate monitoring activities with agency partners.** To ensure efficiency and the best use of resources, the agency coordinates with local authorities, as well as state and federal agencies, to identify priorities and needs.
- **Streamlined procedures.** The agency reviews policies and procedures periodically to ensure that they are streamlined and adjusts them in accordance with federal, state, and oversight agency requirements so that redundant or noncore processes and policies are eliminated.
- **Efficient use of technology.** TCEQ implements technological solutions as resources allow, designed to improve the accuracy and reliability of data and information.
- **Implementation of capacity development plans for Texas.** TCEQ assists public water systems in enhancing and maintaining their financial, managerial, and technical capability. With better financial, managerial, and technical capability, systems can provide water more efficiently and at a potentially lower cost to both public water systems and their customers. There is a growing need for additional assistance due to an increase in federal regulations and for assistance with emergency conditions, such as natural disasters and operational failures.

Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve

- **Base decisions on science and valid data.** The agency seeks input from subject matter experts and uses data that has been validated by its regulatory programs.
- **Identify and prevent potential sources of contamination.** The agency works to identify sources of contamination and implements best management practices to prevent the contamination of drinking water sources.
- **Strengthen water operator licensing training requirements.** The agency developed resiliency requirements for core training and continuing education to address preparing for, preventing, and responding to weather emergencies and power outages.
- **Adoption of resiliency requirements.** The agency adopted additional resiliency requirements for public water systems to increase their preparedness, response to, and recovery from weather-related emergencies and power outages. These activities include implementation of the statewide EPP program from Senate Bill 3 of the 88th Legislature, as well as operations and maintenance

requirements related to generator maintenance, weatherization, and operations manuals. The agency continues to perform routine reviews of EPPs submitted by affected utilities to evaluate compliance activities, in addition to assessing implementation of EPPs by the utilities after natural disasters.

Providing excellent customer service

- **Work cooperatively with entities to achieve compliance.** TCEQ helps identify new or alternative water sources and helps match entities with possible funding sources for water treatment, new sources, regional projects, and other improvements. Additionally, TCEQ provides on-site technical expertise to water system owners and operators and coordinates short- and long-term planning and possible regional solutions.
- **Provide guidance and tools for public water systems.** TCEQ provides a wide variety of assistance to the regulated community as well as specialized assistance to individual public water systems to help them comply with rules and regulations. TCEQ works closely with stakeholders to develop numerous guidance documents to assist all types of public water systems. In addition, TCEQ provides a variety of public-notice templates which allow for public notice requirements to be met and for public notices to be developed correctly, which in turn promotes rapid dissemination of these materials by the public water system to the public.
- **Provide public water system training and assistance.** TCEQ promotes and provides training and financial, managerial, and technical assistance through various activities such as correspondence, workshops, conferences, and meetings. The Texas Optimization Program provides advanced technical assistance to public water systems that struggle with conventional or innovative treatment technologies and distribution system issues. This assistance includes performance evaluations, optimization recommendations, and technical assistance for complex water chemistry issues. TOP also recognizes public water systems that voluntarily optimize performance of their surface water treatment plants and meet stringent performance criteria through its recognition program.
- **Provide assistance and grant funding to schools and childcare facilities regarding voluntary lead testing at taps.** TCEQ provides assistance and grant funding to schools and childcare facilities to help them identify and remediate sources of lead in drinking water at their facilities through voluntary lead testing at facility taps.
- **Communication.** TCEQ provides accurate and prompt communication to the public by establishing and implementing standard procedures to ensure consistent and accurate sharing of information. Data is readily available through reports on the public website, self-service electronic queries, and the public information request process. The agency also provides informational materials for education and outreach, most of which are also available on the agency website.

Transparent such that agency actions can be understood by any Texan

- **Opportunities for public input and feedback.** TCEQ uses customer surveys, work groups, stakeholder input, advisory committees, and public meetings to ensure public input and feedback are incorporated into agency processes related to drinking water. Continued economic growth along with expanded opportunities for electronic communications continue to increase the number of public communications that TCEQ provides. Additionally, TCEQ increasingly provides translation and interpretation services to enhance public participation, ensuring that Texans with limited English proficiency can participate.
- **Texas Drinking Water Viewer.** The Drinking Water Viewer database provides real-time access to information about the quality of drinking water.
- **Educational outreach.** TCEQ coordinates and participates in communication and educational

outreach with the public and the regulated community at conferences and other relevant organizational meetings. TCEQ provides program and project information through its websites, establishes work groups to seek input, and holds public meetings.

- **Availability of public information.** The agency coordinates with the public and governmental agencies to provide access to information through its website, by telephone, and through its regional offices. The agency also promptly responds to requests for information.

Other Considerations

- **Continue to address staffing challenges including attracting, developing, and retaining qualified employees; turnover in key mission positions; and a high percentage of retirement-eligible staff.** The agency experiences challenges in hiring and retaining staff experienced or knowledgeable in drinking water treatment and operations, such as professional engineers and geologists.
- **Increase funding for compliance monitoring.** The state provides funds for collection of samples for public water systems across the state. Funds were provided in the 89th Legislature, however, as more systems come online and as sampling costs increase due to inflation, increased funding is needed to protect public health and meet growing regulatory requirements.
- **Implement expanded federal drinking water regulations.** TCEQ is actively developing and implementing processes to address new primary drinking water standard regulations that address PFAS, updated right-to-know regulations in the consumer confidence reports rule revisions, an update to the Lead and Copper Rule, and to address perchlorate. The agency will fulfill these additional responsibilities so Texas can maintain primary enforcement responsibility (primacy) for public water systems. This includes rulemaking, the development of guidance and other documentation, outreach and education, data processing and analysis, reviews of plans and specifications, and enforcement activities.
- **Increase fee revenue.** The Water Resource Management Account (Account 0153) will require adjustments within current limitations provided in rule.
- **Lack of funding for owners of small public water systems.** Approximately 84% of Texas' 7,300+ public water systems serve a population of less than 3,300. As water infrastructure ages and regulations become more stringent and complex, a small system that serves 3,300 people or less is more likely to face challenges in its ability to maintain safe and adequate drinking water supplies than a larger system. Owners of small public water systems need additional funding sources and financial assistance opportunities to overcome these challenges. Because most of the state and federal agencies that fund water system improvements have limited grants, most of the funding comes in the form of loans. However, many small systems are reluctant to take out loans, either because they already have considerable debt or because they do not have the financial resources to repay the loan. TCEQ's capacity development program plays a critical role in helping public water systems strengthen their financial, technical, and managerial capabilities by providing on-site assistance and aiding systems to identify, apply for, and qualify for funding opportunities. TCEQ supports small systems in assessing and accessing the financial resources necessary to maintain safe and reliable drinking water supplies, through educational assistance and participation in the Texas Water Infrastructure Coordination Committee (TWICC) with organizations such as Texas Water Development Board, Texas Department of Agriculture, United States Department of Agriculture, United States Department of Housing and Urban Development, and Communities Unlimited.
- **Lack of funding to support regionalization and consolidation efforts for small public water systems.** TCEQ supports at-risk and failing public water systems (PWSs) by promoting regionalization, consolidation, and restructuring through financial, technical, and managerial assistance. Funding to support feasibility studies, legal assistance, infrastructure connections

to an existing system, and formal and informal private or public partnerships could improve regionalization efforts. When assistance is ineffective, TCEQ coordinates with partner agencies to support enforcement actions, temporary management, or receivership to prevent inadequate drinking water supplies.

Goal 3: Enforcement and Compliance Assistance

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

Action Items to Achieve Our Goal *(all items ongoing through 2029)*

COMPLIANCE ASSISTANCE AND ENFORCEMENT

1. Help small businesses, local governments, and school districts comply with environmental rules through resources including a toll-free hotline, compliance tools, workshops, webinars, and hands-on technical assistance. This Agency assistance includes the EnviroMentor Program, which matches qualified professionals with community members to help them understand complex environmental regulations.
2. Promote pollution prevention for industry and the general public through presentations, workshops, and participation in industry and trade organization conferences and events.
3. Implement a process for evaluating the overall compliance performance for regulated entities under TCEQ jurisdiction.
4. Reduce the number of unauthorized discharges through the Sanitary Sewer Overflow Initiative, a voluntary program to address aging collection systems and encourage corrective action before there is harm to human health and safety or the environment.
5. Ensure all events resulting in unauthorized emissions above the reportable quantity undergo a case-by-case review including evaluating quantity, frequency, duration, and root cause. Identify emissions events that meet the criteria of an excessive emissions event and require those facilities to implement a corrective action plan.
6. Address the environmental concerns of the public by promptly responding to citizen complaints.
7. Promote compliance with environmental laws and regulations by conducting field investigations and record reviews at least at the frequency required by applicable state and federal statutes, regulations, and authorizations.
8. Conduct investigations of other permitted and non-permitted facilities and sites that do not otherwise have a required investigation frequency to the extent resources are available to prevent or minimize impacts to human health and the environment.
9. Evaluate compliance with applicable permit reporting requirements and limits, and initiate the appropriate level of enforcement action when necessary. Maintain the Integrated Compliance Information System-National Pollutant Discharge Elimination System Database that includes data acquisition and transfers for TPDES violations and enforcement action data which is relayed to EPA.
10. Provide alternatives to the formal enforcement process to assist facilities in achieving compliance in the most expeditious way possible. This includes the Expedited Compliance Order program which

can be used by facilities with certain, preestablished violations who are able to achieve compliance within 60 days.

11. Enforce environmental requirements including statutes, regulations, and authorizations as identified through investigations and self-reported violations, such as discharge monitoring reports.
12. Pursue enforcement action as appropriate for documented violations of environmental rules, regulations, and authorizations.

LEGAL REVIEW

13. Advise the executive director and agency management on legal matters related to enforcement; compliance history; the Texas Environmental, Health, and Safety Audit Privilege Act; and the Public Information Act.
14. Provide legal support to TCEQ's Office of Compliance and Enforcement, Office of Waste, Office of Air, and Office of Water.
15. Support the agency's program areas in carrying out rulemaking functions.
16. Conduct timely and complete investigations of environmental crimes committed in the state of Texas.
17. Work proactively with local prosecutors to timely and fairly prosecute environmental crimes.

How Our Goal or Action Items Support Each Statewide Objective

Accountable to tax and fee payers of Texas

- **Provide compliance assistance.** Compliance assistance can improve efficiency and avoid costs associated with enforcement (including administrative costs for the agency and penalty costs for regulated entities).
- **Consistent application of enforcement policies.** TCEQ ensures that enforcement policies and practices, including assessments of administrative penalties, comply with state law and are applied consistently. This creates a level playing field for entities whose businesses have the potential to affect the environment.

Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision we consider redundant or not cost-effective

- **Utilize reliable technology to efficiently assess compliance.** TCEQ continues to invest in technology including handheld and mobile monitoring equipment to allow for fast and reliable information on risks to human health and the environment, compliance with existing standards, and impacts to background concentrations of air pollutants, while ensuring that staff remain safe. Unmanned aircraft systems (drones) have been deployed to regional offices to assist with certain investigations and to assess conditions during emergency events. Such monitoring is done with consent from property owners.
- **Explore new strategies for evaluating compliance.** Given data advancements and the expanding scope of regulation, TCEQ continues to examine new methods and tools for investigations, desktop audits, and screening techniques that allow staff to identify problematic facilities most in need of on-site investigations. This approach allows TCEQ to utilize risk-assessment techniques to focus investigative efforts where environmental protection has the greatest impact.
- **Encourage voluntary audits.** In accordance with provisions of the Texas Environmental, Health, and Safety Audit Privilege Act, TCEQ offers incentives for regulated entities to conduct voluntary audits at their facilities or operations. These audits provide an internal assessment of compliance

with environmental, health, and safety regulations and provide for the implementation of prompt corrective action. Using this process, regulated entities can identify and disclose violations and achieve compliance without TCEQ undertaking the traditional investigation and enforcement process.

- **Process enforcement actions in a timely manner.** TCEQ strives to initiate timely enforcement and adhere to established timelines for administrative actions, civil enforcement cases, and criminal investigations.
- **Improve criminal investigations through partnerships.** TCEQ continuously improves the criminal investigation process by developing and maintaining good relationships with Texas Environmental Task Force participants, including the Office of the Governor, the Texas Parks and Wildlife Department, the Texas Railroad Commission, the Office of the Attorney General, the Texas Department of Public Safety, the Texas General Land Office, the Travis County District Attorney's Office, the U.S. Attorney's Office, the U.S. Department of Transportation, the EPA, the U.S. Fish and Wildlife Service, the Federal Bureau of Investigation, and the U.S. Coast Guard. This creates additional opportunities for improvements in investigative techniques and leverages resources across state and federal agencies.
- **Maintain the Tier II Chemical Reporting Program.** By serving as the state repository for chemical inventory reports required under both the federal Emergency Planning and Community Right-to-Know Act and the Texas Community Right-to-Know Act, TCEQ has streamlined the annual reporting process and has successfully improved the accuracy of data and fees collected.
- **Communicate with local emergency personnel.** TCEQ engages with local emergency planning committees and other responding agencies at the local, state, and federal level to reduce redundancy in responding to emergency events and ensure appropriate cleanup for facilities under overlapping jurisdictions.

Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve

- **Conduct investigations**. Each year, TCEQ conducts over 100,000 investigations of regulated entities, including over 4,000 in response to complaints received. Regional investigators monitor the generation, treatment, storage, and disposal of solid, hazardous, industrial, municipal, and radioactive waste by investigating hazardous waste sites, landfills, and underground storage tanks. Investigations at major air and wastewater sites minimize releases. Investigations at drinking water systems help ensure safe drinking water.
- **Utilize compliance history information.** Compliance activities for regulated entities are used to calculate an overall "compliance history" classification that is then used by TCEQ in many regulatory decisions, such as determining the issuance or renewal of permits, developing stricter permit conditions, and even assessing higher enforcement penalties for documented violations. TCEQ successfully implemented Sunset Commission recommendations from the 88th Legislature to calculate compliance history ratings twice per year and include a broader scope of violation types.
- **Emergency response.** TCEQ conducts training exercises to ensure readiness for emergency response events and natural disasters. This includes staff from the Emergency Management Support and Disaster Response Strike teams. TCEQ also works with staff in other agencies (e.g., Texas Department of Emergency Management) to plan for coordinated responses to natural and manmade disasters.
- **Sanitary Sewer Overflow Initiative.** The Sanitary Sewer Overflow Initiative that was established in 2004 is intended to reduce unauthorized discharges by incentivizing wastewater treatment system

operators to take corrective action through a sanitary sewer overflow plan before there is harm to human health and safety or the environment.

- **Timely enforcement.** TCEQ is addressing a backlog of enforcement cases and is prioritizing timely enforcement. The agency is also implementing new programs to encourage regulated entities to return to compliance as quickly as possible, such as the Enforcement Diversion Program (EDP) and Expedited Compliance Orders program (ECO).

Providing excellent customer service

- **Respond to complaints.** TCEQ has multiple methods for Texans to submit environmental complaints including online forms for submitting complaints in either English or Spanish, email, and phone calls directed to the appropriate regional office. Complaints received in a language other than English receive responses in the same language.

  Complaints from the public and the regulated community within TCEQ's jurisdiction are prioritized and responded to in a timely manner. To ensure that TCEQ is meeting its commitments under its Compact with Texans, TCEQ makes a customer service survey available at the conclusion of every regulatory or complaint investigation and provides the survey link on all agency correspondence and on the agency's website. When surveys are received showing dissatisfaction with TCEQ's service, the agency makes efforts to address any concerns.
- **Response hotline.** TCEQ hosts a spill reporting hotline to report environmental emergencies, discharges, spills, and air releases. It is available 24 hours a day with TCEQ staff on standby for response, if needed.
- **Assist small businesses and local governments.** In fiscal year 2025, TCEQ assisted over 110,000 small businesses and local governments. The agency provides pollution prevention and compliance assistance through presentations, workshops, and participation in trade organization conferences. Staff also provide one-on-one support to assist small businesses and local governments with addressing alleged violations that may otherwise go through formal enforcement as part of the Enforcement Diversion Program.
- **Provide training, workshops, conferences, and other events.** TCEQ identifies areas of improvement for compliance issues and hosts events for the regulated community and general public. In fiscal year 2025, TCEQ staff presented compliance information to small businesses and local governments at events, workshops, and webinars with over 4,318 attendees. This assistance focused on providing up-to-date information that ultimately helped the regulated community understand environmental rules and how to comply with them.
- **Improved report submittals.** TCEQ recently developed two new STEERS modules—the Air Compliance Reports Electronic Submittal (ACRES) module and Stack Test Online Reporting System (STORS) module. This has made it significantly easier for regulated entities to submit information required for compliance and reduces staff time for TCEQ to receive and evaluate these documents.

Transparent such that agency actions can be understood by any Texan

- **Produce plain language communications and guidance.** TCEQ strives to write all communications, including guidance documents, so that any Texan can understand environmental regulations and issues. This includes providing translated versions of certain vital documents in the primary language of the affected populations. TCEQ has translators and interpreters on staff to assist in communication with Spanish-speaking population. For other languages, TCEQ contracts for these services.
- **Present activities online.** TCEQ has an extensive website where the public can track complaints and enforcement activities and access complaint, investigation, and emissions event information. TCEQ creates an Annual Enforcement Report, which contains information on the enforcement

actions for each type of regulatory program in the agency for the most recent fiscal year, as well as the preceding five fiscal years. Additionally, the report is linked to enforcement action data in the Texas Open Data Portal. This data is available for the public to download.

Other Considerations

- **Increase in number of regulated entities.** With the unprecedented growth in Texas, there are significantly more industrial facilities (e.g., chemical facilities, oil and gas operations) and utilities (e.g., electric generating units, public water supplies, and wastewater treatment facilities) that are regulated in the state. In addition, existing critical infrastructure such as wastewater treatment facilities and drinking water suppliers are aging which increases the risk of failure. With population growth and aging infrastructure, additional oversight is needed to identify systems that may need technical assistance and other resources.
- **Identify high-risk facilities.** TCEQ has identified industries and facility types that have a higher risk of having an emergency event or causing environmental harm but that do not have a set investigation schedule. Examples of these facilities are waste tire sites and container handling facilities. Regional investigators focus on these sites to the extent possible after meeting other mandatory investigation requirements, and additional resources could be used towards increased coverage of these high-risk sites.
- **Review self-reported compliance information.** TCEQ receives approximately 10,000 compliance tests on stationary emissions sources each year. Currently, regional staffing levels allow for a portion of tests to be reviewed. Additional review of test results, coupled with additional onsite observations, would help ensure that regulated entities are complying with authorized emissions limits.
- **Add resources to Radioactive Materials Compliance Program.** The Radioactive Materials Compliance Program is a specialized technical program responsible for supporting the safe and compliant management of waste radioactive materials. Uranium fuel (yellowcake) demand is projected to double by 2040 due to reactor life extensions, the deployment of small nuclear reactors, and broader policy support. Additional resources could be used to keep pace with the projected growth in radioactive materials waste compliance and support needs as projected by the Nuclear Regulatory Commission.
- **Upgrade and replace aging monitoring equipment.** Regional investigators use specialized equipment such as optical gas imaging cameras, multi-gas photo ionization detectors, Jeromes (hydrogen sulfide analyzers), and other handheld monitoring equipment in the field. Current mobile monitoring platforms, such as the Duvas Ultraviolet Spectrometer, will need to be upgraded. These instruments are used during investigations and to conduct neighborhood surveillance during and after emergency response events. As newer technologies emerge and existing equipment reaches the end of its useful life, TCEQ has a limited budget to accommodate purchases.
- **Strengthen training of and coordination with local government emergency management officials and their chain of command.** TCEQ spends significant resources to be prepared and support first responders during emergency response events as well as ensuring environmental and health effects are minimized and clean-up is complete. Expectations of the agency have increased as the number, type, and complexity of events increase, making coordination with other agencies and regulated entities critical.

  TCEQ has identified the need for additional dedicated staff to support emergency response and follow-up activities and provide preparedness training. These dedicated staff would allow for stronger working relationships with first responders and local governments. TCEQ could also provide additional local training to improve knowledge and understanding of federal, state, and local government roles and responsibilities for emergency management; emergency operation center operations; and unified command operations.

Goal 4: Pollution Cleanup Programs to Protect Public Health and the Environment

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.

Action Items to Achieve Our Goal *(all items ongoing through 2029)*

1. Respond to releases of hazardous and nonhazardous pollutants that threaten human health and the environment.
2. Protect human health and the environment by using a risk-based approach for assessing and cleaning sites with soil and groundwater contamination by requiring mitigation and the removal of contamination to levels protective of human health and the environment.
3. Facilitate voluntary cleanup activities at contaminated sites and the revitalization of Brownfield sites to restore properties to economically productive use.
4. Evaluate damage to natural resources resulting from oil discharges and hazardous substance releases, and seek restoration of the injured resources when appropriate through the Natural Resource Trustee Program.

How Our Goal or Action Items Support Each Statewide Objective

Accountable to tax and fee payers of Texas

- **Oversee assessment and cleanups.** This ensures that human health and the environment are adequately protected and that fees for cleanup oversight are used appropriately.
- **Recover costs.** When appropriate, TCEQ seeks to recover the state's costs from responsible parties. If a responsible party is unknown, unwilling, or unable to perform necessary cleanup actions, state funds may be used to perform the cleanup. TCEQ pursues responsible parties to recover the costs of state Superfund cleanups, which are funded through fees paid to the Hazardous and Solid Waste Remediation Fee Account.
- **Maintain fiduciary responsibility.** The agency ensures all grants and funds allocated for cleanups are spent appropriately.

Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision we consider redundant or not cost-effective

- **Implement cleanup rules and guidance.** TCEQ has established a clear and consistent risk-based corrective action process that is directed toward the protection of human health and the environment, while providing flexibility in achieving cleanup goals in a cost-effective manner.

Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve

- **Assessments of contaminated sites.** The agency measures and reports on the number of contaminated sites that are assessed and prioritized for remediation and how efficiently these cleanup goals are achieved.

Providing excellent customer service

- **Standardized reports.** TCEQ uses standardized reports to ensure timely review and that cleanups move forward. Processes are in place to meet statutory deadlines for processing remediation program applications and cleanup activities.
- **Respond to customer inquiries.** TCEQ responds to customers and maintains up-to-date information on the TCEQ Remediation Division webpage.
- **Connect with the public.** TCEQ holds public meetings and outreach events to provide the public with relevant information and to seek meaningful public input.

Transparent such that agency actions can be understood by any Texan

- **Clear communication.** TCEQ provides current, clear, and concise information—including report forms and records—to the public through the TCEQ remediation webpage.

Other Considerations

- **Increase fee revenue.** The Petroleum Storage Tank Remediation Fee Account (Account 0655) will require rulemaking to implement a fee change to meet program obligations.

Goal 5: Ensure Delivery of Texas' Equitable Share of Water

The Texas River Compact Commissions represent Texas and ensures that Texas receives its equitable share of quality water from those rivers and tributaries apportioned by each compact.

Action Items to Achieve Our Goal *(all items ongoing through 2029)*

1. Offer technical advice to the five interstate river compact commissions, which apportion the waters of the Canadian River, Pecos River, Red River, Sabine River, and the Rio Grande between or among the member states.
2. Coordinate with the Office of the Attorney General in any lawsuits relating to the river compact commissions.
3. Provide administrative and financial services to the five river compact commissions.

How Our Goal or Action Items Support Each Statewide Objective

Accountable to tax and fee payers of Texas

- **Financial services.** The agency provides financial services such as budget development, general ledger and payroll accounting, voucher payment processing, and expenditure reports.

Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision we consider redundant or not cost-effective

- **Streamlined administrative support.** TCEQ provides administrative support to river compact commissioners in the coordination and facilitation of the engineer advisors and annual compact meetings.

Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve

- **Technical expertise.** The agency provides technical advice to river compact commissions.
- **Legal review.** TCEQ ensures that all contracts are protective of state interests and compliant with laws and regulations, while ensuring that the desired outcome is achieved.

Providing excellent customer service

- **Website hosting.** The agency maintains webpages for each river compact commission on TCEQ's website, which includes related contact information.
- **Meeting notices.** The agency posts meeting notices for each river compact commission in a timely manner to ensure that the public has adequate prior notice of each annual meeting, and is working toward posting the notices in alternative languages.

Transparent such that agency action can be understood by any Texan

- **Public information.** TCEQ provides river compact files and data to the public as part of TCEQ's information-request program.

Other Considerations

- **State of Texas v. New Mexico and Colorado.** In 2013, the state of Texas sued the states of New Mexico and Colorado in an original action in the U.S. Supreme Court, and the Supreme Court appointed a special master to preside over the case. In 2014, the U.S. joined Texas and intervened against New Mexico, claiming that it also had a stake in the matter. In 2016, the special master recommended that the Supreme Court deny New Mexico's motion to dismiss Texas' petition, but also recommended that the court dismiss the federal government's claim. In March 2018, a unanimous Supreme Court decided that the United States could continue to participate and pursue its claim. The trial was in two parts, with fact witnesses primarily testifying virtually and expert witnesses primarily testifying in-person. The virtual portion of the trial was held in October 2021 and the in-person portion is stayed, pending Supreme Court approval of a settlement agreed to by the states. The U.S. opposed the settlement agreement proposed by the states in 2023. The Supreme Court heard oral arguments on the U.S. objections to the settlement in 2024 and declined to adopt the proposed settlement agreement. After further mediation, all parties filed a revised settlement agreement in September 2025, and the special master filed his report supporting the settlement in February 2026. The U.S. Supreme Court will decide whether or not to approve the new agreement, likely during their current term, which ends in June 2026.

Goal 6: Indirect Administration

To provide effective and efficient administration of all agency programs and functions through executive leadership, information technology, telecommunications management, financial administration, human resources, legal services, procurement and contracts, fleet management, asset and risk management, mail and messenger services, and other key support services.

Action Items to Achieve Our Goal *(all items ongoing through 2029)*

1. Provide central administrative functions through TCEQ's offices of the Commissioners, the Executive Director, Administrative Services, and Legal Services.
2. Promote fiscal responsibility by providing assistance and analysis in planning, administering, and monitoring the budget.
3. Manage the agency's finances, while ensuring the integrity of the accounting records, and maintaining adequate internal controls to safeguard the agency's financial assets and ensure the compliance of our fiduciary responsibility to the people of Texas.
4. Recruit, hire, develop, and retain the highly qualified workforce needed to support the agency's mission.
5. Provide information-resource functions—including enterprise applications, information security, telecommunication systems, and data and records management.
6. Advise the executive director and agency management on legal matters related to agency programs, employment law, government ethics, procurements, grants and contracting, and the Public Information Act.
7. Support the agency's program areas in carrying out rulemaking functions.
8. Provide other support services necessary to ensure that program responsibilities are met.

How Our Goal or Action Items Support Each Statewide Objective

Accountable to tax and fee payers of Texas

- **Financial reporting.** The agency develops and publishes all required financial and budget reports—such as the Annual Financial Report, the Operating Budget, and the Legislative Appropriations Request—to demonstrate that the agency is operating in a fiscally prudent manner.
- **Fraud reporting.** The public and staff may anonymously submit allegations of fraud, waste, or abuse.
- **Minimize legal risk.** The agency protects the state from unnecessary legal risk by ensuring that appropriate policies and practices are in place for contracts, grants, procurement, employment law, records retention, government ethics, and the processing and distribution of information for the public.
- **Procurement compliance.** TCEQ supports best business practices that are compliant with state procurement laws and ensure competitive contracting processes that will result in the best value for the state.
- **Cost-saving-suggestions program.** All agency staff may suggest areas of potential cost savings.
- **Auditing services.** The agency's Chief Auditor's Office provides assurance and advisory services that help meet agency goals and objectives. This office provides independent and objective information, analyses, and recommendations to assist management in effecting constructive change, managing business risk, and improving the compliance and accountability of the regulated community and business partners.
- **Staffing.** TCEQ ensures its finite resources are optimally allocated to staffing the agency, and the agency works to ensure that fees are set at the lowest levels possible to address regulatory requirements. As requirements change over time, the agency considers where resources for staffing can be redistributed, and endeavors to request additional staffing resources only when necessary. A comprehensive workforce analysis focused on TCEQ's staffing strategies to address increasing demands and responsibilities is detailed in Schedule F–Workforce Plan.

Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision we consider redundant or not cost-effective

- **Written policies and procedures.** Policies and procedures are crafted by subject matter experts; reviewed and adjusted periodically to meet federal, state, and oversight agency requirements; and are accessible online to all staff.
- **Use of technology.** The agency implements technology, inclusive of artificial intelligence and other emerging solutions, to optimize efficiency and security in compliance with statutory, regulatory, and Department of Information Resources guidance.
- **Access to information online.** The agency facilitates faster public and staff access to information by increasing the volume of the agency's electronic records, documents, and data available online, and working to streamline access to those resources.
- **Staffing.** TCEQ promotes efficiency through ongoing division, office, and agency wide evaluations of programs and staffing resources. The agency ensures that organizational structures and staffing are tailored to meet needs, eliminating redundancies and streamlining as necessary to ensure the cost-effective execution of the agency's mission. With the addition of new state and federal requirements and the growth of existing agency programs as outlined in this plan, the agency anticipates the need for additional staffing to maintain the efficiency and effectiveness of the agency. A comprehensive workforce analysis focused on TCEQ's staffing strategies to address increasing demands and responsibilities is detailed in Schedule F–Workforce Plan.

Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve

- **Increasing cybersecurity demands.** Cybersecurity threats have been increasing exponentially, and there are increasing state and federal requirements that must be fulfilled. Resources will concentrate on strengthening continuous monitoring and response efforts, vulnerability management, and ensuring security practices address current and emerging information technology threats.
- **Investing in technology.** Investment in information technology is aligned with agency goals and priorities to develop greater efficiencies, maintain systems infrastructure, and comply with information technology requirements. Agency data sets are available on the agency website and through the Texas Open Data Portal to meet public needs.
- **Recruit, train staff.** TCEQ administers robust recruitment, hiring, training, and staff-development programs, ensuring that its staff has the necessary technical, scientific, and administrative expertise, and that the agency is appropriately staffed to meet the evolving expectations related to transparency, competency, efficiency, effectiveness, and customer service. A comprehensive workforce analysis focused on TCEQ's staffing strategies to address increasing demands and responsibilities is detailed in Schedule F–Workforce Plan.
- **Assessing workforce needs.** The agency is currently evaluating current and future staffing needs and enhancing the agency's approach to talent acquisition and skills development to fully support the needs of its programs.
- **Minimizing risk of employment-related legal actions.** The agency reduces the risk of legal action against the agency by working with management to proactively address complaints and disputes.
- **Effective contracting.** The agency works to ensure that agency contracts are protective of agency interests and compliant with regulations and the law, while at the same time ensuring that the desired outcome is achieved. This is accomplished in part by ensuring that all contract managers

receive necessary training as required in Texas Government Code, Section 656.052, including the requirement that all contract managers at the agency attain the required certification.

- **Continuously improve processes.** With the implementation of the Continuous Improvement Program, agency programs use visual management and performance metrics to help identify and solve problems, streamline processes, and develop strategies for continuous improvement.
- **Timely responses to requests.** The agency ensures timely and appropriate responses. It also identifies and seeks opinions from the attorney general on information excepted from disclosure in accordance with the Public Information Act.
- **Implementing Centralized Accounting and Payroll/Personnel System (CAPPS).** The agency has completed its transition to the financial, human resource, payroll, and timekeeping processes with CAPPS, the statewide Enterprise Resource Planning project. The agency will continue to work toward using the system in an effective manner. Additionally, TCEQ began implementation of the new CAPPS Talent Acquisition Management system, replacing the CAPPS Recruit module.

Providing excellent customer service

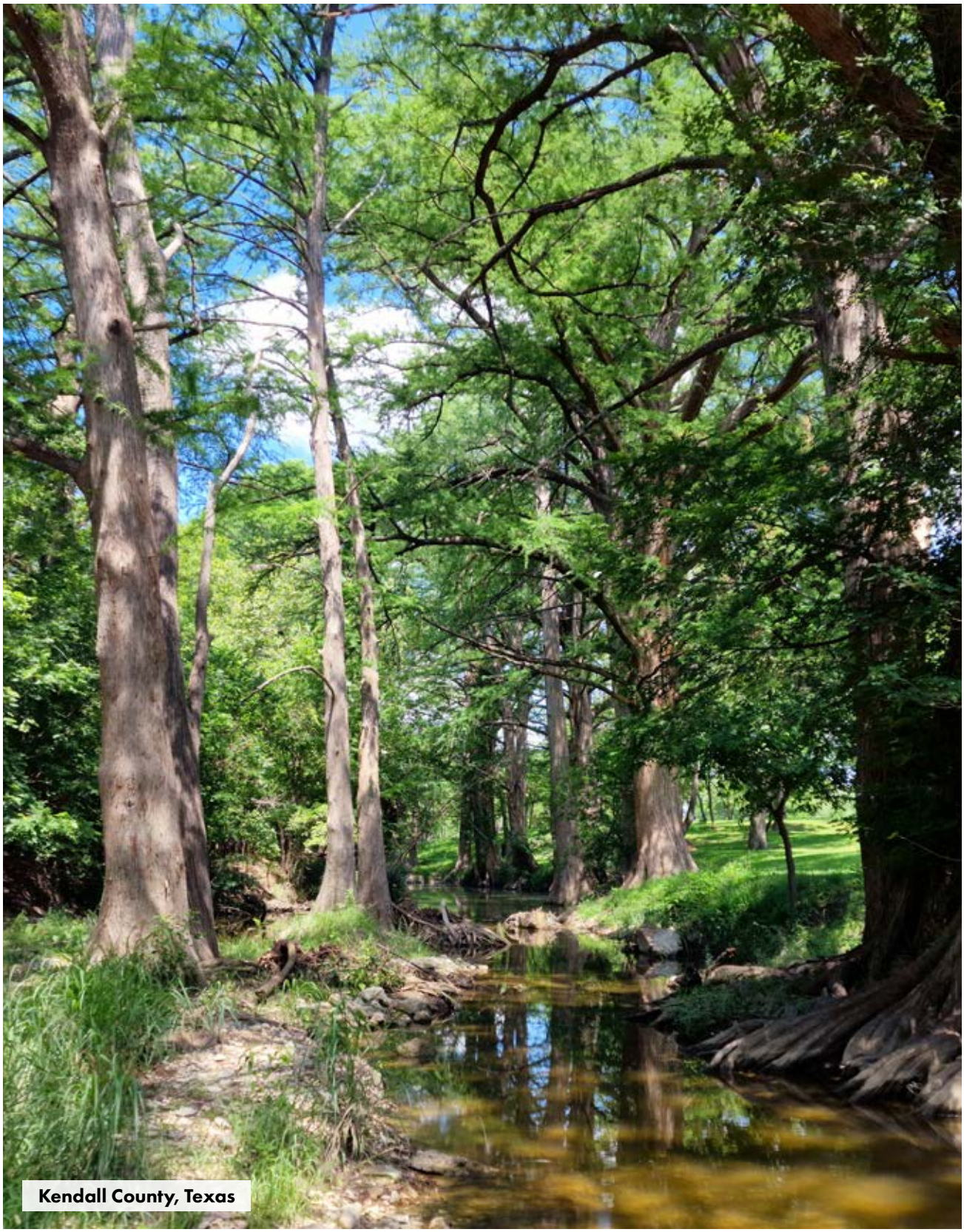
- **Online services.** The agency continues to support online services for licensing, permitting, registrations, reporting, paying, filing, and providing comments at commissioners' agenda meetings.
- **Customer service surveys.** The agency utilizes customer service surveys to improve the overall experience of its customers, including the public.
- **Customer service training.** TCEQ ensures that its staff develop the knowledge and skills necessary to deliver excellent customer service through comprehensive training on the expectations of a professional workplace; easily accessible, electronically posted policies and procedures; and consideration of customer feedback through avenues such as the agency's customer service survey. A comprehensive workforce analysis focused on TCEQ's staffing strategies to address increasing demands and responsibilities is detailed in Schedule F–Workforce Plan.
- **High-quality legal assistance.** The agency promptly responds to internal requests for legal assistance with high-quality, well-written, and well-researched opinions, advice, guidance, and recommendations.

Transparent such that agency actions can be understood by any Texan

- **Agency website.** TCEQ continuously improves its agency website—employing plain language, analytics, and accessible coding—to ensure the public's access to the latest information and increase the website's usability. Application usability and accessibility are continued priorities for those we serve.
- **Language access.** TCEQ requires and in many cases provides translation and interpretation services to ensure that agency actions can be understood by Texans with limited English proficiency, as required by federal and state requirements. As part of this effort, a language access plan is being implemented for all programs and services. For certain types of permitting actions, the agency has changed its rules, requiring that language access be provided.
- **Access to public information.** The agency has increased the amount of electronic records and agency data that the public has 24-hour online access to, and operates a file room open to the public during regular business hours. In addition, TCEQ operates a robust public information request program.
- **Access to commission documents.** The agency informs the public of commission actions by posting the commissioners' agenda and backup documents online and by streaming commissioners' agenda meetings.

Other Considerations

- **Continue to address staffing challenges including attracting, developing, and retaining qualified employees; turnover in key mission positions; and a high percentage of retirement-eligible staff.** Refer to Schedule F–Workforce Plan for a detailed analysis of the agency's staffing resources and a discussion of the various initiatives related to attracting, developing, and retaining a qualified workforce.
- **Adjust to growth in industry and a competitive labor market.** The regulatory universe continues to expand in the state as technology advances and the population increases. Competitive salaries and benefit plans at other state and local government agencies and in certain industry sectors create difficulties in attracting and maintaining a high level of experience and job knowledge. A comprehensive workforce analysis focused on TCEQ's staffing strategies to address increasing demands and responsibilities is detailed in Schedule F–Workforce Plan.
- **CAPPS.** The agency recently implemented CAPPS Financials, which affects the agency's budgeting, accounting, and monitoring systems. Given TCEQ's intricate funding structure and the requirements of its programs regarding contracting and funding, minimizing gaps in CAPPS with additional expertise continues to be critical to successful implementation. Beginning in fiscal year 2026, TCEQ began implementation of the new CAPPS Talent Acquisition Management system, replacing the CAPPS Recruit module. The agency will also be implementing the CAPPS State of Texas Accounting and Reporting Resource (STARR) project, which the Comptroller is developing to modernize financial functionality through the replacement of legacy systems (USAS/TINS/SPA) with a cloud-based solution.



Kendall County, Texas

Palo Duro State Park

CHAPTER 3

Redundancies and Impediments

The agency conducts or engages in several processes which help to ensure that its rules or other regulatory requirements are necessary and effective for the agency to administer its services and programs.

Pursuant to Section 2001.039, Government Code, the agency conducts quadrennial reviews of its rules. This effort is staffed by members across the agency to ensure appropriate subject matter expertise. As part of this review, the agency assesses whether the reasons for initially adopting its rules continue to exist. Additionally, the agency is incorporating the evaluation criteria from the legislation that established the Texas Regulatory Efficiency Office (TREO), when performing its quadrennial reviews, to determine if there are opportunities to improve the effectiveness of its rules.

As coordinated by TREO, the agency is currently engaged in a comprehensive review of its rules as part of a Self-Evaluation Regulatory Efficiency Review utilizing the Texas Regulatory Impact Matrix. The agency is reviewing all its rules and identifying those that are duplicative, obsolete, ineffective, involve fees that may be reduced or eliminated, impose unnecessary requirements, or are overly burdensome. This process is ongoing.

During the 89th Regular Legislative Session, pursuant to a Governor's Office initiative, the agency evaluated opportunities for savings generated by greater efficiencies. Some items implemented included moving from print to electronic format in addition to a reduction in the number of paid subscriptions to various journals and periodicals.

Beginning in 2021, the Sunset Advisory Commission's review provided the opportunity to evaluate TCEQ programs to ensure its programs were functioning as intended, and to provide evidence of each program's effectiveness and efficiency. Completing the Self Evaluation Report also required the agency to provide the source of statutory support for the program, to identify major functions or activities of each program, and to justify why its regulations are needed. No agency program was identified as not being in alignment with the overall statewide mission of efficiency and effectiveness.

TCEQ has long been focused on identifying areas for improvement and the agency appreciates the opportunity to share its efforts. The more efficient the agency can be, the more effective the agency is at accomplishing its mission.

TCEQ Recommendations on Redundancies and Impediments

Service, Statute, Rule, or Regulation (with specific citation, if applicable)	**Why the Services, Statute, Rule, or Regulation Is Resulting in Inefficient or Ineffective Agency Operations**	**Agency Recommendation for Modification or Elimination**	**Estimated Cost Savings or Other Benefit Associated with the Recommended Change**
Statutory provision regarding TERP reporting to the Legislature, Legislative Budget Board, and the Governor's Office. Texas Health and Safety Code (THSC), Section 386.057 Texas General Appropriations Act, VI-27 Rider 28, Page 717, 88th Legislature, Regular Session (2023)	TCEQ is required by statute to submit a biennial report to the Texas Legislature and an annual report to the Legislative Budget Board and the Governor's Office, each describing the TERP programs, including projects funded, the amounts granted, the total amount of emissions reduced, and the cost-effectiveness of each program. Funding and implementation of TERP programs span the two-year state fiscal biennium. This renders the annual report that is released in the first year of each biennium incomplete as many programs are still underway or not yet initiated. Additionally, each even-numbered year, TCEQ must release two separate reports with similar information.	Consolidate TERP reporting into a single biennial report to the Texas Legislature, the Legislative Budget Board, and the Governor's Office.	Consolidating TERP reporting into a single biennial report, released to all statutory stakeholders, will eliminate redundant reporting and ensure that each report includes complete information about TERP implementation in the most recent biennium.
Water Rights Permit Applications 30 Texas Administrative Code (TAC) 295.2	The rule requires an original paper copy of an application along with supporting materials and six paper or electronic copies. Paper copies are unnecessary.	Revise the rule to allow for one electronic submittal of an application and supporting materials.	Regulated entities will no longer be required to mail paper copies to the agency, and this will reduce time and resources needed for this activity.
Sludge Permit Applications 30 TAC 312.11	The rule requires permit application materials to be submitted in quadruplicate, whether in paper or electronic formats. Four copies are unnecessary.	Revise the rule to allow for one electronic submittal of all application materials.	Regulated entities will no longer be required to submit four copies of permit applications, and this will reduce unnecessary duplication of activities required.

Jeff Davis County, Texas

STRATEGIC PLAN
FISCAL YEARS 2027–2031

SUPPLEMENTAL SCHEDULES

Padre Island National Seashore

SCHEDULE A

Agency Budget Structure, Fiscal Years 2028–2029

Schedules A and B contain the agency's budget structure and performance measures, which align with the budget cycle and are revised every two years. This information is submitted through the Legislative Budget Board's Automated Budget and Evaluation System of Texas (ABEST), which has character limitations for titles and other fields. In some cases, abbreviations or grammatical changes were necessary to adhere to these limitations. The following language reflects the exact text that is under review by the Legislative Budget Board and Office of the Governor at the time of printing. Once approved, the Legislature will use this structure and these measures to write the budget for fiscal years 2028-2029.

Goal 1: Assessment, Planning, and Permitting

To protect public health and the environment by accurately assessing environmental conditions; by preventing or minimizing the level of contaminants released to the environment through regulation and permitting of facilities, individuals, or activities with potential to contribute to pollution levels.

Objective 1.1: Reduce Toxic Releases

Decrease the amount of toxic chemicals released into the environment via air, water, and waste pollutants in Texas by at least 2 percent as comparing the current Toxic Release Inventory (TRI) values to the previously reported TRI reporting year values and reduce air, water, and waste pollutants through assessing the environment.

Outcome Measures

1.1 oc 1	% of Pollution Reduction in Nonattainment Areas (key)
1.1 oc 2	% of Texans Living Where Air Meets Federal Ozone Standards (key)
1.1 oc 3	% of Wastewater Discharges Reduced
1.1 oc 4	% of Texas Surface Water Meeting or Exceeding Water Quality Standards (key)
1.1 oc 5	% Solid Waste Diverted from Municipal Solid Waste Landfills
1.1 oc 6	% Decrease in the Toxic Releases in Texas (key)
1.1 oc 7	% Change in Solid Waste Going to Municipal Solid Waste Landfills
1.1 oc 8	% of High/Significant-Hazard Dams Inspected Within the Last 5 Years (key)
1.1 oc 9	# of Acres of Habitat Created, Restored, and/or Protected
1.1 oc 10	% of Scrap Tires Routed to End-Uses Other than Landfill Disposal

Strategy 1.1.1: Air Quality Assessment and Planning

Reduce and prevent air pollution by monitoring and assessing air quality, developing and revising plans to address identified air quality problems, and assisting in the implementation of approaches to reduce motor vehicle emissions.

Output Measures

1.1.1 op 1 # of Point-Source Air Quality Assessments Performed (key)
1.1.1 op 2 # of Area-Source Air Quality Assessments Performed (key)
1.1.1 op 3 # of On-Road Mobile-Source Air Quality Assessments Performed (key)
1.1.1 op 4 # of Nonroad Mobile-Source Air Quality Assessments Performed
1.1.1 op 5 # of Air Monitors Operated (key)

Efficiency Measures

1.1.1 ef 1 % of Valid Data Collected by Air Monitoring Networks
1.1.1 ef 2 Average Cost per Air Quality Assessment Conducted

Explanatory Measures

1.1.1 ex 1 # of Days Ozone Exceedances are Recorded in Texas

Strategy 1.1.2: Water Resource Assessment and Planning

Develop plans to ensure an adequate, affordable supply of clean water by monitoring and assessing water quality and availability.

Output Measures

1.1.2 op 1 # of Surface Water Assessments Performed (key)
1.1.2 op 2 # of Groundwater Assessments Performed (key)
1.1.2 op 3 # of Dam Safety Assessments Performed (key)

Explanatory Measures

1.1.2 ex 1 % of Rivers/Streams/Wetlands/Bays Protected by Site-Specific Standards
1.1.2 ex 2 # of Dams in the Texas Dam Inventory

Strategy 1.1.3: Waste Management Assessment and Planning

Ensure the proper and safe disposal of pollutants by monitoring the generation, treatment and storage of 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 solid waste reduction plans.

Output Measures

1.1.3 op 1 # of Active Municipal Solid Waste Landfill Capacity Assessments (key)

Efficiency Measures

1.1.3 ef 1 Average # of Hours Spent per MSW Landfill Capacity Assessment

Explanatory Measures

1.1.3 ex 1 # of Council of Government Regions with 10+ Years of Disposal Capacity

Objective 1.2: Review and Process Authorizations

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

Outcome Measures

1.2 oc 1 % of Air Permits Reviewed within Established Time Frames
1.2 oc 2 % of Water Quality Permit Apps Reviewed within Established Time Frames
1.2 oc 3 % of Water Rights Permit Apps Reviewed within Established Time Frames
1.2 oc 4 % of Waste Management Permit Apps Reviewed in Established Time Frames
1.2 oc 5 % of Injection Well Apps Reviewed within Established Time Frames

Strategy 1.2.1: Air Quality Permitting

Perform complete and timely reviews of applications to release pollutants into the air.

Output Measures

1.2.1 op 1 # of State and Federal Air Quality Permit Applications Reviewed (key)
1.2.1 op 2 # of Federal Air Quality Operating Permits Reviewed (key)
1.2.1 op 3 # of Emissions Banking and Trading Applications Reviewed

Explanatory Measures

1.2.1 ex 1 # of State and Federal Air Quality Permits Issued
1.2.1 ex 2 # of Federal Air Quality Permits Issued

Strategy 1.2.2: 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.

Output Measures

1.2.2 op 1 # of Applications to Address Water Quality Impacts Reviewed (key)
1.2.2 op 2 # of Applications to Address Water Rights Impacts Reviewed
1.2.2 op 3 # of Concentrated Animal Feeding Operation (CAFO) Auth. Reviewed (key)

Explanatory Measures

1.2.2 ex 1 # of Water Quality Permits Issued
1.2.2 ex 2 # of Water Rights Permits Issued or Denied

Strategy 1.2.3: Waste Management and Permitting

Perform complete and timely reviews of applications relating to management and disposal of municipal and industrial solid and hazardous waste.

Output Measures

1.2.3 op 1 # of Waste Classification Audits Completed
1.2.3 op 2 # of Municipal Solid Waste Applications Reviewed (key)
1.2.3 op 3 # of Industrial and Hazardous Waste Permit Applications Reviewed (key)
1.2.3 op 4 # of Injection Well Permit and Authorization Applications Reviewed

Explanatory Measures

1.2.3 ex 1 # of Municipal Solid Waste Permits Issued
1.2.3 ex 2 # of Industrial and Hazardous Waste Permits Issued
1.2.3 ex 3 # of Corrective Action Plans Implemented
1.2.3 ex 4 # of Underground Injection Control Permits and Authorizations Issued
1.2.3 ex 5 # of Injection Wells in the Underground Injection Control Program
1.2.3 ex 6 Volume of Waste Injected in Class I Injection Wells
1.2.3 ex 7 Volume of Water Injected in Class V Aquifer Storage and Recovery Wells

Strategy 1.2.4: Occupational Licensing

Establish and maintain occupational professional certification programs to ensure compliance with statutes and regulations that protect public health and the environment.

Output Measures

1.2.4 op 1 # of Occupational Licensing Applications Received and Processed

1.2.4 op 2 # of Licensee Examinations Processed (key)
1.2.4 op 3 # of Licenses and Registrations Issued

Explanatory Measures
1.2.4 ex 1 # of TCEQ-Licensed Environmental Professionals & Registered Companies
1.2.4 ex 2 Average Cost per License and Registration

Objective 1.3: Ensure Proper and Safe Recovery/Disposal

To ensure the proper and safe recovery of source material and disposal of low-level radioactive waste.

Strategy 1.3.1: Radioactive Materials Management

Ensure the proper and safe recovery of source material and disposal of radioactive materials.

Outcome Measures
1.3 oc 1 % of Radioactive Applications Reviewed within Established Time Frames

Output Measures
1.3.1 op 1 # of Radiological Monitoring and Verification Samples Collected
1.3.1 op 2 # of Radioactive Material License Applications Reviewed

Explanatory Measures
1.3.1 ex 1 Revenue to GR from 5% Gross Receipts Fee on Disposal of Waste
1.3.1 ex 2 Volume of Low-Level Waste Accepted at the Texas Compact Waste Facility (key)
1.3.1 ex 3 # of Radioactive Material Licenses Issued

Goal 2: Drinking Water

To protect public health and the environment by assuring the delivery of safe drinking water to the citizens of Texas consistent with requirements in the Safe Drinking Water Act by providing efficient regulation of the production, treatment, delivery, and protection of safe and adequate drinking water and promoting regional water strategies.

Objective 2.1: To Increase the Number of Texans Served by Safe Drinking Water Systems

Supply 95 percent of Texans served by public drinking water systems with safe drinking water as required by the Safe Drinking Water Act and to provide regulatory oversight of water and sewer utilities, and to promote regional water strategies.

Outcome Measures
2.1 oc 1 % of Texans Served by Drinking Water Systems Meeting Primary Standards (key)

Strategy 2.1.1: Safe Drinking Water Oversight

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.

Output Measures
2.1.1 op 1 # of Public Drinking Water Systems Meeting Primary Water Standards (key)
2.1.1 op 2 # of Drinking Water Samples Collected (key)
2.1.1 op 3 # of District Applications Processed

Goal 3: Enforcement and Compliance Assistance

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

Objective 3.1: To Increase Compliance and Response to Citizen Inquiries

Maintain at least 95 percent of all regulated facilities into compliance with state environmental laws and regulations and to respond appropriately to citizen inquiries and complaints, and prevent pollution, conserve resources, and enhance compliance.

Outcome Measures

3.1 oc 1 % Air Sites w/ Required Investigations w/o Formal Enforcement (key)
3.1 oc 2 % Water Sites w/ Required Investigations w/o Formal Enforcement (key)
3.1 oc 3 % of Waste Sites w/ Required Investigations w/o Formal Enforcement (key)
3.1 oc 4 % of Identified Noncompliant Facilities with Appropriate Action Taken (key)
3.1 oc 5 % of Investigated Occupational Licensees in Compliance
3.1 oc 6 % of Investigations without Formal Enforcement (key)
3.1 oc 7 % of Administrative Orders Settled
3.1 oc 8 % of Administrative Penalties Collected (key)
3.1 oc 9 % of Scheduled Mandatory Air Investigations Completed (key)
3.1 oc 10 % of Scheduled Mandatory Water Investigations Completed (key)
3.1 0c 11 % of Scheduled Mandatory Waste Investigations Completed (key)
3.1 oc 12 % of Environmental Labs Assessed within Established Time Frames (key)

Strategy 3.1.1: Field Inspections and Complaint Response

Promote compliance with environmental laws and regulations by conducting field inspections and responding to citizen complaints.

Output Measures

3.1.1 op 1 # of Investigations of Water Rights Sites (key)
3.1.1 op 2 # of Investigations of Sites and Facilities (key)

Efficiency Measures

3.1.1 ef 1 Avg. # of Days to Report Completion of Air/Water/Waste Investigation

Explanatory Measures

3.1.1 ex 1 # of Citizen Complaints Received
3.1.1 ex 2 # of Emission Related Events Received
3.1.1 ex 3 # of Emergency Response Events Reported

Strategy 3.1.2: Enforcement and Compliance Support

Enhance environmental performance, pollution prevention, recycling, and innovative programs through technical assistance, public education, and innovative program implementation.

Output Measures

3.1.3 op 1 # of Presentations, Booths, & Workshops/Pollution Prev. & Minimization (key)

Explanatory Measures

3.1.3 ex 1 Tons of Hazardous Waste Reduced by Pollution Prevention Planning

3.1.3 ex 2 Tons of Waste Collected through Household Hazardous Waste Collection

3.1.3 ex 3 Millions of Quarts of Used Oil Diverted from Improper Disposal

Goal 4: Pollution Cleanup Programs to Protect Public Health and the Environment

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 4.1: Contaminated Site Cleanup

Identify, assess, and remediate up to 6 additional Superfund sites and/or other sites contaminated by hazardous materials, and identify, assess, and remediate the known leaking petroleum storage tank sites.

Outcome Measures

4.1 oc 1 % of Leaking Petroleum Storage Tank Sites Cleaned Up (key)

4.1 oc 2 Total # of Superfund Remedial Actions Completed (key)

4.1 oc 3 % of Voluntary/Brownfield Cleanup Properties Available for Reuse (key)

4.1 oc 4 % of Industrial Solid and Municipal Haz. Waste Facilities Cleaned Up

Strategy 4.1.1: 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.

Output Measures

4.1.1 op 1 # of Petroleum Storage Tank Self-Certifications Processed

4.1.1 op 2 # of Petroleum Storage Tank Cleanups Completed (key)

Efficiency Measures

4.1.1 ef 1 Average # of Days to Authorize Contractor to Perform Corrective Action

Strategy 4.1.2: 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 that threaten human health and the environment.

Output Measures

4.1.2 op 1 # of Voluntary and Brownfield Cleanups Completed (key)

4.1.2 op 2 # of Superfund Evaluations/Cleanups Underway (key)

4.1.2 op 3 # of Superfund Remedial Actions Completed (key)

4.1.2 op 4 # of Dry Cleaner Remediation Program Site Cleanups Completed (key)

Explanatory Measures

4.1.2 ex 1 # of Superfund Sites in Post-Closure Care (key)

4.1.2 ex 2 # of Immediate Response Actions to Protect Health and the Environment

Goal 5: Ensure Delivery of Texas' Equitable Share of Water

The Texas River Compact Commissions represent Texas and ensure that Texas receives its equitable share of quality water from those rivers and tributaries as apportioned by each compact.

Objective 5.1: Ensure Delivery of 100% of Texas' Equitable Share of Quality Water

Ensure delivery of 100 percent of Texas' equitable share of quality water annually as apportioned by each commission's respective compact.

Outcome Measures

.1 oc 1 % Rec'd of Texas' Equitable Share of Quality Water – Canadian

5.1 oc 2 % Rec'd of Texas' Equitable Share of Quality Water – Pecos

5.1 oc 3 % Rec'd of Texas' Equitable Share of Quality Water – Red River

5.1 oc 4 % Rec'd of Texas' Equitable Share of Quality Water – Rio Grande

5.1 oc 5 % Rec'd of Texas' Equitable Share of Quality Water – Sabine

Strategy 5.1.1: Canadian River Compact

The Canadian River Compact will ensure the delivery of Texas' equitable share of quality water from the Canadian River and its tributaries as apportioned by the Canadian River Compact.

Strategy 5.1.2: Pecos River Compact

The Pecos River Compact will ensure delivery and maximize the availability of Texas' equitable share of quality water from the Pecos River and its tributaries as apportioned by the Pecos River Compact.

Strategy 5.1.3: Red River Compact

The Red River Compact will ensure delivery of Texas' equitable share of quality water from the Red River and its tributaries as apportioned by the Red River Compact.

Strategy 5.1.4: Rio Grande River Compact

The Rio Grande River Compact will ensure delivery and maximize the availability of Texas' equitable share of quality water from the Rio Grande and its tributaries as apportioned by the Rio Grande Compact.

Strategy 5.1.5: Sabine River Compact

The Sabine River Compact will ensure delivery of Texas' equitable share of quality water from the Sabine River and its tributaries as apportioned by the Sabine River Compact.

Enchanted Rock State Natural Area

SCHEDULE B

Performance Measures and Definitions, Fiscal Years 2028–2029

The state of Texas uses a set of organized procedures known as the Strategic Planning and Performance Budgeting System, in which funding and other decisions are based on what an agency is accomplishing, rather than just on what it is doing. As an important element of the monitoring phase of budgeting, performance measures indicate the level of success attained in accomplishing agency goals.

Schedules A and B contain the agency's budget structure and performance measures, which align with the budget cycle and are revised every two years. The following performance measures have been edited by the agency and at the time of printing were under review by the Legislative Budget Board and Office of the Governor. Once approved the Legislature will use this structure and these measures to write the budget for fiscal years 2028–29.

Performance Measure Types

There are four types of performance measures, as follows:

Outcome Measures (oc)—are used to assess an agency's effectiveness in serving its customers and in achieving its mission and goals. An outcome measure is typically expressed as a percentage, rate, or ratio.

Output Measures (op)—are used to count the services and goods produced by an agency. They are helpful in assessing agency workload and demand for services as well as agency efforts to address those demands. The number of people receiving a service and the number of services delivered are often used as measures of output.

Efficiency Measures (ef)—are used to quantify costs, unit cost, or productivity associated with a given outcome or output.

Explanatory Measures (ex)—reflect the agency's operating environment and explain factors that are relevant to the interpretation of other agency measures.

Performance Measure Definition Components

The definition of a performance measure follows a format prescribed by the Texas Legislative Budget Board. This format has eight components, as follows:

Short Definition—provides a brief explanation of the measure, with enough detail to give a general understanding of it.

Purpose/Importance—describes the intended purpose of the measure and its significance.

Source/Collection Data—describes the source of the data or information and how it is collected.

Method of Calculation—clearly specifies how the measure is calculated.

Data Limitations—identifies any limitations and factors beyond the control of the agency that may affect reported performance.

Calculation Type—specifies whether the information is cumulative or noncumulative from quarter to quarter.

New Measure—identifies whether the measure is new or has been significantly changed.

Desired Performance—clarifies whether the optimal level of performance is above or below projections.

Performance Measures and Definitions

The following is a list of TCEQ's performance measures and definitions for fiscal years 2028–2029.

1.1 Outcome Measures

1.1 oc 1 % of Pollution Reduction in Nonattainment Areas (key)

Short Definition: This measure quantifies changes in criteria pollutants or precursors for criteria pollutants from emission sources within an area that failed to meet the ozone National Ambient Air Quality Standards.

Purpose/Importance: This measure reflects trends of ozone criteria pollutants and/or precursors in ozone nonattainment areas. These changes are potential indicators of strategies put in place to reduce emissions which will result in meeting ozone attainment status.

Source/Collection of Data: The sources of data include the annual inventory of point sources and the triennial inventory of nonpoint sources.

Method of Calculation: This measure is calculated by subtracting the most recent emissions inventory's NOx and VOC emissions totals from the previous year's total NOx and VOC emissions, and then dividing the result by the previous year's emissions. This measure is calculated on a calendar year (Jan. 1 through Dec. 31) basis because the emissions inventories are developed on a calendar year schedule as required by EPA.

Data Limitations: The lack of consistency between the methods of developing emissions inventories for point and nonpoint sources results in the inability to compile detailed annual trend analyses.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 2 % of Texans Living Where Air Meets Federal Ozone Standards (key)

Short Definition: Texans living where the air meets federal air quality standards for ozone.

Purpose/Importance: This measure reflects compliance with federal air quality standards for ozone.

Source/Collection of Data: Population in counties in metropolitan areas that exceeds applicable federal air quality standards for ozone.

Method of Calculation: The percentage of Texas population in areas meeting applicable federal clean air standards for ozone is measured by identifying the population within the counties in which the federal standards are being exceeded and subtracting this population figure from the statewide total population figure. This number is then divided by the total population and multiplied by 100 to derive a percentage. Population for Texas and Texas counties are taken from the most recent yearly population estimates released by the United States Census Bureau. This measure is calculated on a calendar year (Jan. 1 through Dec. 31) basis because data cannot be quality assured in a timely manner so that it is available on a fiscal year basis.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 3 % of Wastewater Discharges Reduced

Short Definition: Annual percent reduction in pollution from permitted wastewater facilities discharging to waters in the state.

Purpose/Importance: This measure reflects the reduction in the pollution load from all facilities discharging to water in the state.

Source/Collection of Data: Using a TCEQ database maintained by the Water Quality Division, staff report the total permitted pounds per day of the Five Day Biochemical Oxygen Demand (BOD5) or the Five Day Carbonaceous Biochemical Oxygen Demand (CBOD5) and the total permitted flow for the month of June of each year.

Method of Calculation: The total permitted pollution load from all facilities discharging to water in the state is divided by the total permitted discharge flow to water in the state. The permitted pollution load is subtracted from the previous year's permitted pollution load divided by the previous year's permitted pollution load, and then multiplied by 100 to determine the percent reduction from the previous year.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 4 % of Texas Surface Water Meeting or Exceeding Water Quality Standards (key)

Short Definition: Percent of Texas classified surface water meeting or exceeding water quality standards.

Purpose/Importance: This is a measure of the agency's success in developing and implementing state water quality management programs. The Texas Surface Water Quality Standards establish goals for water quality in the surface waters of Texas. The extent to which water quality standards are attained is an environmental measure of water quality in Texas rivers, reservoirs, and estuaries, as well as a reflection of monitoring intensity.

Source/Collection of Data: The Surface Water Quality Information System Database has summary information on the water quality status for water bodies in Texas. The information is generated by comparing water sampling data collected by the agency and its cooperators with criteria for the classified water bodies established in the Texas Surface Water Quality Standards (30 TAC 307). Classified water bodies are the larger water bodies in Texas, and their watersheds are the focus of water quality management efforts. There are approximately 375 classified water bodies in Appendix A. Standards attainment is reported in TCEQ's Texas Integrated Report for the Clean Water Act, sections 305(b) and 303(d).

Method of Calculation: Summary totals are reported from the most recently EPA-approved Integrated Report. The percent of Texas classified surface waters meeting or exceeding water quality standards is the number of rivers, reservoirs, and estuaries meeting or exceeding standards divided by the total amount of rivers, reservoirs, and estuaries assessed for the reporting period. The amounts assessed are expressed as miles for rivers, acres for reservoirs, and square miles for estuaries. The overall percent of waters meeting standards for the state is then calculated by totaling the percent of rivers, reservoirs, and estuaries meeting standards divided by three.

Data Limitations: The Integrated Report is prepared in even-numbered years, adopted by the Commission, and submitted as a draft document to the EPA for approval. The draft documents are posted on the agency website and used for reporting and planning purposes. The measure calculations are based on a recent Integrated Report approved by EPA. Compliance with water quality standards is based on the most recent sampling data, typically for a period of seven years. The assessment integrates natural variability in water quality, and overall change in this measure, reflecting actual conditions, is relatively slow. Because the Integrated Report is updated only every two years, this measure remains constant for two years.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 5 % Solid Waste Diverted from Municipal Solid Waste Landfills

Short Definition: The annual percent of solid waste diverted from municipal solid waste landfills in the state.

Purpose/Importance: This measure provides a general indication of the effectiveness of solid waste diversion and planning efforts statewide.

Source/Collection of Data: The agency receives waste diversion data from municipal solid waste landfills and processing facilities, which is stored in the Internal Data Application (IDA) reporting system.

Method of Calculation: The agency generates an Excel report from the IDA reporting system for diversion and disposal data. The percent diverted is determined by the following formula: total amount diverted divided by the sum of the amount diverted and the amount disposed of, times 100.

Data Limitations: This measure captures data only for solid waste that arrives at a municipal solid waste landfill or processing facility and is then diverted from disposal. It does not capture data for solid waste that is diverted to recycling or reuse before it gets to the landfill or processing facility. Also, recycling facilities authorized by a notification of intent do not have to report their processing volumes to TCEQ. Economic factors and natural disasters are important but are not currently considered in the calculation.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 6 % Decrease in the Toxic Releases in Texas (key)

Short Definition: Annual percent decrease in toxic releases in Texas.

Purpose/Importance: This measure reflects reductions in toxic industrial releases.

Source/Collection of Data: Specific release data published in the EPA's annual Toxic Release Inventory.

Method of Calculation: Using specific release data reported in the EPA's annual Toxic Release Inventory, the most recent year's amount of toxic releases to air, land, water, and underground injection is subtracted from the previous year's releases, and this difference is divided by the previous year's level and multiplied by 100 to calculate the percent reduction.

Data Limitations: Data depends on the EPA publishing the Toxic Release Inventory release data in a timely manner. TRI release data is subject to revision or update by the EPA. Since EPA routinely updates the list of chemicals considered toxic, this measure is calculated using a fixed group of toxic chemicals to ensure consistency.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 7 % Change in Solid Waste Going to Municipal Solid Waste Landfills

Short Definition: Annual percent change in the amount of solid waste going into municipal solid waste landfills in the state.

Purpose/Importance: This measure reports the percentage of change in the amount of solid waste going into municipal solid waste landfills from year to year.

Source/Collection of Data: The agency requires active municipal solid waste landfills to report the amount of waste disposed of each year. This data is stored in the Internal Data Application (IDA) reporting system. This measure quantifies the change in the waste disposal amount between the current and the previous year for municipal solid waste landfills.

Method of Calculation: The agency queries an Excel report generated from the IDA reporting system for the disposal data for the current year and then calculates the difference from the previous year. The percent change is determined by the formula: total disposal amount for the current year minus the disposal amount for the previous year divided by the disposal amount for the previous year times 100.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

1.1 oc 8 % of High/Significant-Hazard Dams Inspected within the Last 5 Years (key)

Short Definition: Percent of high- and significant-hazard dams that have had safety inspections performed within the last five years. Inspections include on-site investigations as well as in-house review of owner's engineer and contractor's inspection reports involving high- and significant-hazard dams.

Purpose/Importance: The inspections are conducted to ensure the safe design, construction, maintenance, repair, and removal of dams in the state. The percent of inspections conducted on high- and significant-hazard dams allows a comparison of state performance to federal program recommendations of inspections every five years.

Source/Collection: Dam Safety staff enter investigation information into the Dam Safety Module, which interfaces with several TCEQ databases, including Consolidated Compliance and Enforcement Database System (CCEDS).

Method of Calculation: Using information obtained by running queries of the data in CCEDS, performance is calculated using the following formula: number of high- and significant-risk dams that have been inspected within the last five years divided by the total number of high and significant-risk dams times 100.

Data Limitations: None.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 9 # of Acres of Habitat Created, Restored, and/or Protected

Short Definition: Number of acres of habitat created, restored, and/or protected through implementation of Galveston Bay Estuary Program (GBEP) and Coastal Bend Bay Estuary Program (CBBEP) estuary action plans.

Purpose/Importance: Loss of habitat is one of the greatest threats facing the health of the Coastal Bend and Galveston Bay estuaries, designated by EPA as estuaries of national significance. Habitat restoration and protection is critical for protecting significant fish and wildlife communities. Conservation areas, including wetlands, function to maintain water quality in the estuaries and surrounding tributaries. This measure must be reported by the estuary programs to EPA and would be used in the future to express the success of the Texas Coastal Management Program.

Source/Collection of Data: GBEP and CBBEP initiate and track habitat restoration projects within their

established boundaries. These projects will be manually calculated for each program, added together, and reported by the Office of Water.

Method of Calculation: Annual measure is determined by computing the area of habitat restored, created, or protected using aerial photography. Habitat types include tidal flats, inter-tidal marsh, freshwater and forested wetland, bird-nesting islands, coastal prairie, riparian, oyster reefs, and submerged aquatic vegetation. The measure is expressed in acres, inclusive of both wetland and upland areas.

Data Limitations: Actual acreage gained is influenced by changes in cost of land, availability of dredge material, changes in fuel cost, weather, and partner monetary and in-kind contributions. Individual projections by GBEP and CBBEP will consider differences in land cost in the two geographical areas.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1 oc 10 % of Scrap Tires Routed to End-Uses Other than Landfill Disposal

Short Definition: The annual percent of scrap tires processed for end-uses other than landfill disposal.

Purpose/Importance: This measure provides a general indicator of the effectiveness of statewide scrap tire processing and planning efforts.

Source/Collection of Data: The agency requires scrap tire transporters, storage sites, and processing facilities to submit an annual activity report detailing the number of tires transported and the end-use.

Method of Calculation: The agency generates an Excel report from the annual activity report data. The percent routed is determined by the formula: the total amount of scrap tires routed to end-uses other than landfills, divided by the sum of the amount routed and the amount landfilled, times 100.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1.1 Output Measures

1.1.1 op 1 # of Point-Source Air Quality Assessments Performed (key)

Short Definition: The number of point source emissions inventories reviewed and loaded into a TCEQ database.

Purpose/Importance: This measure reflects the number of emissions inventories submitted from point sources in Texas and loaded into a TCEQ database. The emissions inventory data is used for planning activities such as state implementation plan revisions and are submitted to EPA as required in the federal Clean Air Act of 1990. Emissions inventory data is also used for permit modeling, emissions fee verification, and compliance and enforcement activities.

Source/Collection of Data: Data is collected through point source emissions inventories submitted annually to the Commission by regulated entities that are subject to the emissions inventory reporting requirements.

Method of Calculation: The count is based on the number of emissions inventories that are quality assured and loaded into a TCEQ database during each quarter of the fiscal year.

Data Limitations: Data are affected by the number of nonattainment areas in the state or by the NAAQS levels; should the number of nonattainment areas or the level or number of NAAQS change, the number of emissions inventories reviewed and entered will also change.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.1 op 2 # of Area-Source Air Quality Assessments Performed (key)

Short Definition: The number of area-source categories for which emissions are inventoried or calculated by county and loaded into a TCEQ database.

Purpose/Importance: This measure reflects the number of area-source emissions inventories developed for each area source category and the affected counties in the state of Texas. The emissions inventory data is used for planning activities such as state implementation-plan revisions and are submitted to EPA as required in the federal Clean Air Act of 1990.

Source/Collection of Data: Area sources are defined as a wide variety of stationary sources that generate air pollution but are not required to report as a point source. The emissions inventory data is developed for area source categories by making regional or county emissions estimates. The estimates are derived from either a top-down approach that applies an emission factor to activity data such as county total population or a bottom-up approach that uses local area surveys. Each area source emissions inventory is quality assured and loaded into a TCEQ database.

Method of Calculation: The number of assessments is calculated by adding the number of area-source, category-emissions inventories by county developed for each source category during each quarter or year.

Data Limitations: The variety in the level of work performed on any area-source category limits its usefulness as an easily measured output measure.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.1 op 3 # of On-road Mobile-Source Air Quality Assessments Performed (key)

Short Definition: The evaluation of the number of on-road, mobile-source, transportation-related scenarios. On-road mobile sources include vehicles used on roads for transportation of passengers or freight for which emissions are estimated.

Purpose/Importance: On-road mobile sources in large urban areas make up a very significant source of air emissions. In some ozone nonattainment areas, they are considered the largest source of ozone-forming pollutants. Emissions from these sources are included in strategies associated with ozone nonattainment area State Implementation Plans. Assessments are also used to evaluate the impacts of different vehicle inspection/maintenance (I/M) programs, roadway construction projects, and transportation-control measures.

Source/Collection of Data: Much of the travel-related data is provided by transportation planning agencies, at both the state and local level. Data include measured vehicle miles of travel, speeds, fleet composition, fuels, controls in place, and other information pertinent to the area of concern.

Method of Calculation: EPA computer models are the primary tool used to calculate mobile-source emissions. A particular set of inputs to the model will constitute a specific scenario being modeled. Collecting the input data, setting up and running the model, and applying the vehicle activity to estimate emissions for that scenario is considered one assessment. The number of assessments reported is based on a quarterly summation of weekly staff counts of mobile scenarios.

Data Limitations: EPA develops and publishes the computer software model used to develop on-

road emissions calculations and assessments. Recent EPA updates to this software have resulted in challenges after installing and running it on staff computers. The updates may have an impact on the number of assessments staff can perform.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.1 op 4 # of Nonroad Mobile-Source Air Quality Assessments Performed

Short Definition: The number of nonroad mobile source categories for which emissions are inventoried or calculated by county and loaded into a TCEQ database.

Purpose/Importance: This measure reflects the number of nonroad mobile source emissions inventories developed for specific analysis years needed for state implementation plan (SIP) development and other analyses. The data is collected at the county-level. Nonroad mobile sources make up a significant source of air emissions in the state. Emissions from these sources are included in strategies associated with nonattainment area state implementation plan revisions.

Source/Collection of Data: Nonroad mobile sources include mobile engines, mobile equipment, and vehicles used off road for construction, agriculture, transportation, recreation, and many other purposes. The emissions inventory data is developed for nonroad mobile source categories by using a Texas-specific computer model or by making regional or county emissions estimates. The estimates are derived from either a top-down approach that applies an emission factor to activity surrogates such as county equipment population or a bottom-up approach that uses local area surveys. Each nonroad mobile source emissions inventory is quality assured and loaded into a TCEQ database.

Method of Calculation: The number of assessments is calculated by adding the number of nonroad mobile-source category emissions inventories by county developed for each source category during each quarter or year.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.1 op 5 # of Air Monitors Operated (key)

Short Definition: Number of air monitors operated.

Purpose/Importance: This measure shows the agency's ability to collect scientific data about the level of air pollutants Texans are being exposed to. The number of air monitors operated includes a count of the total number of individual monitors that are funded with state and/or federal funds and collect air pollutant data including ozone, nitrogen dioxide, carbon monoxide, sulfur dioxide, air toxics, lead, particulate matter of 10 micrometers or less, and particulate matter of 2.5 micrometers or less. This number does not include monitors that collect only meteorological outputs, such as wind speed/direction.

Source/Collection of Data: The source of the data is the Texas Air Monitoring Information System (TAMIS), a secure system of record for air monitoring data in Texas. TAMIS is the data system that displays monitoring information on the TCEQ website.

Method of Calculation: The number of air monitors is compiled from TAMIS using standardized reports which filter data by funding source and calculate a total number of air monitors operated with state and/or federal funds.

Data Limitations: This measure provides a reliable indication of the state's air pollution monitoring

capability. The number of air monitors in operation across the state is limited by funding and staffing levels.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1.1 Efficiency Measures

1.1.1 ef 1 % of Valid Data Collected by Air Monitoring Networks

Short Definition: Percent of valid data collected by TCEQ continuous and noncontinuous air-monitoring networks.

Purpose/Importance: The percent of valid data collected by TCEQ's state and/or federally funded ambient air-monitoring networks provides an indication of TCEQ's ability to collect complete and representative data concerning the level of air pollutants to which Texas citizens are being exposed.

Source/Collection of Data: Valid measurements are defined as measurements that meet the data quality objectives stated in TCEQ's quality system, including federal monitoring criteria. Total possible measurements for continuous monitoring are defined as the number of samples that should theoretically be collected during the reporting period. Only valid data collected using state and/or federally funded air pollutant monitors are reported in this measure, and the source of the data is TCEQ's data system (Texas Air Monitoring Information System). The data is reported once they are validated for the entire quarter (for most data, this is the quarter after it is collected), and the sampling periods are those described by federal regulations: January–March, April–June, July–September, and October–December.

Method of Calculation: The percentage of valid data collected for each pollutant is determined by dividing the number of valid measurements by the total possible measurements, then multiplying by 100. The final reported percentage is determined by averaging the percentages of valid data collected for all samples.

Data Limitations: The percent of valid data collected is limited by equipment failures and logistics (e.g., continuous power supply).

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1.1 ef 2 Average Cost per Air Quality Assessment Conducted

Short Definition: This measure accounts for the funds expended by the Air Quality Division on salaries and other operating expenses related to staff working on air quality assessments divided by the number of assessments performed during the period.

Purpose/Importance: This measure reflects agency efforts to produce air quality assessments in an efficient manner. It also relates operating expenses to a combination of four output measures: point source assessments, area source assessments, nonroad mobile source assessments, and on-road mobile source assessments.

Source/Collection of Data: Operating expense data is taken from Business Object Enterprise reports for the Air Quality Division. Staff in the Air Quality Division compile the number of assessments for the period.

Method of Calculation: The average cost per assessment is the total funds expended and encumbered through the reporting period of salaries and operating costs for staff performing point source, area source, and nonroad mobile and on-road mobile-source air quality assessments divided by the total number of point-source, area-source, and nonroad mobile and on-road mobile-source air quality assessments conducted during the reporting period.

Data Limitations: Since the outputs used to calculate this measure are not reported from a computer data file but are dependent on staff recording and reporting the number of assessments conducted, the reporting process is time consuming and subject to large variation. The resources expended on assessments vary widely between the different types of assessments, and the workload for mobile source and area source assessments is highly dependent on customer demand.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

1.1.1 Explanatory Measures

1.1.1 ex 1 # of Days Ozone Exceedances Are Recorded in Texas

Short Definition: The number of days per year that the most recent ozone standard is exceeded at any regulatory air monitoring station throughout Texas.

Purpose/Importance: This measure reflects the frequency with which monitored areas measure levels of ozone concentrations higher than the National Ambient Air Quality Standards (NAAQS).

Source/Collection of Data: This information is tracked using TCEQ's air quality database.

Method of Calculation: The sum of days that the ozone concentrations in Texas exceeds the NAAQS. Ozone exceedances will be determined using a subset of 13 long-running regulatory ozone monitors in Texas. If more than one of the 13 air monitors exceeds the standard on any given day, that day would only count once. The exceedances will be based on the NAAQS standard in place at the beginning of the fiscal year (to be updated as necessary) for ozone.

Data Limitations: This measure depends on which federal standard is in place. The check for exceedance days is performed as needed.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

1.1.2 Output Measures

1.1.2 op 1 # Surface Water Assessments Performed (key)

Short Definition: Number of surface water assessments includes a diverse assemblage of assessment types performed and reported by multiple divisions within the Office of Water.

Purpose/Importance: The measure attempts to quantify the surface water quality assessment activities of the agency. Assessment of water quality is essential to the identification of affected water bodies, and the development of water quality standards, effluent standards for wastewater discharges, and watershed strategies.

Source/Collection: The Water Quality Division compiles and reports quarterly Texas Water Quality Management Plan (WQMP) updates for new or amended projected effluent limitations, service area population and designated management agencies information for entities applying for the State Revolving Fund Loan, and proposed wasteload allocations for new dischargers and revisions for Total Maximum Daily Load (TMDL) updates; and performs Receiving Water Assessments.

The Water Quality Planning Division performs and reports the Clean Water Act (CWA) Sections 305(b)

and 303(d) Integrated Report, including the Nonpoint Source (NPS) Assessment; Clean Rivers Program Assessments, Regional WQMPs [CWA Sec. 604(b)], NPS Annual Report, NPS Management Program, Estuary Program Assessments finalized by Galveston Bay Estuary Program or Coastal Bend Bays and Estuaries Program, Use Attainability Analyses; special studies supporting surface water quality assessment activities, and TMDLs and TMDL I-Plans.

Method of Calculation: This measure represents the sum of the number of surface water assessments completed during the reporting period. Each assessment unit/parameter pair counts as one output for TMDLs, I-Plans, and TMDL equivalents. Each water body counts as one output for use-attainability analyses. The assessments are tracked manually.

Data Limitations: The individual assessments included in this measure range from assessments requiring as little as one week to as much as ten years to complete. Some assessments are recurring at various intervals while others are grant deliverables that occur only once or are performed as needed based on permitting demands for documentation of stream conditions, stream standards, and reasonable uses. Within the fiscal year, the performance for the number of surface water assessments varies from quarter to quarter based on demand and available resources. In general, water quality assessment activities are scheduled for completion later in the fiscal year.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.2 op 2 # Groundwater Assessments Performed (key)

Short Definition: Number of groundwater assessments. The reports completed evaluate environmental or programmatic data related to groundwater quality or quantity issues.

Purpose/Importance: This measure attempts to quantify the groundwater assessment activities of the agency. Assessments range in complexity and effort from a basic data report compiling and analyzing the results of a field sampling trip to a major report evaluating the water resources, future demand, and recommended management strategies for a multi-county area. Assessment of groundwater quality and quantity issues is essential to the protection and conservation of limited groundwater resources.

Source/Collection: The Water Availability Division (WAD) of the Office of Water performs and reports groundwater quality assessments, regional groundwater vulnerability assessments, groundwater management program assessments, and pesticides in groundwater assessments for a range of state and federal mandates.

Method of Calculation: The assessments will be tracked manually with completion recorded in an electronic database by the respective division identified above along with any explanation of variance required. The total of all assessments is reported quarterly.

Data Limitations: The individual assessments included in this measure range from assessments requiring as little as one week to as much as one year to complete. Certain assessments come due each year and some, every other year. Some assessments address federal or state mandates that may vary little or greatly from one fiscal year to the next. Within the fiscal year, the performance for the number of assessments varies from quarter to quarter. A straight-line projection of performance cannot describe the assessment activities. As such, the distribution cannot be normalized over a given time frame.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.2 op 3 # Dam Safety Assessments Performed (key)

Short Definition: Number of dam safety assessments conducted. Assessments include on-site investigations as well as in-house review of plans and specifications for dams, spillway adequacies, breach analyses, emergency action plans, engineering reports, water-use permit applications involving dams, and water district creation reviews involving dams.

Purpose/Importance: This measure reflects the combined workload of the agency and the agency's contractor associated with ensuring the safety of dams in the state. Assessments are conducted to ensure the safe design, construction, maintenance, repair, and removal of dams in the state.

Source/Collection of Data: Using the Dam Safety Module—which interfaces with several TCEQ databases, including CCEDS—this measure is the total number of dam safety and security assessments completed in the reporting period.

Method of Calculation: Query of agency database.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.2 Explanatory Measures

1.1.2 ex 1 % of Rivers/Streams/Wetlands/Bays Protected by Site-Specific Standards

Short Definition: Percent of Texas' rivers, streams, reservoirs, wetlands, and bays protected by site-specific water quality standards.

Purpose/Importance: The Texas Surface Water Quality Standards establish explicit numerical goals for water quality in the surface waters of Texas. The percentage of water bodies that have been assigned site-specific water quality standards is a measure of how well the standards have been tailored to individual water bodies and in the state. Using the Texas Water Quality Inventory, the percentage of state waters with designated site-specific standards is determined for each major water body type. These numbers are then averaged to develop a single statewide percentage.

Source/Collection of Data: The TCEQ Texas Water Quality Inventory is used as a data source to provide the size of individual water bodies, and to provide the total amount of each water body type in the state. The Water Quality Inventory is a publicly available document that is periodically reviewed and updated by TCEQ. The Texas Surface Water Quality Standards, which are established as Chapter 307 in Title 30 of the Texas Administrative Code, are used to determine the list of water bodies that are assigned site-specific water quality standards.

Method of Calculation: Water body types are defined as rivers, reservoirs, estuaries, and wetlands. The amount (area or length) of "classified" and "partially classified" waters with site-specific standards is determined for each water body type from the Texas Water Quality Inventory (TWQI) and the Texas Surface Water Quality Standards (TSWQS). Changes to the amount of each water body type with site-specific standards is determined from the most recently adopted TSWQS. For each water body type, the percent of waters with site-specific standards is calculated. The percentages of each water body type are averaged to obtain a single statewide percentage.

Data Limitations: The designation of water bodies with site-specific standards is typically revised every three years. Therefore, the rate of change of this measure is relatively slow.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1.2 ex 2 # of Dams in the Texas Dam Inventory

Short Definition: Number of dams in the Texas Dam Inventory.

Purpose/Importance: This measure reflects the number of dams in the state subject to dam safety assessments.

Source/Collection of Data: The Dam Safety Section will use information from field inspections, aerial photography, and new water-rights permit applications to maintain and update an existing database of approximately 7,250 dams. The database will be updated weekly by the additional listing of new dams and updated changes in the attributes of existing dams.

Method of Calculation: A query of the data maintained in state databases is run to obtain the number of existing dams.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.1.3 Output Measures

1.1.3 op 1 # of Active Municipal Solid Waste Landfill Capacity Assessments (key)

Short Definition: The number of annual capacity assessments reviewed for active municipal solid waste landfills.

Purpose/Importance: This measure reflects the agency's efforts in obtaining current and accurate municipal solid waste landfill capacity data to assist in the development of regional solid waste management plans required by legislation (Chapter 363, Texas Health and Safety Code). This information is critical in determining whether sufficient disposal capacity exists to manage the quantity of municipal solid waste generated in the state.

Source/Collection of Data: Using the agency's Internal Data Application (IDA) reporting system with waste data maintained by the Waste Permits Division, this measure tracks the number of capacity assessments reviewed for municipal solid waste landfills for the quarterly reporting period. Capacity assessment data, submitted by a facility owner or operator by a form available on the agency's website or through the agency's e-reporting system, are entered in the IDA reporting system. A capacity assessment review is complete when the program indicates that the assessment is approved in the IDA reporting system.

Method of Calculation: The agency queries an Excel report generated from the IDA reporting system for the number of capacity assessments reviewed for the reporting period. The sum of capacity assessment reviews completed is reported.

Data Limitations: The number of capacity assessments depends wholly on the number of permitted municipal solid waste landfills actively receiving solid waste in the state. This number may be affected by new permits and facility closures. Therefore, there may be some variance from the projected number of assessments.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.1.3 Efficiency Measures

1.1.3 ef 1 Average # of Hours Spent per MSW Landfill Capacity Assessment

Short Definition: Average number of hours spent per municipal solid waste landfill capacity assessment.

Purpose/Importance: This measure reflects the agency's efforts to conduct municipal solid waste landfill capacity assessments in an efficient manner.

Source/Collection of Data: Using a designated labor account code (LAC) entered into the State's Centralized Accounting and Payroll/Personnel System (CAPPS) and a time-tracking system for contractors, this measure tracks the time spent by the Waste Permits Division to obtain and review capacity assessments and prepare statewide annual report summary for active municipal solid waste landfills for the fiscal year. The first quarter is spent obtaining capacity assessment reports. Most reviews are performed in the second and third quarters. Preparation of the statewide annual report summary occurs in the fourth quarter.

Method of Calculation: The total number of hours through the current fiscal year is divided by the total number of landfill capacity assessments received through the fiscal year, resulting in the new calculated average for each quarter.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Below projections

1.1.3 Explanatory Measures

1.1.3 ex 1 # of Council of Government Regions with 10+ Years of Disposal Capacity

Short Definition: Of the 24 council of government (COG) regions in the state, the number with 10 years or more of projected municipal solid waste landfill capacity remaining.

Purpose/Importance: This measure indicates the number of COG regions with projected capacity to handle disposal needs for the next 10 years. Meeting this need may require more detailed solid waste management planning, possibly at the local level.

Source/Collection of Data: Using the agency's Internal Data Application (IDA) reporting system with waste data maintained by the Waste Permits Division, this measure quantifies the remaining disposal capacity data for each of the COG regions for the fiscal year. Data is obtained from the annual capacity assessments for active municipal solid waste landfills. Capacity is reported in cubic yards, and landfill compaction rates are reported in pounds per cubic yard, as based on actual field measurements or allowable estimation methods. With this data, capacity is then converted to tons.

Method of Calculation: The agency queries an Excel report generated from the IDA reporting system for remaining capacity and disposal data for municipal solid waste landfills located in each COG. Landfill life expectancy in years for each region is projected by dividing the total remaining capacity in tons by the total number of tons disposed for the annual reporting period. The total number of COG regions with 10 years or more of projected landfill capacity is reported.

Data Limitations: Many landfills report estimates for capacity rather than the results of actual field surveys. In addition, projected landfill life expectancies are calculated annually and assume no future changes in reported landfill size, disposal amounts, or compaction rates.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2 Outcome Measures

1.2 oc 1 % of Air Permits Reviewed within Established Time Frames

Short Definition: The percentage of total air quality permit applications reviewed within respective time frames for various application categories; the measure considers applications for both New Source Review (NSR) and Title V permits. Established time frames will not apply to applications for which a hearing has been requested and exclude days on applicant hold.

Purpose/Importance: This measure indicates the extent to which the Air Permits Division (APD) reviews air quality permit applications within established time frames. The time frames are based on permitting history and an evaluation of reasonable workload for permit-application reviewers.

Source/Collection of Data: The sources of data are NSR and Title V applications. Time frames for NSR applications: new permits—285 days; amendments—315 days; new federal permits (such as, prevention of significant deterioration or nonattainment) and major modifications—365 days; permits by rule, standard permits without public notice, changes to qualified facilities, and relocations—45 days; standard permits with public notice—150 days; multiple plant permits—330 days; alterations and other changes, de minimis requests—120 days; renewals—270 days; and maintenance, startup, shutdown (MSS) permits—365 days. Time frames for Title V applications: site operating permits (SOP) initial issuance, revisions, and renewals—365 days; SOP voids and operating permit (OP) notifications—60 days; general operating permits (GOP) initial issuances—120 days; GOP revisions—330 days; GOP renewals—210 days; and GOP voids—60 days. Timeframes will exclude the number of days a project was on applicant hold.

Method of Calculation: The number of applications reviewed within the target time frame divided by the total number of applications reviewed. Queries are conducted on the NSR and Title V Permits Information Management Systems (IMS) databases which count each complete permit application and number of days from the receipt date to the final action date, excluding days on applicant hold. The processing times for each application are then compared to the target time frames. NSR applications are considered reviewed when the permit action is signed by the Executive Director or designee (ED), or when the application is considered void. Title V applications are considered reviewed when a grant letter or permit is signed by the ED, or the date on which the ED takes action to deny/void the application, or when the applicant withdraws the application.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2 oc 2 % of Water Quality Permit Apps Reviewed within Established Time Frames

Short Definition: This measure includes noncontested wastewater permit applications. The percent of domestic and industrial wastewater permit applications reviewed within targeted time frames will be determined by dividing the number of applications reviewed within targeted time frames in the fiscal year by the total number of applications reviewed during the fiscal year and does not include contested applications, applications under additional review by EPA, or the days the application is on hold by the applicant. This information is tracked using databases administered in the wastewater

permitting program. The targeted time frame for the review of domestic and industrial wastewater permit applications is established by statute, agency rules, or agency standard operating procedures.

Purpose/Importance: This measure indicates whether the agency is in compliance with established time frames for processing permit applications.

Source/Collection of Data: Staff enters all pertinent application information into the wastewater permitting databases as the application is processed. Staff queries this database and total the number of completed reviews within the fiscal year. Staff then subtracts the applications reviewed date from the application received date to determine the review time for all reviews completed within the fiscal year.

Method of Calculation: The number of reviews completed within established time frames are summed and divided by the total number of reviews completed within the fiscal year.

Data Limitations: Applications are excluded from the count when suspended from processing in accordance with either agency rules or agency policy.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2 oc 3 % of Water Rights Permit Apps Reviewed within Established Time Frames

Short Definition: This measure includes noncontested water rights permit applications. The percent of water rights permit applications reviewed within targeted time frames will be determined by dividing the number of applications reviewed within the targeted time frame by the total number of permits issued, recommended for denial, withdrawn, or returned. This information is tracked using water rights databases. The targeted time frame for the review of water rights permits is established by statute, agency rules, or agency standard operating procedures.

Purpose/Importance: This measure indicates to what extent the staff is in compliance in processing permit applications within established time frames.

Source/Collection of Data: Staff enters all pertinent application information into the water rights permitting databases as the application is processed. Staff queries this database and total the number of completed reviews within the fiscal year. Staff then subtracts either the date the application was issued, denied, returned, or withdrawn from the date of receipt to determine the review time for all reviews completed within the fiscal year.

Method of Calculation: The total number of reviews completed within established time frames are summed and divided by the total number of reviews completed for the reporting period. Processing time frames will exclude contested applications. Additionally, the number of days any application is placed on hold by the applicant will be excluded from the calculation from the day of request through the end of the requested period. This exclusion will include the day of request through the end of the requested period.

Data Limitations: Applications are excluded from the count when suspended from processing in accordance with either agency rules or agency policy. When an applicant places an application on hold, the number of days the application is on hold is subtracted from the total number of processing days.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2 oc 4 % of Waste Management Apps Reviewed in Established Time Frames

Short Definition: Percent of waste management permit applications reviewed within established time frames.

Purpose/Importance: This measure reports whether the agency is complying with established time frames for reviewing waste management applications.

Source/Collection of Data: Using agency databases, this measure tracks the number of waste management applications reviewed within the established agency time frames for the fiscal year. Types of applications reviewed include: (1) new permits, renewals, coal combustion residuals, registrations, amendments, modifications, post closure orders, and regulatory flexibility orders for the Industrial and Hazardous Waste program, and (2) new permits, permit amendments, registrations, modifications, notifications, and authorizations for construction over closed landfills for the Municipal Solid Waste program.

Method of Calculation: The agency queries its databases for the number of applications reviewed and determines those reviewed within established time frames. The percent of waste management applications reviewed is the total number of waste management applications reviewed within the respective time frames divided by the total number of waste management applications reviewed for the reporting period. An application is considered reviewed upon: transmittal of the final draft permit or order from the program to the Chief Clerk's Office; withdrawal of the application by the applicant's request; return or denial of the application due to administrative or technical deficiencies; or transmittal of an authorization letter to the applicant. For an application that requires the transmittal of a final draft permit from the program area to the Chief Clerk's Office, the review date is the date of this transmittal.

Data Limitations: None identified. Applications are excluded from the count when suspended from processing in accordance with agency policy.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2 oc 5 % of Injection Well Apps Reviewed within Established Time Frames

Short Definition: The percent of Underground Injection Control (UIC) permit and authorization applications reviewed within established time frames.

Purpose/Importance: This measure reports whether the agency is complying with established time frames for reviewing permit and authorization applications.

Source/Collection of Data: This measure tracks underground injection control permits and authorizations applications reviewed for the reporting period for: (1) new, renewal, major and minor amendment, minor modification, endorsement, transfer, construction completion report, closure report, and revocation for UIC Class I injection well permits, UIC Class III area permits, and UIC Class III production area authorizations ; (2) notices of intent and notices of change for injection wells under the UIC Class I general permit ; and (3) authorizations, amendments and terminations for UIC Class IV and V injection wells. An application is defined as reviewed upon: (1) the transmittal of the final draft permit from the program to the Chief Clerk's Office, (2) the return/withdrawal/denial of the application either by the applicant's request or as the result of administrative or technical deficiencies, or (3) the transmittal of a permit, authorization or approval letter to the applicant.

Method of Calculation: The agency queries its databases for the total number of reviewed underground injection control permit and authorization applications for the reporting period. The percent of applications reviewed is the total number of applications reviewed within the respective time frames, divided by the total number of applications reviewed for the reporting period. Applications are excluded from the count when suspended from processing in accordance with agency policy.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.1 Output Measures

1.2.1 op 1 # of State and Federal Air Quality Permit Applications Reviewed (key)

Short Definition: The total number of applications for new permits, permit amendments, permit alterations, and permits-by-rule (PBRs) reviewed under the Texas Clean Air Act and the federal New Source Review (NSR) permitting programs.

Purpose/Importance: This measure quantifies the permitting workload of the Air Permits Division staff assigned to review state and federal new source review permit applications. The count includes those applications that are withdrawn or denied (which therefore do not result in permit approval or issuance) and applications received and issued through the ePermits system.

Source/Collection of Data: The source of the data for this measure is the NSR Permits Information Management System (IMS) database. Data entry for each application is closed when it is approved, issued, denied, or withdrawn. Completion of the review process occurs when permits are signed by the Executive Director (or designee) of TCEQ, or when the application is considered void.

Method of Calculation: This measure is calculated as the sum of the total number of applications for new permits, permit amendments, permit alterations, and permits-by-rule reviewed and processed by the Air Permits Division. The data is retrieved by query of the NSR IMS.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.1 op 2 # of Federal Air Quality Operating Permits Reviewed (key)

Short Definition: The total number of applications for federal air quality operating permits reviewed under Title V of the federal Clean Air Act (CAA).

Purpose/Importance: This measure quantifies the permitting workload of the Air Permits Division staff assigned to review federal operating permit applications. This count includes those applications that are withdrawn, voided, or denied and which therefore do not result in permit authorization, approval, or issuance.

Source/Collection of Data: The source of the data for this measure is the Title V Information Management System (IMS) database. An entry for each project is created in the database when the project is received in the Air Permits Division. Application reviewers are responsible for tracking certain elements of their assigned projects' progress through the review process and ensuring that these tracking elements are entered into the database. Data entry for each project is closed when the project is approved, issued, denied, voided, or withdrawn. Completion of the review process occurs when grant letters (GOP) and permits (SOP) are signed by the Executive Director (or designee) of TCEQ, when the Executive Director (or designee) takes action to deny or void the application or when the applicant withdraws the application.

Method of Calculation: The measure value is calculated as the sum of the total number of applications for federal air quality operating permits reviewed under Title V of the CAA. The necessary data is retrieved by query of the Title V IMS.

Data Limitations: A potential limitation of the data is the time lag between completion of a project element and the entry of the completed tracking elements into the database. Generally, this time lag is less than one week.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.1 op 3 # of Emissions Banking and Trading Applications Reviewed

Short Definition: The total number of Emissions Banking and Trading (EBT) transaction applications for the Emission Reduction Credits, Discrete Emission Reduction Credits, Mass Emissions Cap and Trade, Emissions Banking and Trading of Allowances, and Highly Reactive Volatile Organic Compound Emissions Cap and Trade programs reviewed by the Air Permits Division.

Purpose/Importance: This measure quantifies the EBT workload of the Air Permits Division staff assigned to review EBT applications. This count includes those applications that are withdrawn, rejected, or denied, and which therefore do not result in transaction approval or credit issuance. Application types include emission credit and discrete emission credit certifications, emission credit and discrete emission credit notices of intent to use, cap and trade level of activity certifications, cap and trade annual reports, and credit/allowance transfers.

Source/Collection of Data: The source of data for this measure is the Emission Banking and Trading information management system database. An entry for each project is created in the database when the project is received in the Air Permits Division. Application reviewers are responsible for tracking certain elements of their assigned projects' progress through the review process and ensuring that these tracking elements are entered into the database by data entry staff. Data entry for each project is closed at the time the project is approved, denied, rejected, withdrawn, or issued. The data is retrieved by a query of the EBT database.

Method of Calculation: This measure is calculated as the sum of the total number of EBT transactions applications for the reporting period.

Data Limitations: A potential limitation to data accuracy is the time lag between completion of a project and the entry of the completion tracking elements into the database. Generally, this time lag is less than one week.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.1 Explanatory Measures

1.2.1 ex 1 # of State and Federal Air Quality Permits Issued

Short Definition: The number of state and federal new source review (NSR) air quality permits that were actually issued or approved. For the purposes of NSR permits, "issued" means the Executive Director (or designee) of TCEQ has signed the permits.

Purpose/Importance: This measure quantifies those NSR air quality permits applications, reviewed under the Texas Clean Air Act and the federal NSR permitting programs, that resulted in issued or approved permits.

Source/Collection of Data: The source of data for this measure is the NSR Permits Information Management System (IMS) database. The data is retrieved by running a query on the NSR IMS.

Method of Calculation: The measure value is calculated as the sum of the state and federal NSR permits issued or approved during the reporting period.

Data Limitations: A potential limitation of the data is the time lag between completion of a project element and the entry of the tracking element into the database. Generally, this time lag is less than one week.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.1 ex 2 # of Federal Air Quality Permits Issued

Short Definition: The number of federal air quality operating permits reviewed under Title V of the federal Clean Air Act (CAA) that were issued. For purposes of operating permits, "issued" means EPA review has been completed, and the Executive Director (or designee) has signed the grant letters and/or permits.

Purpose/Importance: This measure quantifies those federal air quality operating permits applications, reviewed under Title V of the CAA, that resulted in issued or approved permits.

Source/Collection of Data: The source of the data for this measure is the Title V Permits Information Management System (IMS) database. The data is retrieved by running a query on the Title V Permits IMS.

Method of Calculation: The measure value is calculated as the sum of the number of federal operating permits issued or approved during the reporting period.

Data Limitations: A potential limitation of the data is the time lag between completion of a project element and the entry of the tracking element into the database. Generally, this time lag is less than one week.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.2 Output Measures

1.2.2 op 1 # of Applications to Address Water Quality Impacts Reviewed (key)

Short Definition: Number of applications to address water quality impacts reviewed.

Purpose/Importance: This measure reflects agency workload regarding the review of water quality permit applications.

Source/Collection of Data: The Water Quality Division (WQD) will provide the number of domestic and industrial wastewater permits drafted each reporting period and filed with the Chief Clerk for public notice. The total number of biosolids beneficial use registrations and permits and sewage sludge processing and disposal permits will be provided. The number of water treatment plant residual land application registrations and disposal permits will also be included. The number of general permit Notices of Intent (NOIs), No Exposure Certifications (NECs), and Erosivity Waivers processed will be included. This measure does not include authorizations by rule or pretreatment audits. In addition to the information provided by the Water Quality Division, this measure includes Edwards Aquifer (EA) protection plans reviewed and applications reviewed for on-site sewage facilities (OSSF) by the OCE staff.

Method of Calculation: WQD provides data from their database. For the permits and registrations, filing of draft permits with the Chief Clerk completes the program review. For general permits, application acknowledgement completes the program review. OCE information will be based on EA plan reviews that are completed and entered into the Central Registry Application Registration Tracking (CR-ARTS) database during the reporting period and OSSF applications that have been reviewed during the reporting period. OSSF application reviews are considered complete once they have been entered and the manager's approval date has been reflected in CCEDS. These two numbers are added together to provide the number of applications reviewed.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.2 op 2 # of Applications to Address Water Rights Impacts Reviewed

Short Definition: This measure is the number of permitting action reviews completed and is calculated by totaling the number of water rights applications, ownership transfers, temporary permits, and water supply contracts processed and reviewed during the reporting period.

Purpose/Importance: This measure reflects agency workload with regard to the review of water rights permit applications, change of ownership, and water supply contracts.

Source/Collection of Data: Agency staff enter milestone information into agency database. Staff query databases for application reviews completed during the quarter. This data is housed in multiple databases and program areas.

Method of Calculation: The sum of water right applications, ownership changes, temporary permits, and contracts as reported from agency database for the reporting period.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.2 op 3 # of Concentrated Animal Feeding Operation (CAFO) Auth. Reviewed (key)

Short Definition: Number of concentrated animal feeding operation (CAFO) authorizations reviewed.

Purpose/Importance: This measure reflects agency workload with regard to processing CAFO authorizations.

Source/Collection of Data: This measure includes the total number of CAFO individual permits and general permit Notices of Intent (NOIs) and Substantial Change Notices of Change (NOCs) reviewed/processed each quarter. This data is housed in the PARIS database for individual permits and the CR-ARTS database for NOIs and NOCs.

Method of Calculation: Using information maintained on the PARIS database for individual permits and the CR-ARTS database for NOIs and Substantial Change NOCs, this measure will be reported at the end of each quarter by calculating the total number of CAFO individual permits reviewed by the staff and the total number of general permit confirmation letters mailed. Transmittal of reviewed applications from the program to the Office of the Chief Clerk denotes the process was completed by the program for individual permits. Mailing of the confirmation letter to the applicant denotes the process was completed by the program for general permit NOIs and Substantial Change NOCs.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.2 Explanatory Measures

1.2.2 ex 1 # of Water Quality Permits Issued

Short Definition: This measure will report the total number of water quality permits approved by the Executive Director or by the Commissioners.

Purpose/Importance: To report the number of TPDES, state, and agricultural permits issued for the year.

Source/Collection of Data: This information is tracked in a database maintained by the Chief Clerk's Office.

Method of Calculation: This information is pulled from the database maintained in the Chief Clerk's Office and is supplied by a query of the database by the date the permit was signed.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.2 ex 2 # of Water Rights Permits Issued or Denied

Short Definition: The total number of water rights permits approved or recommended for denial by the Executive Director or by the Commissioners.

Purpose/Importance: This measure represents the number of water rights permits issued or recommended for denial for the fiscal year.

Source/Collection of Data: This information is tracked in a database and is supplied by a query to the database by the date the permit was signed or the denial letter was sent.

Method of Calculation: The sum of the number of water rights permits issued or recommended for denial for the reporting period.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.3 Output Measures

1.2.3 op 1 # of Waste Classification Audits Completed

Short Definition: The total number of audits completed on generators' self-classification of their industrial waste.

Purpose/Importance: This measure reports the number of audits completed quarterly to verify that wastes are correctly classified and to ensure appropriate management, disposal, and fee assessment.

Source/Collection of Data: The data is collected through the waste stream notifications submitted by waste generators regulated by TCEQ. In the case of out-of-state wastes written submissions from the generators are used. Waste streams are audited on a random basis or manually selected from a database maintained by the Office of Waste when there is sufficient information to suspect the wastes were classified incorrectly.

Method of Calculation: The agency queries the Internal Data Application (IDA) database for completed audits for the reporting period. Audits are considered complete when: (1) the auditee submits sufficient data for TCEQ to review, and (2) TCEQ completes the review.

Data Limitations: Data could be affected by lack of response from generators or incorrect written submissions received from the generators.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.3 op 2 # of Municipal Solid Waste Applications Reviewed (key)

Short Definition: The number of municipal solid waste applications reviewed.

Purpose/Importance: This measure quantifies the number of reviews conducted to ensure that municipal nonhazardous waste facilities meet design and operational requirements and are protective of human health and the environment.

Source/Collection of Data: Using the agency databases with waste data maintained by the Waste Permits Division, this measure tracks the number of municipal solid waste (MSW) applications reviewed within a quarterly reporting period. Types of applications reviewed include new permits, permit amendments, registrations, modifications, notifications, and authorizations for construction over a closed landfill. An application is considered reviewed upon transmittal of the final draft permit/registration from the program to the Chief Clerk's Office, withdrawal of the application by the applicant's request, return or denial of the application due to administrative or technical deficiencies, or transmittal of an authorization letter to the applicant.

Method of Calculation: The agency queries internal databases for the number of applications reviewed for the reporting period.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.3 op 3 # of Industrial and Hazardous Waste Permit Applications Reviewed (key)

Short Definition: Number of industrial and hazardous waste permit applications, orders, registrations, and authorizations reviewed.

Purpose/Importance: This measure quantifies the number of reviews conducted to ensure that industrial and hazardous waste facilities meet design and operational requirements and are protective of human health and the environment.

Source/Collection of Data: Using agency databases, this measure tracks these industrial and hazardous waste permit applications for industrial and commercial nonhazardous solid waste storage and processing facilities, coal combustion residual (CCR) disposal facilities, and hazardous waste treatment, storage, and disposal facilities. Application types include new permits, renewals, CCR registrations, amendments, modifications, post-closure orders, and regulatory flexibility orders.

Method of Calculation: The agency queries databases for the total number of reviewed industrial and hazardous waste permit applications for the reporting period. If an application requires transmittal of a final draft permit or registration to the Chief Clerk, it is considered reviewed upon that transmittal. For an application that does not require transmittal to the Chief Clerk, the application is considered reviewed upon the transmittal of an authorization, modification, or endorsement letter to the applicant. For an application returned or withdrawn, either at the applicant's request or as the result of administrative or technical deficiencies, the application is considered reviewed upon the transmittal of the return or withdrawal letter/package to applicant.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.3 op 4 # of Injection Well Permit and Authorization Applications Reviewed

Short Definition: The number of Underground Injection Control (UIC) permit and authorization applications reviewed.

Purpose/Importance: This measure quantifies the number of reviews conducted to ensure that injection wells meet design and operational requirements and are protective of human health and the environment.

Source/Collection of Data: This measure tracks underground injection control permit and authorization applications reviewed for the reporting period for: (1) new, renewal, major and minor amendment, minor modification, endorsement, transfer, construction completion report, closure report, and revocation for UIC Class I injection well permits, UIC Class III area permits, and UIC Class III production area authorizations ; (2) notices of intent and notices of change for injection wells under the UIC Class I general permit; and (3) authorizations, amendments and terminations for UIC Class IV and V injection wells.

An application is defined as reviewed upon: (1) the transmittal of the final draft permit from the program to the Chief Clerk's Office, (2) the return/withdrawal/denial of the application either by the applicant's request or as the result of administrative or technical deficiencies, or (3) the transmittal of a permit, authorization or approval letter to the applicant.

Method of Calculation: The agency queries its databases for the total number of reviewed underground injection control permit and authorization applications for the reporting period.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.3 Explanatory Measures

1.2.3 ex 1 # of Municipal Solid Waste Permits Issued

Short Definition: Number of municipal solid waste authorizations issued.

Purpose/Importance: This measure reflects the agency's workload regarding the number of authorizations issued for the fiscal year.

Source/Collection of Data: Using the agency's databases, this measure tracks the number of municipal solid waste (MSW) authorizations issued or acknowledged for the fiscal year. This process is completed for the following MSW authorizations: new permits, permit amendments, registrations, modifications, notifications, and authorizations for construction over a closed landfill. A permit or registration issued or acknowledged is one that has been signed by either the Executive Director (or designated representative) or by the Commission. The date of issuance for a permit or registration is entered into the database when a copy of the issued authorization is received by the program from the Chief Clerk's Office. A notification or authorization for construction over a closed landfill is signed by the Executive Director (or designated representative) and is entered into the database after the transmittal of an authorization letter to the applicant.

Method of Calculation: The agency queries its databases for the number of authorizations issued or acknowledged. The sum is the total of issued new permits, permit amendments, registrations, modifications, notifications, and authorizations for construction over a closed landfill for the reporting period.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.3 ex 2 # of Industrial and Hazardous Waste Permits Issued

Short Definition: Number of industrial and hazardous waste permits, orders, registrations and authorizations issued.

Purpose/Importance: This measure reflects the agency's workload regarding the number of permits, orders, registrations, and authorizations issued.

Source/Collection of Data: Using agency databases, this measure tracks the fiscal year's total number of issued or acknowledged industrial and hazardous waste permit applications for industrial and commercial nonhazardous solid waste storage and processing facilities, coal combustion residuals (CCR) disposal facilities, and hazardous waste treatment, storage, and disposal facilities. Types of applications include new permits, renewals, CCR registrations, amendments, modifications, post closure orders, and regulatory flexibility orders.

Method of Calculation: The agency queries its databases for the total number of applications issued and acknowledged.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.3 ex 3 # of Corrective Action Plans Implemented

Short Definition: Number of corrective action plans implemented at nonhazardous solid waste landfills.

Purpose/Importance: This measure reflects the number of corrective action plans implemented to remediate releases from municipal solid waste and commercial industrial nonhazardous waste landfills to protect human health and the environment.

Source/Collection of Data: Using the agency's Internal Data Application (IDA) reporting system with waste data maintained by the Waste Permits Division and manual record reviews performed by program staff, this measure tracks the number of municipal solid waste and commercial industrial nonhazardous waste landfill corrective action plans issued in the fiscal year. This includes all corrective action plans (including groundwater and landfill gas remediation) at authorized municipal solid waste and commercial industrial nonhazardous waste landfill facilities. A corrective action plan is considered implemented upon issuance of a permit or registration modification letter to the responsible party.

Method of Calculation: The agency queries the IDA reporting system and verifies the results with the appropriate program area. The sum is the number of corrective action plans implemented, for the reporting period.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.3 ex 4 # of Underground Injection Control Permits and Authorizations Issued

Short Definition: The number of Underground Injection Control (UIC) permits and authorizations issued.

Purpose/Importance: This measure reflects the agency's workload regarding the number of permits and authorizations issued.

Source/Collection of Data: The agency tracks underground injection control permits and authorizations

issued for the reporting period for: (1) new, renewal, major and minor amendment, minor modification, endorsement, transfer, construction completion report, closure report, and revocation for UIC Class I injection well permits, UIC Class III area permits, and UIC Class III production area authorizations; (2) notices of intent and notices of change for injection wells under the UIC Class I general permit; and (3) authorizations, amendments and terminations for UIC Class IV and V injection wells.

A permit or authorization is defined as issued when the permit, modification, authorization, approval letter or production area authorization has been signed by either the Executive Director (or designated representative), or the Commission, or returned to/withdrawn by the applicant.

Method of Calculation: The agency queries its databases for the total number of issued underground injection control permits and authorizations for the reporting period.

Data Limitation: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.3. ex 5 # of Injection Wells in the Underground Injection Control Program

Short Definition: Number of injection wells, by class, in TCEQ UIC program.

Purpose/Importance: This measure reflects the number of injection wells in the state subject to TCEQ's regulation.

Source/Collection of Data: The number of Class I, Class III , Class IV, and Class V injection wells regulated by TCEQ is tracked in an agency database.

Method of Calculation: The total number of injection wells in each class is queried annually.

Data Limitation: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

1.2.3. ex 6 Volume of Waste Injected in Class I Injection Wells

Short Definition: The annual volume of all types of waste injected into Class I injection wells.

Purpose/Importance: This measure reflects the annual volume of all types of waste being permanently removed from the biosphere by injection in Class I injection wells regulated by TCEQ.

Source/Collection of Data: Calendar-year data is collected from annual reports submitted by Class I facilities and entered in a database.

Method of Calculation: The agency queries the database to calculate the calendar-year volume per injection well, and then derives a total volume annually.

Data Limitation: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

1.2.3. ex 7 Volume of Water Injected in Class V Aquifer Storage and Recovery Wells

Short Definition: The annual volume of water injected into Class V aquifer storage and recovery (ASR) injection wells.

Purpose/Importance: This measure reflects the annual volume of water being stored by injection in Class V ASR injection wells regulated by TCEQ.

Source/Collection of Data: The data from injection reports submitted by Class V ASR projects, including cycle tests during the development phase, is collected and tracked in an agency database.

Method of Calculation: The agency queries the database to determine the total volume of water injected annually.

Data Limitation: Data may be affected by drought, when stored water is removed, and by prolonged wet weather when maximum storage may be reached.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

1.2.4 Output Measures

1.2.4 op 1 # of Occupational Licensing Applications Received and Processed

Short Definition: The number of individual applications for environmental occupational licensure and registration received and processed by the agency.

Purpose/Importance: This measure indicates the number of new and renewal applications received for potential licensed or registered individuals or companies.

Source/Collection of Data: The Occupational Licensing and Registration Division staff scans or manually enters data into the Core TCEQ Applications – Licensing (CTAL) for the applications received.

Method of Calculation: A query of CTAL is run for all applications for environmental professional licensure and registration received and processed by the agency. The total is the number of all applications for occupational licensing received and processed for the reporting period.

Data Limitations: General market and economic conditions affect the number of occupational license applications. Receipt of some applications at the central office may depend on how much time it takes the designated agents to submit them.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.4 op 2 # of Licensee Examinations Processed (key)

Short Definition: The number of examinations administered by the agency and entered into the Core TCEQ Applications – Licensing (CTAL) for processing.

Purpose/Importance: This measure indicates the number of exams administered to applicants who are potential licensees.

Source/Collection of Data: The Occupational Licensing and Registration Division staff scans or enters exam information into CTAL after the examinations are administered by the commission's designated agents.

Method of Calculation: A query of CTAL is run for all examinations processed to report this measure. The total is the number of all examinations processed during the reporting period.

Data Limitations: General market and economic conditions affect the number of occupational license applications. Receipt of the examinations at the central office for processing depends on how much time the designated agents take to submit them.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.4 op 3 # of Licenses and Registrations Issued

Short Definition: The number of new or renewed licenses and registrations issued to individuals and companies.

Purpose/Importance: This measure indicates the number of licenses or registrations that were issued or renewed for individuals and companies who have met licensing or registration requirements.

Source/Collection of Data: The Occupational Licensing and Registration Division staff generates certificates and licenses for qualified applicants and maintain this information in the Core TCEQ Applications – Licensing (CTAL) database.

Method of Calculation: A query of the CTAL database is run for new and renewed licenses and registrations issued to individuals and companies. The total is the number of new and renewed licenses and registrations issued to individuals and companies during the reporting period.

Data Limitations: General market and economic conditions affect the number of occupational license and registration applications. Licensed or registered individuals and companies may have change of addresses that go unreported to the agency. This may result in the loss of the license or registration due to failure to renew.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.2.4 Explanatory Measures

1.2.4 ex 1 # of TCEQ-licensed Environmental Professionals and Registered Companies

Short Definition: The total number of environmental professional licenses and registrations currently registered with the agency.

Purpose/Importance: This measure presents the order of magnitude of the TCEQ licensing programs. It provides basic information for workload evaluation.

Source/Collection of Data: The Occupational Licensing and Registration Division maintains this information in Core TCEQ Applications – Licensing (CTAL) database.

Method of Calculation: This measure is calculated by querying CTAL for all active licenses and registrations. The total is the number of all active licenses and registrations for the reporting period.

Data Limitations: General market and economic conditions affect the number of occupational license and registration applications.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.2.4 ex 2 Average Cost per License and Registration

Short Definition: The average annual cost per environmental occupational license and registration.

Purpose/Importance: Reflects the average cost for the licensing program per active license and registration maintained by the agency.

Source/Collection of Data: The Occupational Licensing Section annual budget is obtained from USAS. The licensing and registration data are maintained in the Consolidated Compliance and Enforcement Data System (CCEDS).

Method of Calculation: The average cost per license and registration is the total of all expenditures divided by the number of active licenses and registrants for the reporting period.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

1.3 Outcome Measures

1.3 oc 1 % of Radioactive Applications Reviewed within Established Time Frames

Short Definition: Percent of radioactive material license applications reviewed within established time frames.

Purpose/Importance: This measure reports whether the agency is complying with established time frames for reviewing radioactive material license applications.

Source/Collection of Data: The number of radioactive material license applications reviewed is tracked using agency databases. This includes the following applications: new, renewals, and amendments for radioactive material licenses. An application is defined as reviewed upon transmittal of the final draft license the Chief Clerk, the return/withdrawal/denial either at the applicant's request or as a result of deficiencies, or the issuance of an administrative amendment.

Method of Calculation: Agency databases are queried to determine the number of applications reviewed and determine the number of those reviewed within established time frames. The percent of radioactive material license applications reviewed is the total number of radioactive material license applications reviewed within the respective time frames divided by the total number of radioactive material license reviewed for the reporting period. Applications are excluded from the count when suspended from processing in accordance with agency policy.

Data Limitations: General market and economic conditions impact the number of radioactive material license applications received.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.3.1 Output Measures

1.3.1 op 1 # of Radiological Monitoring and Verification Samples Collected

Short Definition: The number of radiological monitoring and verification samples of air, water, soil/sediment, and flora collected to address and evaluate any threat to human health and safety and the environment and/or to initiate a quality-control check on a licensee's monitoring program.

Purpose/Importance: This measure provides an indication of the number of actual samples taken by the agency to be analyzed for early warning of the migration and/or past movement of radiological constituents from regulated activities to protect human health and safety and the environment.

Source/Collection of Data: The number of samples collected by staff during inspections, confirmatory surveys, reclamation confirmations, and any other environmental monitoring and sampling events is tracked in a spreadsheet.

Method of Calculation: The agency calculates the total number of samples collected during that quarter from a tracking spreadsheet. The total for each quarter is added to the total for any previous quarters during that fiscal year to come up with a cumulative total of samples taken during that fiscal year.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.3.1 op 2 # of Radiological Material License Applications Reviewed

Short Definition: The number of radiological material license applications reviewed.

Purpose/Importance: This measure quantifies the number of reviews conducted to ensure that facilities authorized under a radioactive material license meet design and operational requirements and are protective of human health and the environment.

Source/Collection of Data: Using agency databases, this measure tracks new, renewals, and amendments for radioactive material licenses.

Method of Calculation: Query agency databases for the total number of reviewed radioactive material license applications for the reporting period. An application is defined as reviewed upon transmittal of the final draft license the Chief Clerk, the return/withdrawal/denial either at the applicant's request or as a result of deficiencies, or the issuance of an administrative amendment.

Data Limitations: General market and economic conditions impact the number of radioactive material license applications received.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

1.3.1 Explanatory Measures

1.3.1 ex 1 Revenue to GR from 5% Gross Receipts Fee on Disposal of Waste

Short Definition: The total annual amount of revenue received by TCEQ and deposited into the General Revenue Fund generated from the 5 Percent Gross Receipts Fee on the disposal of low-level radioactive waste and other radioactive substances.

Purpose/Importance: This measure provides an indication of the gross receipts of private, commercial operations that are accepting radioactive substances—and specifically low-level radioactive waste—from others for permanent disposal within the boundaries of the state of Texas.

Source/Collection of Data: An agency database tracks all revenue received by TCEQ and deposited into the General Revenue Fund generated from the 5 Percent Gross Receipts Fee on the disposal of low-level radioactive waste and other radioactive substances.

Method of Calculation: Using information from the Revenues Section of the Financial Administration Division, at the end of each quarter, the total of deposits made during that quarter is determined. The total for each quarter is added to the total for any previous quarters during that fiscal year to come up with a cumulative total deposited during that fiscal year.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

1.3.1 ex 2 Volume of Low-Level Waste Accepted at the Texas Compact Waste Facility (key)

Short Definition: The total volume of low-level radioactive waste accepted by the state of Texas for disposal at the Texas Compact Waste Facility.

Purpose/Importance: This measure provides an indication of the total volume of low-level radioactive waste arriving in shipments at the Compact Waste Disposal Facility, taken title of by TCEQ on behalf of the state of Texas, and subsequently permanently disposed of in the state-owned facility.

Source/Collection of Data: The Radioactive Materials Division tracks the volume of waste accepted for disposal at the Texas Compact Waste Facility in a division spreadsheet.

Method of Calculation: The tracking spreadsheet is used to calculate the total volume of low-level radioactive waste accepted for disposal at the Texas Compact Waste Facility each fiscal year.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

1.3.1. ex 3 # of Radioactive Material Licenses Issued

Short Definition: Number of radioactive material licenses issued.

Purpose/Importance: This measure reflects the agency's workload regarding the number of radioactive material licenses issued.

Source/Collection of Data: The issuance of new, renewal, and amended radioactive material licenses is tracked in an agency database. An issued license is one that has been signed by either the Executive Director (or designated representative) or the Commission.

Method of Calculation: The agency queries its database to calculate the number of licenses issued for the reporting period.

Data Limitations: General market and economic conditions impact the number of radioactive material license applications received.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

2.1 Outcome Measures

2.1 oc 1 % of Texans Served by Drinking Water Systems Meeting Primary Standards (key)

Short Definition: This measure reflects the percent of the total Texas residential population served by all public water systems (PWSs) that have not had maximum contaminant level (MCL) violations or treatment technique violations.

Purpose/Importance: Measures the success of regulatory activities conducted by TCEQ to protect the public health of Texans receiving water from a PWS. This measure reflects the percent of the population in Texas served by PWSs that meet primary drinking-water standards.

Source/Collection of Data: Population information is gathered during each comprehensive compliance investigation (CCI) survey of a PWS conducted by field staff. Violation data is obtained from the review of chemical and microbiological sample analysis data that is submitted to TCEQ from accredited laboratories after samples are collected by the PWS personnel or by contract sample collectors.

Chemical and microbiological sample analysis data reports are stored in TCEQ Central Records. Population, sample analysis, and violation data are kept in the federal database of record.

Method of Calculation: Using the federal database of record, the measures are based on the total Texas population served by PWSs that have not had maximum contaminant level (MCL) or treatment technique violations, as described by the public drinking water standards. This population figure is divided by the total Texas population served by all PWSs and multiplied by 100 to derive a percentage.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

2.1.1 Output Measures

2.1.1 op 1 # of Public Drinking Water Systems Meeting Primary Water Standards (key)

Short Definition: Number of public drinking water systems that meet primary drinking water standards.

Purpose/Importance: Measures the success of all regulatory activities conducted by TCEQ to protect the public health of Texans receiving water from a public water system (PWS). This measure will report the total number of all PWSs that have not had maximum contaminant level (MCL) or treatment technique violations.

Source/Collection of Data: Information is gathered during each comprehensive compliance investigation (CCI) of a PWS conducted by field staff. Violation data is obtained from the review of chemical and microbiological sample analysis data that is submitted to TCEQ from accredited laboratories after samples are collected by PWS personnel or by contract sample collectors. CCI reports, as well as chemical and microbiological sample analysis data reports, are kept in the TCEQ Central Records. Population, sample analysis, and violation data are stored in the federal database of record.

Method of Calculation: Using the federal database of record, the measures will report the number of PWSs that have not had maximum contaminant level or treatment technique MCL violations as described by the public drinking water standards.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

2.1.1 op 2 # of Drinking Water Samples Collected (key)

Short Definition: Number of drinking water samples collected.

Purpose/Importance: Chemical samples are collected from public water systems (PWSs) to protect public health by determining if the PWS is providing water that meets public drinking water standards to its customers. Samples must be collected to be analyzed.

Source/Collection of Data: Chemical samples are collected by contract sample collectors or TCEQ regional staff. The numbers are reported to the Water Supply Division on a monthly basis. Original data is kept in the Central Records facility located at TCEQ headquarters. It is also maintained electronically in the federal database of record. Each reporting period, TCEQ regional staff submits the number of samples collected to the Office of Water.

Method of Calculation: The number of chemical samples is set by the requirements of the public drinking water standards, and the anticipated number is maintained in the federal database of record.

Chemical samples collected from PWSs are reported from two sources. The number of chemical samples collected by the Water Supply Division contractor is tracked by the Water Supply Division, while samples collected by TCEQ regional staff will be reported by them to OCE staff on a monthly basis. The number of samples reported will be totaled by OCE staff and sent to the Office of Water on a quarterly basis.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

2.1.1 op 3 # of District Applications Processed

Short Definition: Number of district applications processed.

Purpose/Importance: This measure reflects the number of major and minor district applications reviewed.

Source/Collection of Data: Using the agency's Water Database (WDD) system or a modernized database that will replace the WDD system, this measure will report on the number of all district applications reviewed that receive either administrative approval, are referred to the Commission for action, or are dismissed or withdrawn.

Method of Calculation: Using the agency's WDD or a modernized database that will replace the WDD system, the number of district applications reviewed each quarter are summed and reported.

Data Limitations: The number of district applications received is related to the economy and development activity in the state.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

3.1 Outcome Measures

3.1 oc 1 % Air Sites w/ Required Investigations w/o Formal Enforcement (key)

Short Definition: Percent of air facilities that have mandatory investigations on a defined frequency that did not receive a formal enforcement action in the fiscal year.

Purpose/Importance: The measure reflects the level of compliance with rules, regulations, permits, and statutes for regulated entities that are subject to mandatory scheduled investigations on a designated frequency. Measuring compliance allows the agency to determine if regulatory assistance, investigation, and enforcement programs are effective. Lower compliance rates may indicate a need for increased assistance or oversight to the regulated community to ensure that they understand their responsibilities and are able to maintain compliance consistently.

Source/Collection of Data: This information is tracked using CCEDS. Formal enforcement action is defined as issuance of a Notice of Enforcement for violations of any applicable air regulation as identified through any type of investigation conducted by the TCEQ, including scheduled investigations, reviews of self-reported data, and on-demand investigations. Investigation frequencies vary and scheduled investigations are planned during an annual work planning process. These include Major facilities with Title V permits under the Clean Air Act.

Method of Calculation: The percent of air sites with a mandatory designated investigation frequency that are not under formal enforcement is derived by calculating the additive inverse of the total number

of sites with a required investigation frequency that have had at least one Notice of Enforcement related to air rules, regulations, permits, and statutes, during the fiscal year divided by the total number of mandatory air sites as identified during work planning, multiplied by 100.

Data Limitations: The agency can encourage compliance through regulatory assistance and ensuring that a strong and fair enforcement program exists. However, the regulated entity is ultimately responsible for ensuring compliance.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 2 % of Water Sites w/ Required Investigations w/o Formal Enforcement (key)

Short Definition: Percent of water sites that have mandatory investigations on a defined frequency that did not receive a formal enforcement action in the fiscal year.

Purpose/Importance: The measure reflects the level of compliance with rules, regulations, permits, and statutes for regulated entities that are subject to mandatory scheduled investigations on a designated frequency. Measuring compliance allows the agency to determine if regulatory assistance, investigation, and enforcement programs are effective. Lower compliance rates may indicate a need for increased assistance or oversight to the regulated community to ensure that they understand their responsibilities and are able to maintain compliance consistently.

Source/Collection of Data: This information is tracked using CCEDS. Formal enforcement action is defined as issuance of a Notice of Enforcement for violations of any applicable water regulation as identified through any type of investigation conducted by the TCEQ, including scheduled investigations, reviews of self-reported data, and on-demand investigations. Investigation frequencies vary and scheduled investigations are planned during an annual work planning process. These include Community and Non-Community Public Water Systems subject to the Safe Drinking Water Act; facilities with Major, Minor, Pretreatment, or MS4 permits under the Texas Pollutant Discharge Elimination System; and facilities with Aggregate Production Operations Registrations.

Method of Calculation: The percent of water sites with a mandatory designated investigation frequency that are not under formal enforcement is derived by calculating the additive inverse of the total number of sites with a required investigation frequency that have had at least one Notice of Violation related to water rules, regulations, permits, and statutes, during the fiscal year divided by the total number of mandatory sites as identified during work planning, multiplied by 100.

Data Limitations: The agency can encourage compliance through regulatory assistance and ensuring that a strong and fair enforcement program exists. However, the regulated entity is ultimately responsible for ensuring compliance.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 3 % of Waste Sites w/ Required Investigations w/o Formal Enforcement (key)

Short Definition: Percent of waste sites that have mandatory investigations on a defined frequency that did not receive a formal enforcement action in the fiscal year.

Purpose/Importance: The measure reflects the level of compliance with rules, regulations, permits, and statutes for regulated entities that are subject to mandatory scheduled investigations on a designated frequency. Measuring compliance allows the agency to determine if regulatory assistance, investigation, and enforcement programs are effective. Lower compliance rates may indicate a need for increased

assistance or oversight to the regulated community to ensure that they understand their responsibilities and are able to maintain compliance consistently.

Source/Collection of Data: This information is tracked using CCEDS. Formal enforcement action is defined as issuance of a Notice of Enforcement for violations of any applicable air regulation as identified through any type of investigation conducted by the TCEQ, including scheduled investigations, reviews of self-reported data, and on-demand investigations. Investigation frequencies vary and scheduled investigations are planned during an annual work planning process. These include Large Quantity Generators and Treatment, Storage and Disposal Facilities under the Resource Conservation and Recovery Act, Types I-V Municipal and Solid Waste Landfills, and Facilities with Petroleum Storage Tanks subject to the Energy Policy Act.

Method of Calculation: The percent of waste sites with a mandatory designated investigation frequency that are not under formal enforcement is derived by calculating the additive inverse of the total number of sites with a required investigation frequency that have had at least one Notice of Violation related to waste rules, regulations, permits, and statutes, during the fiscal year divided by the total number of mandatory sites as identified during work planning, multiplied by 100.

Data Limitations: The agency can encourage compliance through regulatory assistance and ensuring that a strong and fair enforcement program exists. However, the regulated entity is ultimately responsible for ensuring compliance.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 4 % of Identified Noncompliant Facilities with Appropriate Action Taken (key)

Short Definition: Percent of identified noncompliant sites and facilities for which appropriate action is taken.

Purpose/Importance: This measure compares enforcement actions that the agency takes during a fiscal year and determines whether they have been taken within appropriate time frames. Timeliness of enforcement processes is important to ensure that the regulated entity returns to compliance as soon as possible.

Source/Collection of Data: Using CCEDS, the Enforcement Division will determine the total number of formal enforcement actions taken during the reporting period and will evaluate whether or not the actions were completed in time. Formal actions include issuance of an order, compliance agreement, or referral to an appropriate agency or division (EPA, OAG, or Remediation or Field Operations Divisions for Superfund, voluntary cleanup, or emergency removal action), as determined according to agency guidelines. Each of these actions taken will be evaluated to determine whether the action was completed within internal agency time frames to determine whether appropriate action was taken, using the date of screening as the start date and the date of the order, compliance agreement, or referral as the end date.

Method of Calculation: The percentage will be calculated by taking the total number of cases with actions taken within appropriate time frames against noncompliant facilities divided by the total number of cases with formal action taken, multiplied by 100 to derive a percentage.

Data Limitations: Time frames for completion of enforcement actions involve processes that cannot be solely controlled by TCEQ. The respondents in these cases can create delays in processing the orders and compliance agreements if they request hearings or if the technical requirements are complex, requiring extensive negotiation.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 5 % of Investigated Occupational Licensees in Compliance

Short Definition: Percent of investigated licensees in compliance.

Purpose/Importance: The measure reflects investigation activity as occupational certification licensees are investigated to determine compliance with rules, regulations, and statutes designed to protect human health and the environment. Measuring compliance rates following investigations allows the agency to determine if regulatory assistance, investigation, and enforcement programs are effective. Lower compliance rates may indicate a need for increased assistance to the regulated community to ensure that they understand their responsibilities.

Source/Collection of Data: This information is tracked using CCEDS. An enforcement action is defined as issuance of an order, compliance agreement, or referral to the OAG.

Method of Calculation: The percent of investigated licensees in compliance is derived by calculating the total number of licensees investigated minus the total number of occupational certification cases screened and approved for enforcement action, dividing this difference by the number of investigations, multiplied by 100.

Data Limitations: The agency can encourage compliance through regulatory assistance and ensuring that a strong and fair enforcement program exists. However, the regulated entity is ultimately responsible for ensuring compliance.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 6 % of Investigations without Formal Enforcement (key)

Short Definition: Percent of compliance investigations without formal enforcement.

Purpose/Importance: The measure reflects investigation activity to determine compliance with rules, regulations, and statutes designed to protect human health and the environment. Measuring compliance rates following investigations allows the agency to determine if regulatory assistance, investigation, and enforcement programs are effective. Lower compliance rates may indicate a need for increased assistance to the regulated community to ensure that they understand their responsibilities.

Source/Collection of Data: This information is tracked using CCEDS. Formal enforcement action is defined as issuance of a Notice of Enforcement for violations of any application regulations as identify through any type of investigation conducted by the TCEQ, including scheduled reviews of self-report data and on-demand.

Method of Calculation: The percent of investigations without formal enforcement is derived by calculating the total number of investigations minus the total number of investigations with formal enforcement action, dividing this difference by the number of investigations, multiplied by 100.

Data Limitations: The agency can encourage compliance through regulatory assistance and ensuring that a strong and fair enforcement program exists. However, the regulated entity is ultimately responsible for ensuring compliance.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 7 % of Administrative Orders Settled

Short Definition: Percent of administrative orders settled by the Enforcement Division.

Purpose/Importance: Reflects agency effectiveness in quick settlement of enforcement matters.

Source/Collection of Data: This information is tracked using CCEDS.

Method of Calculation: Using CCEDS, the percent of administrative orders settled by the Enforcement Division is calculated by determining the total number of administrative orders issued during the fiscal year and the number of those orders that contain a "settlement achieved by Enforcement Coordinator" date in the database. The number of orders settled by the Enforcement Division is then divided by the total number of orders issued for the fiscal year and multiplied by 100.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 8 % of Administrative Penalties Collected (key)

Short Definition: Percent of administrative penalties collected.

Purpose/Importance: This measure reflects the success of administrative penalty collection efforts by the agency.

Source/Collection of Data: This measure will be calculated using databases maintained by the Financial Administration Division.

Method of Calculation: Using databases maintained by the Financial Administration Division, this measure will be reported by dividing the total amount of administrative penalty invoices outstanding at the end of the fiscal year by the total amount of administrative penalties invoiced and due for the fiscal year. This calculation times 100 will yield the percent of administrative penalties not collected during the fiscal year. Subtracting this calculation from 100 percent provides the percent of administrative penalties collected during the fiscal year.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 9 % of Scheduled Mandatory Air Investigations Completed (key)

Short Definition: Percentage of planned mandatory air investigations completed.

Purpose/Importance: Certain permitted air sites are required by federal or state statutes, regulations, agreements, or state funding commitments to receive mandatory comprehensive investigations to assure compliance with rules, regulations, permits/authorizations, and statutes designed to protect human health and the environment.

Source/Collection of Data: During the development of the regional offices' annual workplan, air sites are identified which must receive a mandatory investigation to meet federal or state requirements. An investigation is defined as the evaluation of a regulated entity against a standard and includes all Title V air investigations required by the Alternative Compliance Monitoring Strategy (CMS) plan approved by EPA. A site is defined as a major source at a geographic location or place that holds an active Title V Operating Permit and is subject to the EPA CMS.

Method of Calculation: Each reporting period, central office staff retrieves from the CCEDS the number of approved mandatory comprehensive air investigations completed in the regional offices as well as those completed on the behalf of the TCEQ by city and or county local programs or contracted investigators. This is divided by the number of scheduled mandatory air investigations identified during the annual work planning. The result is multiplied by 100 to get a percentage of the

completed mandatory investigations. Any air sites that are no longer in operation are removed from the workplan and will not be factored into the calculation. An investigation is considered approved when the investigation has been conducted, a report has been written, management has approved, and the manager's approval date has been reflected in CCEDS.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 10 % of Scheduled Mandatory Water Investigations Completed (key)

Short Definition: Percentage of water sites with scheduled mandatory investigations completed.

Purpose/Importance: Regulated entities are investigated to determine compliance with rules, regulations, and statutes designed to protect human health and the environment.

Source/Collection of Data: During the development of the regional offices' annual workplan, water entities are identified which must receive a mandatory investigation to meet federal or state requirements. An investigation is defined as the evaluation of a regulated entity against a standard. The data for water entity investigations is stored in CCEDS.

Method of Calculation: Each reporting period, staff retrieves from CCEDS the number of investigations completed in the regional offices for certain activities. An investigation is considered complete when the investigation has been conducted, a report has been written, management has approved, and the manager's approval date has been reflected in CCEDS. Each reporting period, central office staff retrieves from CCEDS the number of approved mandatory water entity investigations completed in the regional offices as well as those completed on TCEQ's behalf. This is divided by the number of scheduled mandatory investigations identified during the annual work planning. The result is multiplied by 100 to get a percentage of the completed mandatory investigations. Any entities that are no longer in operation are removed from the workplan and will not be factored into the calculation.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 11 % of Scheduled Mandatory Waste Investigations Completed (key)

Short Definition: Percentage of planned mandatory waste site investigations completed. A site is defined as a geographic location or place where regulatory activities of interest to the agency occur or have occurred.

Purpose/Importance: Certain permitted waste sites are required by federal or state statutes, regulations, agreements, or state funding commitments to receive mandatory comprehensive investigations to assure compliance with rules, regulations, permits/authorizations, and statutes designed to protect human health and the environment.

Source/Collection of Data: During the development of the regional offices' annual workplan, waste sites are identified which must receive a mandatory investigation to meet federal or state requirements. An investigation is defined as the evaluation of a regulated entity against a standard. The data for waste site investigations is stored in CCEDS.

Method of Calculation: Each reporting period, central office staff retrieves from the CCEDS the

number of approved mandatory waste site investigations completed in the regional offices as well as those completed on TCEQ's behalf. This is divided by the number of scheduled mandatory waste site investigations identified during the annual work planning. The result is multiplied by 100 to get a percentage of the completed mandatory investigations. Any waste sites that are no longer in operation are removed from the workplan and will not be factored into the calculation. An investigation is considered approved when the investigation has been conducted, a report has been written, management has approved, and the manager's approval date has been reflected in CCEDS.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1 oc 12 % of Environmental Laboratories Assessed within Established Time Frames (key)

Short Definition: Percentage of assessments of environmental laboratories accredited by TCEQ's laboratory accreditation program that are completed within established timeframes.

Purpose/Importance: The measure reflects the percentage of accredited environmental laboratories assessed by the TCEQ Laboratory Accreditation Program according to standards adopted by The NELAC Institute (TNI). Environmental laboratories must be assessed initially to obtain accreditation, and then within two (2) years plus or minus six (6) months to maintain accreditation. These assessments ensure data is generated and reported by environmental laboratories according to accreditation guidelines.

Source/Collection of Data: This measure is the percentage of accredited laboratories assessed per fiscal year that meet the established timeframe of two years plus or minus six months. Each assessment is documented by an assessment letter prepared by the TCEQ Laboratory Accreditation Program.

Method of Calculation: Each reporting period the program manager compiles the number of laboratories assessed that meet the established timeframe and divides that by the total number of laboratories assessed in that fiscal year. The result is multiplied by 100 to get a percentage.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: Above projections

3.1.1 Output Measures

3.1.1 op 1 # of Investigations of Water Rights Sites (key)

Short Definition: Number of inspections and investigations completed at regulated water rights sites.

Purpose/Importance: This measure reflects agency efforts to enforce water rights in Watermaster Programs.

Source/Collection of Data: This measure is the total number of Watermaster diversion site inspection and investigations performed.

Method of Calculation: Each reporting period, the Watermaster Program retrieves from the database or inspection tracking tool the number of inspections and investigations completed by the Watermaster staff.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

3.1.1 op 2 # of Investigations of Sites and Facilities (key)

Short Definition: Number of inspections and investigations completed by staff at regulated sites.

Purpose/Importance: Regulated entities are investigated to assure compliance with rules, regulations, and statutes designed to protect human health and the environment.

Source/Collection of Data: Information provided to comply with Texas Water Code, Section 5.126, Report on Enforcement Actions for "number of inspections." Information on inspections conducted is extracted from the Consolidated Compliance and Enforcement Data System (CCEDS). An inspection/investigation is defined as the evaluation by field investigators of a regulated entity against a standard. Inspections/investigations may be an initial or follow-up compliance investigation or inspection, file review, site assessment, or agent evaluation. A site is defined as a geographic location or place where regulatory activities of interest to the agency occur or have occurred.

Method of Collection: Each reporting period, central office staff retrieves from the Consolidated Compliance and Enforcement Data System (CCEDS) the number of investigations completed in the field offices as well as those completed by city and or county local programs. An investigation is considered complete when the investigation has been conducted, a report has been written, management has approved, and the manager's approval date has been reflected in CCEDS.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

3.1.1 Efficiency Measures

3.1.1 ef 1 Avg. # of Days to Report Completion of Air/Water/Waste Investigation

Short Definition: Average time to complete an investigation of air, water, or waste sites. Investigation is defined as the evaluation of a regulated entity against a standard.

Purpose/Importance: This measure reflects how efficiently the agency completes investigations of air, water, or waste sites. An investigation is considered complete when the investigation has been conducted, a report has been written, management has approved, and the manager's approval date has been reflected in the database.

Source/Collection of Data: All investigation and report-completion data are entered into CCEDS.

Method of Calculation: This measure is derived by calculating the total number of calendar days between the date of an investigation and the date of completion, divided by the total number of completed investigations reported during the reporting period. An investigation is considered complete when the investigation has been conducted, a report has been written, management has approved, and management's approval date has been reflected in CCEDS.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

3.1.1 Explanatory Measures

3.1.1 ex 1 # of Citizen Complaints Received

Short Definition: Number of citizen complaints received.

Purpose/Importance: All complaints against regulated entities received from citizens that are within the agency's jurisdiction are investigated to ensure compliance with rules, regulations, and statutes designed to protect human health and the environment. The number of complaint investigations is included in the performance measure—number of investigations of sites and facilities.

Source/Collection of Data: The data for the number of citizen complaints is collected in the Consolidated Compliance and Enforcement Data System (CCEDS).

Method of Collection: Each reporting period, OCE retrieves from CCEDS the number of complaints received by the agency. Any complaint that was determined to be outside of TCEQ jurisdiction and referred to another governmental entity is excluded.

Data Limitations: TCEQ has no control over the number of complaints received.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

3.1.1 ex 2 # of Emission Related Events Received

Short Definition: Number of reports of emissions events, scheduled maintenance, startup, shutdown events, and excess opacity events received. Events are reported to TCEQ by regulated entities.

Purpose/Importance: Regulated entities are investigated to determine compliance with rules, regulations, and statutes designed to protect human health and the environment. Emissions events, scheduled maintenance, startup, shutdown events, and excess opacity events are defined in Title 30, Tex. Admin. Code, Chapter 101. Potential violations are identified through investigations of reports and records of these emissions.

Source/Collection of Data: Using the Consolidated Compliance and Enforcement Database System (CCEDS), this measure is calculated by adding the total number of events received. This includes emissions events that were not required to be submitted based on the final quantities of unauthorized emissions.

Method of Collection: The Office of Compliance and Enforcement retrieves the data for the measure from CCEDS. The data represents the sum of the number of reported events during the reporting period.

Data Limitations: TCEQ has no control over the number of events that occur.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

3.1.1 ex 3 # of Emergency Response Events Reported

Short Definition: Number of emergency response events reported. An emergency response event is considered reported when a report has been written, management has approved, and management's approval date has been reflected in the database.

Purpose/Importance: This measure will provide data on the number of emergency response events reported and will demonstrate the agency's workload in each reporting period.

Source/Collection of Data: Using the Consolidated Compliance and Enforcement Database System (CCEDS), this measure is calculated by adding the total number of reported emergency response event reports received. This excludes spills or incidents that are outside of TCEQ jurisdiction and referred to other governmental entities.

Method of Collection: The Office of Compliance and Enforcement retrieves the data for the measure from CCEDS; the data represents the number of emergency response events reports received during the reporting period.

Data Limitations: TCEQ has no control over the number of emergency response events that occur.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

3.1.2 Output Measures

3.1.2 op 1 # of Small Businesses and Local Governments Assisted (key)

Short Definition: The number of small businesses and local governments assisted includes the following types of direct assistance: answers to hotline inquiries regarding permit and regulatory applicability, site assistance visits, notification of rule changes, outreach activities, industry specific workshops, and government sponsored conferences.

Purpose/Importance: This measure provides an indication of the responsiveness of Small Business and Local Government Assistance (SBLGA) staff to small business and local government inquiries. This measure also indicates proactive activities provided by SBLGA staff to assist small businesses and local governments.

Source/Collection of Data: The data is collected using an electronic tracking and reporting system maintained by SBLGA staff.

Method of Calculation: A total number is obtained by adding the types of assistance provided to small businesses and local governments as indicated in the above definition.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

3.1.2 Efficiency Measures

3.1.2 ef 1 Average # of Days to Send an Initial Settlement Offer

Short Definition: Average number of days to send the initial settlement.

Purpose/Importance: Reflects agency efficiency in sending proposed notices to regulated entities with the alleged violations and penalties sought.

Source/Collection of Data: This information is tracked using CCEDS.

Method of Calculation: Using computerized searches, the average number of days to send an initial settlement offer is calculated as the sum of the number of days from assignment of the Enforcement

Action Referral (EAR) to the mailing date of the initial proposed order. An Executive Director's Preliminary Report and Petition (EDPRP) for failed expedited orders will not be counted since the EDPRP is not considered to be a settlement offer and initial proposed orders will already have been counted in this category. Enforcement referrals meeting the Texas Water Section 7.105(b) criteria will not be counted. These referrals are subject to Office of the Attorney General review.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

3.1.2 Explanatory Measures

3.1.2 ex 1 Amount of Administrative Penalties to Be Paid in Final Orders Issued

Short Definition: Amount of administrative penalties required to be paid in final administrative orders issued.

Purpose/Importance: Reflects penalties required to be paid. This is not the amount that is paid to TCEQ, but rather the amount that the administrative orders require to be paid. Some may have payment schedules, and some may be default orders.

Source/Collection of Data: Using CCEDS, this measure will be reported at the end of the fiscal year by calculating the total penalty amounts required to be paid in final administrative orders issued.

Method of Calculation: This measure will be derived by calculating the total penalty amounts required to be paid in final administrative orders issued.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

3.1.2 ex 2 Amount to Be Paid for Projects in Administrative Orders

Short Definition: Amount required to be paid for supplemental environmental projects (SEPs) issued in administrative orders.

Purpose/Importance: Reflects money required to be paid or projects required to be conducted in addition to any penalty amounts in enforcement orders. The SEPs are normally designed to benefit the communities or the environment where the violations occurred.

Source/Collection of Data: Using CCEDS, this measure will be reported at the end of the fiscal year for the total dollar amount specified in the administrative orders that must be spent on SEPs approved by the agency.

Method of Calculation: This measure will be derived by calculating the total dollar amount specified in the administrative orders that must be spent on supplemental environmental projects approved by the agency.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

3.1.2 ex 3 # of Administrative Enforcement Orders Issued

Short Definition: Number of administrative enforcement orders issued.

Purpose/Importance: Reflects agency enforcement efforts.

Source/Collection of Data: Using CCEDS, this measure will be reported at the end of the fiscal year for the number of administrative orders issued.

Method of Calculation: This measure will be derived by calculating the number of administrative orders issued during the fiscal year.

Data Limitations: The agency has very limited control over the number of administrative enforcement orders that are issued in a given year. This number is determined by the number of violations committed by the regulated community. In addition, finalization of enforcement orders cannot be solely controlled by TCEQ. Due process of law allows all respondents for enforcement orders the opportunity for hearing. The timing for the hearing is then the decision of the administrative law judge at the State Office of Administrative Hearings. In addition, delays can occur when the technical requirements necessary to achieve compliance are complex, requiring extensive negotiations.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

3.1.2 ex 4 # of Environmental Labs Accredited

Short Definition: Number of environmental laboratories accredited according to Texas Water Code 5.801, et seq.

Purpose/Importance: The measure reflects the number of environmental laboratories accredited according to standards adopted by the National Environmental Laboratory Accreditation Conference.

Source/Collection of Data: Each accreditation is documented by a certificate prepared by the Air Monitoring Division.

Method of Calculation: Accreditation information is compiled from primary records maintained by agency staff.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: No Target

3.1.3 Output Measures

3.1.3 op 1 # of Presentations, Booths, & Workshops/Pollution Prev. & Minimization (key)

Short Definition: Total number of pollution prevention, waste minimization, and voluntary program workshops, booths, and presentations conducted by External Relations staff for the promotion of pollution prevention, waste minimization, and voluntary program participation.

Purpose/Importance: This measure provides an indication of External Relations Division staff's ability to conduct outreach and information dissemination of pollution prevention, waste minimization, and voluntary program information to Texas businesses and organizations.

Source/Collection of Data: Workshops, booths, and presentations are tracked by External Relations staff, who include workshop, booth, and presentation information in the section's events database. This information is then pulled from the database and compiled in a spreadsheet.

Method of Calculation: The number of workshops, booths, and presentations conducted during each quarter are summed. Fiscal year totals are calculated by adding quarterly totals.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

3.1.3 Explanatory Measures

3.1.3 ex 1 Tons of Hazardous Waste Reduced by Pollution Prevention Planning

Short Definition: This measure indicates the level of hazardous waste reduction by Texas facilities and provides information regarding the agency's efforts to reduce toxics released in Texas.

Purpose/Importance: This information represents source reduction of hazardous waste that is independent of economic factors such as production. The data is calculated and reported by entities implementing their pollution prevention plans.

Source/Collection of Data: The source of the data is the information provided by facilities on the annual progress report required by the Waste Reduction Policy Act (WRPA). This information is maintained in an Oracle database.

Method of Calculation: This measure is calculated by adding up the source reduction number from all facilities reporting.

Data Limitations: Data is dependent on accurate and timely reporting by facilities. In addition, the data reported reflects actual values from the prior year. For example, data reported in September 2024 will represent data received from industry in July 2024, which is for their calendar year 2023.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1.3 ex 2 Tons of Waste Collected through Household Hazardous Waste Collection

Short Definition: The tons of waste collected through household hazardous waste collection programs, reported annually by the programs to TCEQ.

Purpose/Importance: This measure provides data on how much household hazardous waste and other waste was collected and properly disposed of in Texas through household hazardous waste collection programs, thus reducing the impact on the environment.

Source/Collection of Data: Reports from collection programs. This data reports results of collections as submitted by entities with programs. Staff maintains the data in a spreadsheet database.

Method of Calculation: Summation of all reports submitted for related programs in Texas.

Data Limitations: Data quality is limited by the consistency and quality of the reports submitted to the agency.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

3.1.3 ex 3 Millions of Quarts of Used Oil Diverted from Improper Disposal

Short Definition: Number of quarts (in millions) of used oil collected for processing instead of potential disposal in a landfill or release to land or water.

Purpose/Importance: This number indicates the amount of used oil that, if not collected by the registered collection centers, could otherwise be delivered to landfills or improperly disposed of, potentially causing harm to human health and the environment. The number is a quantitative measurement of pollution prevention. This number represents the total volume of used oil, expressed in millions of quarts reported to the agency by used oil collection centers. The collection centers collect and prepare the oil for processing before reuse or resale to the public.

Source/Collection of Data: Using an automated agency system maintained by the Occupational Licensing and Registration Division, this measure tracks the quantities of used oil reported annually by used oil collection centers. The report is due on Jan. 25 of each year and reflects activities for the previous calendar year. OLRD does not receive reporting information for this measure during the first or fourth quarter. Receipt and entry of reporting data occurs during the second quarter, and for late filings, during the third quarter.

Method of Calculation: Performance data is obtained by querying the Internal Data Application (IDA) reporting system for the number of quarts of used oil collected for processing. The total is the number of quarts of used oil diverted from landfills or improper disposal for the reporting period.

Data Limitations: TCEQ has no control over the number of quarts of used oil received by collection centers. Therefore, the number may fluctuate and there may be a wide range in this measure from year to year. TCEQ staff continues to work with the collection centers to ensure that reported values are accurate and representative of actual oil collected.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

4.1 Outcome Measures

4.1 oc 1 % of Leaking Petroleum Storage Tank Sites Cleaned Up (key)

Short Definition: The percentage of leaking petroleum storage tank sites at which no further corrective action is required, compared to the total population of known leaking petroleum storage tank sites.

Purpose/Importance: This measure indicates the agency's efforts to clean up leaking petroleum storage tank sites relative to the total population of known leaking petroleum storage tank sites.

Source/Collection of Data: This measure uses an agency database maintained by the Remediation Division.

Method of Calculation: Using the Internal Data Application (IDA) reporting system, the number of leaking petroleum storage tank sites issued "no further action" letters is divided by the total number of reported leaking petroleum storage tank sites, multiplied by 100 to derive a percentage.

Data Limitations: Most "no further action" letters are issued upon a written request from responsible parties and the agency has limited control when these requests are submitted. Therefore, the percentage reported may represent fewer sites than would otherwise actually qualify for "no further action" status.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

4.1 oc 2 Total # of Superfund Remedial Actions Completed (key)

Short Definition: The number of state and federal Superfund sites with completed remedial actions since program inception.

Purpose/Importance: This measure reflects long-term agency efforts to clean up Superfund sites.

Source/Collection of Data: Using the Internal Data Application (IDA) reporting system the total number of state and federal Superfund sites since program inception attaining completion of the remedial action is calculated.

Method of Calculation: The total combined number of state and federal Superfund sites with completed remedial actions since program inception. The remedial action is considered complete when a site is deleted from the State Registry or the National Priorities List, upon the completion of construction, or upon documentation that no further action is needed.

Data Limitations: The agency has limited control over the federal Superfund program listings or the progression of federal site cleanups and deletions. The progression of sites through the federal Superfund program is directly related to federal funding issues, scheduling, and the final approval of submittals, which are reviewed by EPA. Department of Defense and Department of Energy funding issues that are beyond TCEQ's control also affect the progress of Superfund sites that are federal facilities.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

4.1 oc 3 % of Voluntary/Brownfield Cleanup Properties Available for Reuse (key)

Short Definition: Percent of voluntary and brownfield cleanup properties made available for redevelopment, community use, or other reuse. The percentage of voluntary and brownfield properties/ sites returned to a productive use within a community.

Purpose/Importance: This percentage measures the overall efficiency of the Voluntary Cleanup Program (VCP) to meet the goals of applicants in receiving certificates of completion. The percentage derived is indicative of the trend of the willingness of applicants to voluntarily address their contaminated sites through the VCP and the adequacy of the VCP in meeting the review deadlines necessary for completing property transactions.

Source/Collection of Data: Data is collected from the Internal Data Application (IDA) reporting system.

Method of Calculation: The percentage is obtained by dividing the total number of VCP certificates of completion issued since the inception of the program by the total number of VCP applications accepted since the inception of the program, multiplied by 100.

Data Limitations: TCEQ has no control over the number of applicants who voluntarily enter the VCP. Certificates are issued to applicants when they demonstrate a site has attained a remedy standard. TCEQ has limited control of when these standards are attained.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

4.1 oc 4 % of Industrial Solid and Municipal Haz. Waste Facilities Cleaned Up

Short Definition: Percent of industrial solid and municipal hazardous waste facilities cleaned up.

Purpose/Importance: This measure tracks the achievement of final cleanup goals at industrial solid

waste and municipal hazardous waste facilities. It evaluates the reduction of the number of contaminated facilities across the state and is a measure of the protection of human health and the environment.

Source/Collection of Data: Data is collected from the Internal Data Application (IDA) reporting system.

Method of Calculation: The number of facilities with no further action in the Industrial and Hazardous Waste Corrective Action Program divided by the total number of reported facilities in the program for the reporting period, multiplied by 100.

Data Limitations: This measure involves review and approval of documents required by agency orders, permits, and compliance plans, as well as self-implemented cleanup allowed by the regulations. The agency does not have control over the number of cleanup projects, the number of documents submitted, or the types or quality of documentation submitted to pursue self-implemented cleanups.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

4.1.1 Output Measures

4.1.1 op 1 # of Petroleum Storage Tank Self-Certifications Processed

Short Definition: Number of petroleum storage self-certifications processed.

Purpose/Importance: This measure reflects agency workload in processing petroleum storage tank new and renewal self-certifications.

Source/Collection of Data: The Permit and Registration Information System (PARIS) maintained by the Occupational Licensing and Registration Division (OLRD) tracks the number of owner/operator new and renewal self-certifications processed in Texas each year.

Method of Calculation: OLRD queries the data in PARIS to obtain the number of new and renewal self-certifications processed. The sum is the number of petroleum storage self-certifications processed by agency staff for the reporting period.

Data Limitations: None identified

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

4.1.1 op 2 # of Petroleum Storage Tank Cleanups Completed (key)

Short Definition: The number of leaking petroleum storage tank sites at which no further corrective action is required.

Purpose/Importance: This measure indicates the agency's efforts to clean up leaking petroleum storage tank sites during the reporting period.

Source/Collection of Data: Data is collected from the Internal Data Application (IDA) reporting system.

Method of Calculation: The number of leaking petroleum storage tank sites issued "no further action" letter or Certification of Completion during the reporting period is calculated.

Data Limitations: Most "no further action" letters are issued upon a written request from responsible parties and the agency has limited control when these requests are submitted. Therefore, since the number of these letters issued during a reporting period is primarily determined by the number submitted by the responsible parties, the reported number may represent fewer sites than would otherwise actually qualify for "no further action" status.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

4.1.1 Efficiency Measures

4.1.1 ef 1 Average # of Days to Authorize Contractor to Perform Corrective Action

Short Definition: Average number of days for the agency to authorize, through a work order, a state lead contractor to perform corrective action activities at Leaking Petroleum Storage Tank (LPST) sites.

Purpose/Importance: This measure indicates the agency's efforts to clean up state lead LPST sites.

Source/Collection of Data: Data is collected from the Internal Data Application (IDA) reporting system.

Method of Calculation: The number of state lead work order proposals received is tracked, the number of days to review and respond to each proposal through issuance of a work order is recorded, and the average response time is calculated for the reporting period.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

4.1.2 Output Measures

4.1.2 op 1 # of Voluntary and Brownfield Cleanups Completed (key)

Short Definition: The number of voluntary cleanup and brownfields sites that have attained a remedy standard protective of human health and the environment.

Purpose/Importance: Upon attainment of a remedy standard, a certificate of completion is issued to the applicant for the site which states that all nonresponsible parties are released from liability to the state for past contamination. This liability protection provides significant incentives for both site owners/operators and prospective purchasers to voluntarily bring contaminated sites into the Voluntary Cleanup Program (VCP).

Source/Collection of Data: Once a remedy standard is attained and a certificate is issued, certificates of completion are entered into the Internal Data Application (IDA) reporting system.

Method of Calculation: The Internal Data Application (IDA) reporting system is queried for the quarterly and cumulative totals of certificates issued for the fiscal year.

Data Limitations: TCEQ has no control over the number of applicants who voluntarily enter the VCP. Certificates are issued to applicants when they demonstrate a site has attained a remedy standard. TCEQ has limited control of when these standards are attained.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

4.1.2 op 2 # of Superfund Evaluations/Cleanups Underway (key)

Short Definition: The combined number of Superfund sites in Texas that are undergoing evaluation and cleanup activities in the state and federal Superfund process.

Purpose/Importance: Reflects the combined number of state and federal Superfund sites in Texas that are undergoing remedial investigation, feasibility study, remedial design, or remedial action activities and progressing toward completion of the remedial action and delisting from the Texas Registry and the National Priorities List.

Source/Collection of Data: Using the Internal Data Application (IDA) reporting system, data is collected to reflect the combined number of state and federal Superfund sites in Texas that are undergoing evaluation and cleanup.

Method of Calculation: The total number of state and federal Superfund sites in Texas undergoing evaluation and cleanup for the reporting period is reported.

Data Limitations: The agency has limited control over the federal Superfund program listings or the progression of federal site cleanups and deletions. The progression of sites through the federal Superfund program is directly related to federal funding issues, scheduling, and the final approval of submittals, which are reviewed by EPA. Department of Defense and Department of Energy funding issues that are beyond TCEQ's control also affect the progress of Superfund sites that are federal facilities. Additionally, the agency cannot accurately predict how many federal sites will be discovered and added to the program during any given year. Since Superfund sites are abandoned or inactive sites, each site is unique and has inherent unknowns (e.g., the nature and extent of the contamination problems) to be investigated before a remedy can be formulated.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

4.1.2 op 3 # of Superfund Remedial Actions Completed (key)

Short Definition: The number of state and federal Superfund sites for which remedial actions were completed during a reporting period.

Purpose/Importance: Reflects the combined number of state and federal Superfund sites in a reporting period no longer posing an unacceptable risk to human health or the environment due to the completion of remedial actions.

Source/Collection of Data: The Internal Data Application (IDA) reporting system is queried to calculate the combined number of state and federal Superfund sites attaining remedial action completion status in a reporting period.

Method of Calculation: The query will report the number of state and federal Superfund sites for which remedial actions were completed during the reporting period. The fiscal year cumulative total will be reported each quarter in the year-to-date performance. The remedial action is considered complete when a site is deleted from the State Registry or National Priorities List, upon the completion of construction, or upon documentation that no further action is needed. Completion of remedial action does not include post-completion care of the remedy, such as maintenance of treatment systems and on-site waste containment, long-term groundwater monitoring, or maintenance of site security.

Data Limitations: The agency has limited control over the federal Superfund program listings or the progression of federal site cleanups and deletions. The progression of sites through the federal Superfund program is directly related to federal funding issues, scheduling, and the final approval of submittals, which are reviewed by EPA. Department of Defense and Department of Energy funding issues that are beyond TCEQ's control also affect the progress of Superfund sites that are federal facilities. Since Superfund sites are abandoned or inactive sites, each site is unique and has inherent unknowns that may delay attainment of the projected remedial action completion date.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

4.1.2 op 4 # of Dry Cleaner Remediation Program Site Cleanups Completed (key)

Short Definition: The number of Dry Cleaner Remediation Program (DCRP) sites that have had necessary response actions completed through either the removal or control of contamination to levels that are protective of human health and the environment.

Purpose/Importance: This measure reflects the agency's efforts to clean up known eligible dry-cleaning sites contaminated by dry cleaner solvents.

Source/Collection of Data: The agency receives and reviews reports documenting that a site has met the closure requirements. If the agency concurs, a No Further Action Letter (NFA) is issued documenting the closure. The date the reports are received and the date of the NFA are entered into the Internal Data Application (IDA).

Method of Calculation: The Internal Data Application (IDA) reporting system is queried for the quarterly and yearly totals of DCRP sites that have been issued "no further action" letters.

Data Limitations: TCEQ has no control over the number of DCRP applications received. Dry cleaner sites may or may not be deemed eligible for DCRP assessment and cleanup activities. The DCRP is required to investigate the nature and extent of the contamination for each site. Therefore, assessment and cleanup may vary depending on unique site conditions. In addition, TCEQ is required to consider sites that pose a higher relative risk to human health and the environment. The program is set to expire on Sept. 1, 2041; however, the statute allows for corrective action to continue for sites already in the program to the extent money from the fund is available.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Above projections

4.1.2 Explanatory Measures

4.1.2 ex 1 # of Superfund Sites in Post-Closure Care (key)

Short Definition: The combined number of Superfund sites in Texas that require state funding for continued operation and maintenance (O&M) activities.

Purpose/Importance: Reflects the combined number of state and federal Superfund sites in Texas that have completed the remedial action process and now require continued state funding to ensure that the remedy remains effective during post-completion care. Activities may include maintenance of treatment systems and on-site waste containment, long-term groundwater monitoring, and maintenance of institutional controls or site security.

Source/Collection of Data: Using the Internal Data Application (IDA) reporting system, data will be collected to reflect the combined number of state and federal Superfund sites that are in a post-closure phase.

Method of Calculation: The sum of the number of state and federal Superfund sites in a post-closure care phase, for the reporting period, as determined by a database query.

Data Limitations: None identified

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

4.1.2 ex 2 # of Immediate Response Actions to Protect Health & the Environment

Short Definition: The number of immediate response actions completed to protect human health and the environment.

Purpose/Importance: This measure reflects the number of immediate response actions completed by the Remediation Division to protect human health and the environment and prevent sites from progressing into the Superfund program.

Source/Collection of Data: The Internal Data Application (IDA) reporting system is used to report the total number of incidents where immediate response actions were completed to protect human health and the environment.

Method of Calculation: At the end of a reporting quarter, an IDA database query will report the number of immediate response actions completed for that quarter. The immediate response action may be completed at the conclusion of field work (e.g., soil excavation), when the site is proposed to the State Registry or National Priorities List (e.g., for private water-well filtration system operation), or when the state participates in cost sharing of a complete response action by a federal agency. Additionally, the fiscal-year cumulative total will be reported each quarter in the year-to-date performance.

Data Limitations: Potential factors affecting this measure may be property access, lack of sites requiring response actions, budgetary or funding constraints, a determination that an incident is not time critical, the magnitude of required response activities, and community involvement.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Below projections

5.1 Outcome Measures

5.1 oc 1 % Rec'd of Texas' Equitable Share of Quality Water – Canadian

Short Definition: The interstate Canadian River Commission will complete an annual accounting of water stored in each state to determine compact compliance. The accounting of water stored in Texas' reservoirs will be used to determine the percent entitlement of water that Texas receives. Due to recent drought conditions, Texas currently stores approximately 100,000 acre-feet annually. The accounting will be completed during the third quarter of the following fiscal year, and will be for the previous calendar year.

Purpose/Importance: The measure is intended to show the extent to which Texas is receiving its share of waters as apportioned by the compact, and serves as an indicator of New Mexico's compliance with the terms of the compact. Continued performance of less than target could indicate that New Mexico has not met its delivery obligation for that year and Texas did not receive its equitable share. Performance of less than target could result in Texas initiating legal proceedings or action and can serve as an indicator of increased resource needs to rectify any underdelivery. Occasional intermittent performance of less than target could be the result of lower-than-normal precipitation conditions. Precipitation conditions will need to be monitored to determine if a compact violation has occurred.

Source/Collection of Data: Annual reports of water storage as presented to the Canadian River Commission at its annual meeting.

Method of Calculation: This measure is calculated by dividing the actual amount of water stored in

Texas' reservoirs (primarily Lake Meredith and Palo Duro Reservoir) by 100,000 acre-feet and converting to a percentage. The 100,000 acre-feet is the average amount of water Texas has in storage during recent years and with New Mexico complying with the compact.

Data Limitations: The accounting is for the previous calendar year, so information reported indicates actual performance for the prior calendar year.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

5.1 oc 2 % Rec'd of Texas' Equitable Share of Quality Water – Pecos

Short Definition: Using the water accounting report of the Pecos River Master and approved by the U.S. Supreme Court, water delivered to Texas will be computed. The water received, including any current credits of past overdeliveries of water, will be divided by the actual amount of water New Mexico is required to deliver under the terms of the compact, as determined by the water accounting report. The accounting of water delivered to Texas is computed during the fourth quarter and will be for the previous calendar year.

Purpose/Importance: Measure is intended to show the extent to which Texas is receiving its share of waters as apportioned by the compact and serves as an indicator of New Mexico's compliance with compact terms. Performance of less than 100% in any given year indicates that New Mexico has not met its delivery obligation for that year and that Texas did not receive its equitable share. Performance of less than 100% could result in Texas initiating legal proceedings or action and can also serve as an indicator of increased resource needs to rectify underdelivery.

Source/Collection of Data: Annual water accounting report prepared by the Pecos River Master and approved by the U.S. Supreme Court.

Method of Calculation: Measure is calculated by dividing the actual amount of water received by Texas, including any current credits of past overdeliveries of water (as determined by the annual accounting), by the amount of water New Mexico was required to deliver (as determined by the annual accounting), and converting to a percentage.

Data Limitations: Accounting of water is conducted by the River Master and Supreme Court during the fourth quarter. The accounting is for the previous calendar year; therefore, the information reported indicates actual performance for the prior year.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

5.1 oc 3 % Rec'd of Texas' Equitable Share of Quality Water – Red River

Short Definition: Using the reports of the engineering and legal committees of the interstate commission, water shortages to Texas' users will be evaluated. If no shortages exist, Texas has received 100% of its equitable share. As used in this measure, "equitable share" is defined as lack of water shortages.

Purpose/Importance: Measure is intended to show whether Texas' users of the Red River have experienced any water shortages. Because the quantity of water of the Red River is plentiful and is usually not an issue, a formal accounting of water deliveries to each state has not yet been initiated by the commission. Due to these factors, it is more meaningful to assess whether the needs of Texas' users of the Red River are being met, rather than whether each state is meeting its delivery obligation (as in

the measures for the Pecos and Rio Grande). Performance of less than 100% in any given year indicates that shortages have been experienced and will serve as an indicator that rules for more reaches must be developed and more formal accounting procedures must be implemented.

Source/Collection of Data: Reports prepared by the engineering and legal committees of the interstate commission.

Method of Calculation: Measure is calculated by determining if there have been any water shortages to Texas' users. Engineer advisors from each state meet annually to discuss water use related to the compact and to identify any shortages.

Data Limitations: The Red River Compact Commission has not initiated formal accounting of water deliveries to each state, therefore "water shortages" is used as a proxy for determining whether Texas has received its equitable share of waters under the terms of the compact. To date, there have been no water shortages and performance has been 100 percent. If shortages occur, and once the commission approves rules for basin-wide accounting, a formal water accounting will commence. Reports used in calculating this measure will be completed after the commission's annual meeting, usually in the third quarter. Reporting will be done annually for the previous calendar year.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

5.1 oc 4 % Rec'd of Texas' Equitable Share of Quality Water – Rio Grande

Short Definition: Using the water accounting report prepared by the engineer advisors and approved by the Commission, water delivered to Texas will be computed. The water delivered, including any current credits or debits of past over or under deliveries allowable under the compact, will be divided by the actual amount of water Colorado and New Mexico are required to deliver under the terms of the compact, as determined by the water accounting report. The accounting of water delivered to Texas is computed during the third quarter and will be for the previous calendar year.

Purpose/Importance: Measure is intended to show the extent to which Texas is receiving its share of waters as apportioned by the compact and serves as an indicator of Colorado's and New Mexico's compliance with compact terms. Performance of less than target in any given year may indicate that the compact signatories have not met their delivery obligation for that year and that Texas did not receive its equitable share. Performance of less than target could result in Texas initiating legal proceedings or action and can also serve as an indicator of increased resource needs to rectify under delivery.

Source/Collection of Data: Annual water accounting report prepared by the engineer advisors and approved by the Commission.

Method of Calculation: Measure is calculated by dividing the actual amount of water received by Texas, including any current credits or debits of past over or under deliveries allowable under the compact (as determined by the annual accounting), by the amount of water the signatory states were required to deliver (as determined by the annual accounting), and converting to a percentage.

Data Limitations: Accounting of water is conducted at the annual meeting (third quarter) of the Commission. The accounting is for the previous calendar year, therefore the information reported indicates actual performance for the prior year.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections

5.1 oc 5 % Rec'd of Texas' Equitable Share of Quality Water – Sabine

Short Definition: Using the water accounting of water diversions published in the annual report of the Sabine River Compact Administration, the acre-feet of water diverted by Texas will be compared to the historical average for the last five years.

Purpose/Importance: Measure shows whether Texas is receiving its equitable share of quality water from the Sabine River. As used in this measure, "equitable share" means that Texas water use did not exceed the maximum allowed under the compact (i.e., that sufficient water was available to meet the water needs of Texas users). Water quantity on the Sabine is plentiful. Texas and Louisiana may each use 50% of the waters, however, to date neither state uses the full amount to which it is entitled. This measure can also serve to indicate whether diversions are increasing over prior years (indicated when percentage reported exceeds 100%), and indirectly, whether the amount of excess water available is diminishing. A sustained increase in water diversions may indicate the need for formal accounting procedures.

Source/Collection of Data: Annual report of the Sabine River Compact Administration.

Method of Calculation: Measure is calculated by dividing the actual amount of water diversion by the historical average of diversions for the last five years.

Data Limitations: The Sabine River Compact Commission has not initiated formal accounting of water deliveries to each state. As a result, amount of water diverted is one of the few indicators (or proxies) available for use in calculating "Percent received of Texas' equitable share." The commission does not control water usage (diversions). Reporting will be done annually for the previous calendar year.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Above projections


Ellis County, Texas

Inks Lake State Park

SCHEDULE C

Historically Underutilized Business Plan

The mission of TCEQ's procurement and contracting program, which includes the Veteran Heroes United in Business (VetHUB) program, is to ensure the compliant, ethical, efficient, and transparent acquisition of goods and services. TCEQ's policy is to exercise an all-agency, good faith effort to optimize participation by eligible VetHUBs, and to meet the overriding goal of assuring compliance with applicable statutory, regulatory, and constitutional provisions.

TCEQ's VetHUB program is implemented across its Austin campus and regional offices, and includes providing training, resources, and outreach both to internal staff as well as to external vendors. TCEQ's VetHUB program maximization initiatives are to:

- Increase the utilization of VetHUB-certified vendors through external outreach, such as, attending outreach fairs.
- Advise and educate vendors about VetHUB procurement requirements pre- and post-award.
- Assist eligible businesses with applying for VetHUB certification.
- Encourage mentor-protégé agreements to foster long-term relationships between contractors and VetHUBs.
- Educate agency staff on VetHUB compliance and their respective roles in the program's administration.
- Develop and maintain data to ensure accurate reporting.
- Monitor contracts and subcontracts for compliance.
- Present VetHUB materials in plain language and in accessible formats.

Big Bend National Park

SCHEDULE D

Statewide Capital Plan

Plan will be submitted separately to
Bond Review Board, as required.

Garner State Park

SCHEDULE F

Workforce Plan, Fiscal Years 2027–2031

This document is also provided separately to the State Auditor's Office.

Key Factors Facing the Agency

TCEQ's mission is to protect human health and the environment by ensuring clean air for Texans to breathe, an adequate supply of clean water for the benefit of Texas citizens and businesses, and proper and safe disposal of various forms of pollutants, consistent with sustainable economic development. TCEQ is also committed to providing prompt and efficient service to all the citizens of Texas. To fulfill our mission, the agency's workforce must be supported through the full employee lifecycle which includes focusing resources on effective recruitment, professional development, engagement, and retention programs.

During the next five years, key factors affecting the agency's workforce include an increase in staff eligible to retire; retention of qualified, experienced employees; and turnover in key or difficult to fill positions. The agency must continuously assess, adapt, and strategically align resources to address workforce needs and differentiate itself in the competitive job market.

The ability to compete for highly skilled applicants, particularly in STEM and high-demand occupations, will continue to prove critical in our efforts to maintain a qualified workforce necessary for the agency to carry out its mission.

TCEQ recognizes the need to adapt readily to any changes required by new state and federal mandates. TCEQ will continue to seek solutions and address these challenges with continuous improvement initiatives, including program changes, process redesign, and technological advancements.

Retirement and Turnover

The departure of employees due to retirement and other reasons is a critical issue facing TCEQ. Within the next five years, 30.4% of TCEQ's workforce will be eligible to retire, with 17.0% eligible to retire by the end of fiscal year 2026. TCEQ is experiencing increases in retirements year over year: 26.7% of all separations in fiscal year 2025, up from 22.5% in fiscal year 2024, and up substantially from just 16.5% in fiscal year 2023.

Retirements in several of TCEQ's highly specialized, core mission classifications attribute to a critical loss of organizational experience and institutional knowledge. Staff with 20-30+ years of experience have recently retired and this poses a significant need for continued succession planning and professional development for key positions and leadership roles. For example, TCEQ employs 15 of the 16 Toxicologists in Texas state agencies. With just two retirements from our Toxicologist group, TCEQ lost 19 years and 33 years of experience. Engineers are also critical to TCEQ's mission, and we maintain 125 Engineer positions. Between fiscal years 2022 and 2025, 19 Engineers (15% of total positions) retired from TCEQ with an average tenure of 20.5 years of experience. TCEQ also employs the largest number of Natural Resources Specialists in the state, and of those who retired between fiscal years 2022 and 2025, they averaged over 23 years of experience.

Table F.1 demonstrates the projected increases in the number of employees eligible to retire from fiscal year 2026 through fiscal year 2031. TCEQ estimates that approximately 916 employees (30.4%) will become eligible to retire by the end of fiscal year 2031. Retirement of the agency's workforce at this level could significantly affect the agency's ability to deliver programs and accomplish its mission.

Table F.1. Projection of TCEQ Employees Eligible for Retirement, FYs 2026–2031

Fiscal Year	Projected Retirements	% of Total Agency Headcount (3015)
2026	511	16.9
2027	595	19.7
2028	672	22.3
2029	765	25.4
2030	843	28.0
2031	916	30.4

Data Source: Centralized Accounting and Payroll/Personnel System, as of 2/12/2026.

TCEQ's overall turnover rate of 10.9% in fiscal year 2025 was below the state average of 15.4% (see Figure F.1, TCEQ Employee Turnover Rate, FY 2020–2025). TCEQ's average salary has increased, which is attributable to the agency's recruitment and retention efforts, and the investment in staff salary increases through both the legislature's statewide salary increases and granting of TCEQ's requests for additional salary funding during the 88th and 89th legislative sessions (see Figure F.2, TCEQ Average Salary, FY 2020–2025).

However, approximately 50% of TCEQ's workforce has less than five years of tenure with TCEQ; this highlights the need to focus on developing employees for emerging roles across the agency, including those that require information technology and data analytics skill sets (see Figure F.3, TCEQ Employee Average Tenure by Employee Count, FY 2025).

Staff with professional licenses and certifications are highly marketable outside of the agency, and TCEQ continues to see untenably high turnover in essential classifications at rates that exceed the statewide averages, including:

- Natural Resources Specialist (TCEQ 14.1% vs. statewide 10.9%),
- Engineer (TCEQ 14.7% vs. statewide 11.3%),
- Engineering Specialist (TCEQ 19.4% vs. statewide 9.1%),
- Attorney (TCEQ 18.8% vs. statewide 11.6%),
- Health Physicist (TCEQ 44.4% vs. statewide 16.7%).

Ensuring that agency salaries are competitive with other state agencies and local governments using similar skill sets continues to be a goal and priority focus for TCEQ. Although TCEQ has received additional funds to increase staff salaries in recent legislative sessions, 23.7% of TCEQ positions are below the midpoint or market rate of the state salary schedule.

Accordingly, retention of qualified staff is an ongoing effort and is critical to the agency's ability to meet demands. Agency offices identified employee development and knowledge management as the primary strategy to address skill gaps due to voluntary separations and retirements, with engagement and retention efforts ranking second.

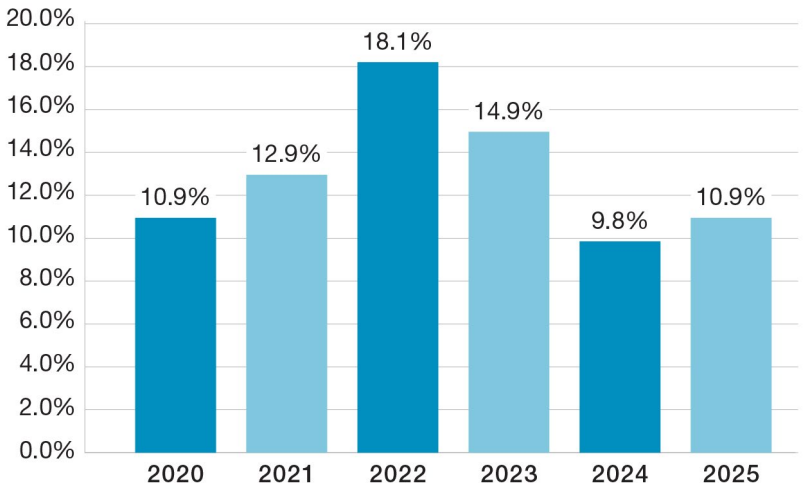
New and Changing Requirements and Initiatives, Increased Customer Demand

New federal and state requirements, internal initiatives, and increased customer demands have an agency-wide impact. Offices may be required to change, modify, or add programs, processes, and procedures to adapt to new and changing requirements. Also, to provide more timely data, the agency's use of technology to report and receive information is expanding.

Among other expected program changes, mandates, and initiatives are the following:

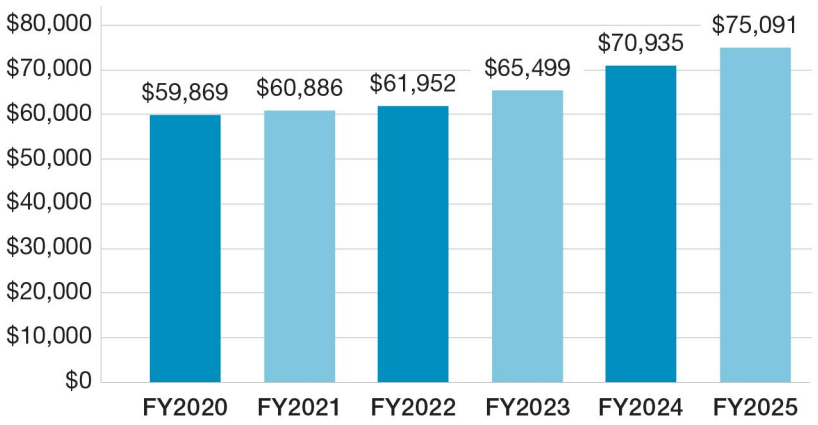
- **Staffing competitiveness.** State salary and benefits constraints limit TCEQ's ability to remain competitive with other employment

Figure F.1. TCEQ Employee Turnover Rate, FYs 2020–2025



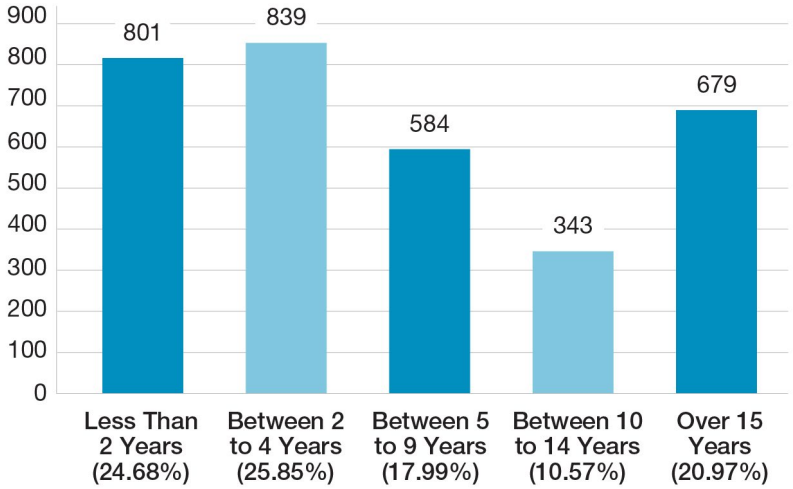
Data Source: Centralized Accounting and Payroll/ Personnel System and Texas Uniform Statewide Accounting System, as of 8/31/25.

Figure F.2. TCEQ Average Salary, FYs 2020–2025



Data Source: Centralized Accounting and Payroll/ Personnel System, as of 8/31/25.

Figure F.3. TCEQ Employee Average Tenure by Employee Count, FY 2025



Data Source: Centralized Accounting and Payroll/ Personnel System, as of 8/31/25.

sectors, including state and local governments. TCEQ's retention of experienced staff in our mission-critical classifications is challenged by higher and more competitive salaries and benefit packages offered by other state agencies and local city and county governments, in addition to those offered in the private sector.

TCEQ has taken several measures to address this competition, including raising minimum salaries and supplementing salaries with recruitment bonus programs and one-time merits for extraordinary performance. However, 23.7% of TCEQ positions are below the midpoint of the state salary schedule.

- **Employee-related initiatives.** The agency continues to focus on cultivating strong leaders at TCEQ and reinforcing the agency's culture. The agency has had several noteworthy successes including scaling up the TCEQ Mentoring and Leadership Programs and employee engagement and wellness programs. TCEQ also provides mentor workshops, publication of monthly activities and resources, and well-being series webinars. In addition, the agency hosts employee-focused, in-person events including the Holiday Bazaar, Chili Cook Off, and the annual Veterans Day recognition ceremony.
- **Digital Content and Accessibility Requirements.** The agency continues to increase the amount of digital content—training, public education, and other informational material—on TCEQ websites. TCEQ is committed to maintaining and improving online access, accessibility, and navigation (both internal and external) through increasing and varied access points (such as mobile devices, collaboration tools, and social media) and situations (such as disasters). However, this commitment requires significant staff and financial resources. Further, agency responsibilities under Section 508 require more time and expertise when creating documents, webpages, educational instruction, and other digital content. The public wants the agency to use plain language in its guidance and informational materials, as well as providing these materials in alternative languages and in accessible format for people with disabilities. TCEQ aims to keep pace with the demand.
- **Public Information Requests, Access to Public Records, and Public Participation.** The agency has seen an increase in the number of public information requests (PIR), legislative requests, and media requests. This increase is impacting the agency's ability to process and fulfill public information requests while meeting day-to-day program needs—particularly with the volume of redaction necessary for confidential information. To handle this increase, the agency needs to modify existing databases, enhance reporting capabilities, and launch new initiatives allowing greater public access to agency records, including use of the Texas Open Data Portal as an alternative for filing public information requests. The design, testing, and implementation of these initiatives require large commitments in funding and staff resources. Also, additional staff expertise and resources are devoted towards ensuring that the agency's public participation process is in accordance with Title VI of the Civil Rights Act of 1964.
- **Continuous Improvement Program Initiatives.** Continuous Improvement Program (CIP) initiatives are being deployed across the agency to enhance agency processes and reduce backlogs. CIP projects require extensive coordination with program areas on logistics and training/staff development.
- **Disaster and Emergency Response Planning.** TCEQ has emerging responsibilities associated with disaster-and emergency-response assistance, coordination, and information collection, including updating GIS map layers for wastewater treatment plant infrastructures. In addition, the agency has to keep up with public demand for information during events. The public has created a demand for fast disclosure and transparency of monitoring data

during high-profile emergency-response events such as fires and explosions. The agency continues to refine processes and procedures with respect to disaster response.

Agency response to disasters, both natural and man-made, is under heavy scrutiny. The agency must continue public education efforts to reemphasize that TCEQ is not a first responder in emergency events.

- **Population Growth and Increased Regulatory Oversight.** Texas is experiencing tremendous growth. This growth leads to an increased regulatory universe in the form of water and wastewater infrastructure, waste generation, and air emissions. As a result, TCEQ is experiencing an increase in the number and complexity of issues associated with heavy-growth areas. This creates challenges in providing adequate responses to citizen complaints; investigations to determine compliance with applicable air, waste, and water regulations; and education of regulated entities.

  In addition, the complexity of the proposed solutions to challenges associated with rapid growth requires more staff time and more experienced staff. For example, the growing population trends and limited additional water resources in Texas have resulted in public water systems considering innovative or alternative treatment technologies. The thorough and comprehensive review of these complex, innovative, and alternative treatment technologies requires highly experienced engineers and scientists to both protect public health and support economic growth. These technologies require significant research and time, taxing senior-level staff possessing high levels of technical expertise who may be needed for multiple projects.
- **Facility Reviews—TCEQ's Park 35 Campus and Regional Offices.** Growth in the federal and state programs with additional staff and supporting equipment have put pressure on TCEQ's physical locations, nearly all of which are at maximum capacity. Many of TCEQ's 16 regional offices and satellite offices are in aging facilities and cannot be renovated to meet TCEQ's immediate or future needs. By fiscal year 2031, TCEQ is projecting to relocate several regional offices to optimize staff workspaces and properly house and secure mission-essential equipment for routine investigations and for emergency and disaster event response. TCEQ projects substantial increases in both overall lease rates, relocation costs, and installing required security improvements.

  At TCEQ's Park 35 Campus, the Texas Facilities Commission completed deferred maintenance on the five state-owned buildings, and TCEQ has initiated renewal of the commercially leased building on the campus. TCEQ is now reevaluating all of those physical spaces to optimize collaboration, innovation, and knowledge sharing for the nearly 2000 staff who work in and around Austin.
- **CAPPS State of Texas Accounting and Reporting Resource (STARR).** CAPPS STARR project is planned to modernize the state's critical financial functionality by replacing the Uniform Statewide Accounting System (USAS), Texas Identification Number System (TINS) and State Property Accounting System (SPA) legacy systems with a cloud-based solution. The new CAPPS STARR system will include core USAS/TINS/SPA functions used by all state agencies with anticipated launch on Sept. 1, 2027. Replacing the state's critical financial infrastructure will require significant staff resources and training. The complexity of the software and process redesign requires staff to invest time in understanding the system's functionalities and data reporting features. TCEQ is highly reliant on contractors for research and resolution of complex issues in the CAPPS system. The growth of knowledge and skills across all CAPPS modules is vital to the success of TCEQ's operations.
- **Updates to Federal Guidance in Relation to Staff Knowledge.** TCEQ staff must

continually educate themselves on changes in federal guidance related to the Environmental Protection Agency (EPA) and other agencies with ties to TCEQ. TCEQ staff are constantly working to understand these changes and, subsequently, be able to audit these subjects. Staff must be experts in policy analysis and development, regulation analysis and development; and knowledgeable of state law and regulation, and litigation to evaluate permits and discuss them with members of the public, the legislature, and in contested case hearings.

- **Expanding Federal and State Requirements and Initiatives.** TCEQ provides extensive guidance, technical assistance, and templates to help permittees and stakeholders understand changing, more complex rules. The agency utilizes a significant amount of staff resources to provide this guidance and assistance as federal, state and internal requirements expand.

Information Technology

TCEQ must prepare for future information technology (IT) needs to maintain and enhance the agency's level of service, respond to increasing customer demands and expectations, and implement legislative changes. These needs include:

- **Critical Technology Upgrade.** The agency is committed to major projects that will require expansive software and database skills. A primary focus is the Critical Technology Upgrade (CTU) project which upgrades legacy applications core to the agency's mission to a contemporary platform. Additionally, migrating these tools to supportable frameworks mitigates the operational risks associated with the turnover of tenured staff and contracted resources, ensuring that new personnel can readily maintain the updated infrastructure using modern, widely adopted industry skillsets.
- **DIR/DCS Technology Requirements.** As a mandated Data Center Services (DCS) customer, the agency is required to maintain a posture of no more than one release prior to the current version of software. Additionally, the agency faces increased costs if server hardware is not "refreshed" at the designated interval. When software is upgraded or hardware is refreshed, application developers must test application code and remediate it as needed. While this practice is recommended for security reasons, it increases the maintenance overhead for application-development staff.
- **Information Security.** Legislation increasingly addresses policies and practices regarding information security, such as mandates for information technology risk assessments and elevated vulnerability testing for applications that process personally identifiable or confidential information. The agency also faces challenges due to the expanding number of mobile devices used to share data and connect to the agency network, and the need to onboard and retain staff in a field with high demand and escalating pay expectations. Adoption of cloud services and reliance on third-party providers enables the agency to modernize and keep pace, but has also introduced a new set of challenges.
- **Increasing Technological Demands.** The agency is tasked with improving online access and navigation to more information through additional access points and a constantly evolving user base. Both internal and external stakeholders expect that their changing access needs will be met, such as through mobile devices, collaboration tools, and social media. The agency has also implemented recent Sunset initiatives including making more agency data available to the public in an easily understandable format. This involves continued site restructuring and the use of analytics, metadata, and usability studies to adequately support emerging web design and organization trends.
- **Increased Need for Digital Content.** TCEQ is increasing the amount of digital content

for use on TCEQ websites—training, public education, and other informational content. This content must be produced in HD (high definition) as SD (standard definition) fades away. The agency will need to spend more time on meeting accessibility requirements for video content as the agency's video production increases.

- **IT Components for New Regulatory Programs.** The agency must develop and support IT components with the addition of new regulatory programs. In addition, the agency is providing more data and expanding the use of technology for reporting information and receiving authorizations. The agency's program areas will need to develop proficiency in analysis and design to facilitate implementation. The challenge will be to ensure that staff are capable of building and using these tools effectively and efficiently.
- **Database Management.** The agency will require large commitments in funding and manpower resources to modify, maintain, expand, and automate existing databases; increase reporting and storage capabilities; as well as implement new initiatives to allow greater public access to agency records.
- **Environmental Compliance Technology.** In response to an increased demand for real-time data, the agency will need to train additional staff on applicable technology in the areas of environmental and compliance monitoring.
- **Online Access and Navigation.** Maintaining and improving online access and navigation (both internal and external) allows for quick dissemination of information to large groups, both in "real time" and customized, through increasing and varied access points, such as mobile devices, collaboration tools, and social media. This involves redesigning the agency's website to improve public access and reduce the amount of time users spend trying to find what they need.
- **Data Management.** The agency's capabilities in electronic reporting, data handling, and data management, including continued maintenance and enhancement of the Texas Integrated Data Exchange Node (TIDEN) and Texas Open Data Portal data offerings, need improvement and more transparency. Further, as artificial intelligence adoption continues to grow, so does its access to agency data products; and, the agency will need additional protections to inventory, classify, monitor and protect data assets.
- **Skilled IT Staff.** Keeping the skill levels of employees current with constantly changing technology, including advocating for increased skill sets, remains a challenge. As more businesses move to the state, particularly near the central office in Austin, the agency will face more competition to attract, hire, and retain IT talent. With IT needs rising at the agency, along with expectations of artificial intelligence, automation, and electronic data management, additional staff with advanced skills are needed. With 44% of IT staff eligible to retire in the next five years, this will become an increasing challenge for the agency in the near future.
- **Artificial Intelligence.** As the agency evaluates and adopts artificial intelligence tools, there will be greater focus on data loss prevention and appropriate use. Specialized skills are needed in Data Loss Prevention (DLP) tools to prevent sensitive files from being leaked or misused. Additionally, the agency must integrate human-in-the-loop practices into their monitoring workflows, ensuring that experts review and verify AI outputs to catch errors before work products are available to the public.
- **Cybersecurity Strategy and Response.** The dynamic threat environment continues to increase the need for more complex cybersecurity tools and expert resources to monitor, analyze, and respond to potential threats, as well as continuously improve the agency's information security posture. Staff are responsible for both maintaining existing technology and delivering new technology. At present, the agency is building partnerships

with third-party providers to meet the demand for continuous monitoring and management.

- **Implementing IT Goals.** Highly skilled IT staff are needed to implement the four primary IT goals in the Information Strategic Plan:
  - Improve internal and external access to information.
  - Promote effective and efficient service delivery.
  - Enable strategic management of information.
  - Support a high-performing, next-generation workforce.

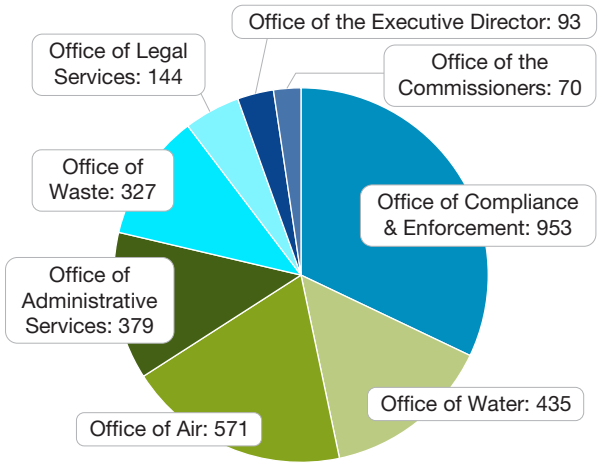
To maintain competencies and improve efficiencies, the agency will continue to monitor funding, examine program efficiencies, manage staff workloads, and evaluate the need for projects.

Current Workforce Profile (Supply Analysis)

In fiscal year 2025, TCEQ employed a cumulative total of 3,257 employees, which reflects 317 new hires and 322 separated employees. As of Feb. 28, 2026, TCEQ has almost doubled the total number of new hires compared to separations—200 new hires compared to 119 separations, which speaks to TCEQ's highly effective recruitment and hiring strategies.

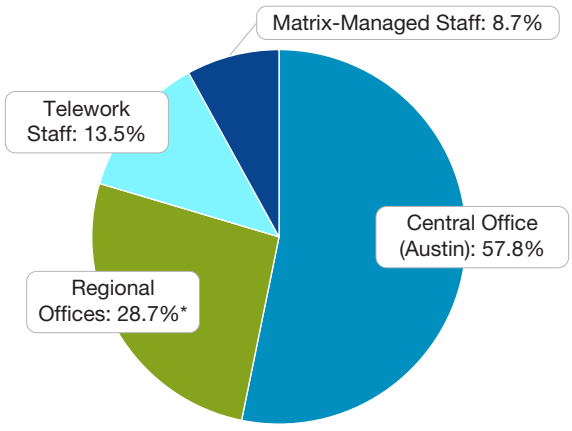
The following chart (Figure F.4) summarizes the agency workforce by office. The totals indicate an actual head count of employees, not full-time equivalents (FTEs), and do not include contractors or temporary staff.

Figure F.4. TCEQ Employees by Office, FY 2025



Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25.
Note: Data includes separations.

Figure F.5. TCEQ Employees by Location, FY 2025



Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25.
**Includes matrix-managed staff*

Location of Employees

As of Aug. 31, 2025, 853 employees—or 28.7% of the total workforce—were located throughout the 16 regional offices (see Figure F.5). To facilitate delivery of the agency's services and to increase efficiencies, 259 of these employees (8.7% of the total workforce) were matrix-managed staff who work in regional offices but are supervised from the central office. Consistent with TCEQ's Telework Plan, only 13.5% of the workforce is approved for a full telework schedule.

Workforce Demographics

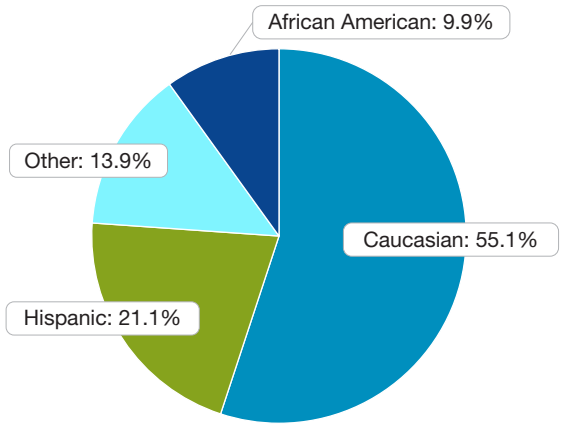
Figures F.6 and F.7 illustrate the agency's workforce demographics during fiscal year 2025.

The TCEQ Workforce Compared to the Available Texas Civilian Labor Force

The TCEQ workforce comprises four employee job categories, as established by the Equal Employment Opportunity Commission (EEOC). These categories are: Official/Administrator, Professional, Technical, and Administrative Support.

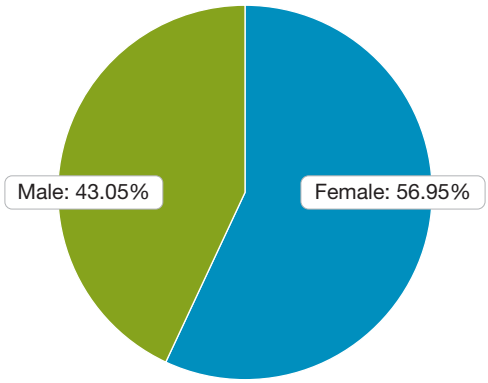
Table F.2 compares the agency workforce as of Aug. 31, 2025, to the available statewide civilian labor force as reported in the Texas Workforce Commission's Civil Rights Division, Texas Statewide Workforce Composition Workforce Analysis Tool, FY 2025.

Figure F.6. TCEQ Employees by Ethnicity, FY 2025



Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25.

Figure F.7. TCEQ Employees by Gender, FY 2025



Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25.

Table F.2. TCEQ Workforce Compared to Available Statewide Labor Force by EEO Job Category, FY 2025

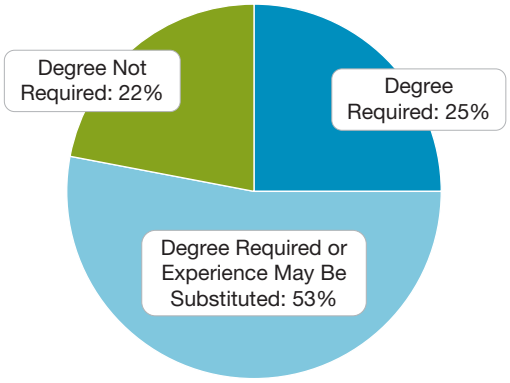
EEO Job Category	African American SLF	African American TCEQ	Caucasian SLF	Caucasian TCEQ	Female SLF	Female TCEQ	Hispanic SLF	Hispanic TCEQ	Male SLF	Male TCEQ	Other Ethnicity SLF	Other Ethnicity TCEQ
Administrative Support	15.2%	23.1%	39.6%	41.7%	74.1%	79.7%	38.3%	24.4%	25.9%	20.3%	6.9%	10.8%
Officials and Administrators	8.6%	6.5%	56.7%	68.0%	40.2%	55.0%	25.2%	18.0%	59.8%	45.0%	9.5%	7.5%
Professionals	10.6%	6.8%	52.0%	57.3%	53.0%	52.6%	23.0%	20.0%	47.0%	47.4%	14.4%	15.9%
Technicians	11.7%	9.6%	40.1%	40.0%	63.5%	28.9%	38.5%	32.6%	36.5%	71.1%	9.7%	17.8%

Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25. Texas Workforce Commission Civil Rights Division, Texas Statewide Workforce Composition Workforce Analysis Tool, FY 2025.

Workforce Qualifications

TCEQ employs a highly qualified workforce in a variety of program areas, performing complex and varied duties. Strong employee competencies are critical to meet program objectives and goals. Of the agency's job classifications, 25% require a degree (see Figure F.8). Another 53% require a degree where related experience may substitute for this requirement. The remaining positions do not require a degree—they constitute 22% of the agency's workforce.

Figure F.8. Education Requirements of TCEQ Employees, FY 2025

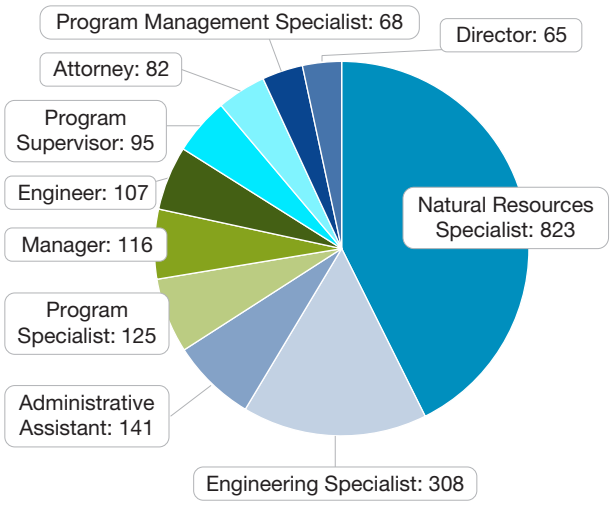


Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25.

Workforce Profile by Job Classification

Over 77.4% of the agency's employees are categorized as Officials/Administrators and Professionals. The work done by TCEQ employees is complex and varied, requiring the use of 302 job classifications and sub-specifications. Figure F.9 represents the top ten job classification series by employee population in fiscal year 2025.

Figure F.9. Top Ten Job Classification Series by Employee Population, FY 2025



Data Source: Centralized Accounting and Payroll/Personnel System, as of 8/31/25.

Future Workforce Profile (Demand Analysis)

TCEQ carries out its mission through complex activities that require employees to demonstrate a high level of proficiency in a variety of critical skills, also referred to as competencies. Table F.3 is a listing of sets of critical "competencies" that have been identified as the skill sets necessary to accomplish the agency's mission.

Offices identified *Information Technology* as the top skill category where skills gaps exist. There is a significant need to focus on skills related to emerging technologies and technology solutions, based on the data received from Offices. Overall, 90% of the responses specifically identified the need to purchase new technology solutions (53%) and increase the use of existing technology on TCEQ's approved software list (38%). As such, tools and skills focused on information technology, data querying, analysis and illustration are needed to manage large amounts of data the agency receives and produces for critical business processes and decision making.

Table F.3. Critical Workforce Competencies within TCEQ Offices

Communication and Collaboration	Financial Management	Information Technology	Management/ Leadership	Problem Solving	Project Management	Technical and Institutional Knowledge (may be unique to a certain program area)
Customer service Active listening Marketing and outreach Public relations Telework collaboration and communication Teamwork Translating technical information into layperson's terms Verbal—public speaking and presentation Written—composition and editing	Asset Management Contract management Financial administration General procurement Grant management	Accessibility Computer-assisted tools, applications, and software Database management Query and report development Graphic design Web development and maintenance	Building effective teams Managing change Delegation Facilitation Hybrid workplace leadership Interpersonal skills Managerial courage Mentoring Performance management Strategic planning	Analysis Critical thinking Decision making Innovation	Coordination Managing multiple priorities Planning and organizing Quality analysis and process improvement	Agency policies, procedures, and programs Audit skills Litigation skills Local, state, and federal laws, rules, and regulations Policy analysis and development Regulation analysis and development Research Specialized technical knowledge and analysis Statistical analysis

Data Source: Human Resources and Staff Services Division, TCEQ, March 2026.

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. Such initiatives will enable the agency to identify the skills, knowledge, and abilities needed to maintain our organizational excellence and to strengthen the skills of staff.

The agency strives to compete in the marketplace for science and engineering skill sets. The predominant occupations used at TCEQ—such as environmental engineer, engineering specialist, natural resources specialist, toxicologist, hydrologist, aquatic scientist, chemist, and geoscientist—require STEM (science, technology, engineering, and math) degrees, specialized training and skill sets, certifications, and licenses to be successful in their roles at TCEQ.

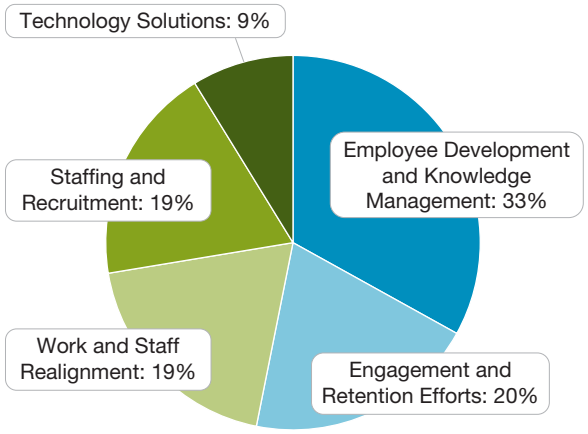
The ability to recruit and retain information technology staff will also be essential as the demand for automation, data analysis and visualization, and emerging technologies increases along with providing access to digital content and the enhancement of websites and access to electronic information and interfaces.

Strategy Development

TCEQ anticipates implementing key strategies to address expected skill gaps. Figure F.10 displays the strategies that were identified by agency offices.

Employee Development and Knowledge Management will be the primary focus to ensure that TCEQ aligns appropriate staff with the necessary skill sets to fulfill the agency's core functions. The use of strategies as indicated below reflects the fact that there is a critical need to develop current staff skills, while also developing future workforce skills.

Figure F.10. TCEQ Strategies to Address Workforce Gaps



Data Source: Office Workforce Plan, TCEQ, March 2026.

Employee Development and Knowledge Management

It is evident that professional development, mentoring, and the pursuit of staff licenses and certifications will be critical to maintaining institutional knowledge and technical expertise, and enhancing critical workforce competencies. To that end, TCEQ provides high-quality learning and development opportunities focused on critical skills, competencies, and technical requirements for all employees.

TCEQ has also partnered with the Texas A&M Engineering Extension Service (TEEX) to provide job-specific training as the volume and complexity of TCEQ work has increased. This training provides the specialized, hands-on instruction these roles require, and additional investment in this partnership ensures our workforce remains fully prepared, consistent in practice, and aligned with the agency's mission.

In addition, TCEQ has put in place mechanisms to closely track the rapid emergence of artificial intelligence and position the organization to stay ahead of its impact. Plans include building foundational literacy, role-specific skills, and responsible-use practices that employees need, so AI becomes a force multiplier for performance, service quality, and innovation. Our focus is on translating AI from a disruptive trend into a practical, well-governed capability that strengthens the workforce and prepares the organization for the next decade of work.

An agency-wide Learning and Development needs assessment identified a deficiency in intermediate- and mastery-level leadership and management courses. Data indicated that 95% of course offerings contained entry-level learning outcomes. The TCEQ Leadership Development Program introduced new courses, with more planned, to address emerging leaders, strategic planning, change management, and succession planning.

In fiscal year 25, TCEQ's Emerging Leader Program was piloted and launched for nonmanagerial and entry-level supervisors. By deploying two cohorts per year, 75% of the target group is expected to be equipped with foundational leadership skills over the next five years. The emphasis on leadership development supplements existing growth opportunities in managerial competencies. For example, several TCEQ mid-level managers attend the Senior Management Program at the University of Texas Governor's Center for Management Development each year.

Park 35 Campus

TCEQ maintains three programs focused on mentoring and professional development: the TCEQ Engineering Focus Group, the Geoscience Focus Group, and the TCEQ Mentoring Program. The TCEQ Engineering Focus Group was formed to strengthen staff expertise and to retain and promote engineers and engineers-in-training (EITs) in support of the agency's mission-critical functions. Similarly, the TCEQ Geoscience Focus Group was formed to strengthen staff expertise and to retain and promote geoscience-related career paths and geoscientist-in-training (GITs) in support of the agency's mission-critical functions. The TCEQ Mentoring Program assists employees from varied backgrounds and experiences who are seeking professional guidance as they navigate their careers.

The shift toward on-demand virtual learning will continue, as evidenced by the increasing interest in LinkedIn Learning courses. These efforts help ensure a future-ready workforce while benefiting from the effectiveness and efficiencies of virtual platforms.

Recruitment and Staffing

TCEQ's recruitment programs have expanded to align with specific workforce needs and are focused on key skill sets, qualifications, and degree programs that are essential to TCEQ's mission. Additionally, the agency increased veteran recruitment and hiring efforts. Offices identified *enhancing recruitment efforts* as their top strategy to address the increasing staff resource demands. In addition to recruitment strategies, offices have addressed increased demand by realigning and streamlining business processes, while maintaining a consistent level of regulatory oversight and customer service. However, challenges associated

with increased demand and expanding programs are outpacing staff resources.

TCEQ has a dedicated Veteran Employment Liaison position within the Human Resources and Staff Services Division to focus on veteran and military eligible hiring, and doubled the percentage of newly hired staff who are veterans from just 5% in fiscal year 2020 to 10% in fiscal year 2024 and 9.2% in fiscal year 2025. The agency's current percentage of veterans in the workforce is 6.8% with veteran applicants at 7.8%. TCEQ actively participates in Veteran Recruiting events and programs to create a pipeline of military eligible candidates for TCEQ vacancies, including the U.S. Department of Defense SkillBridge Program and the Military Spouse Career Accelerator Pilot. Of notable mention, TCEQ received the Employer of the Year award from the Texas Veterans Commission for our outstanding veteran recruitment efforts.

TCEQ's recruitment program is committed to building a quality workforce. Recruitment events are regularly planned to target qualified candidates, and TCEQ recruiters attend 50-60 events per year.

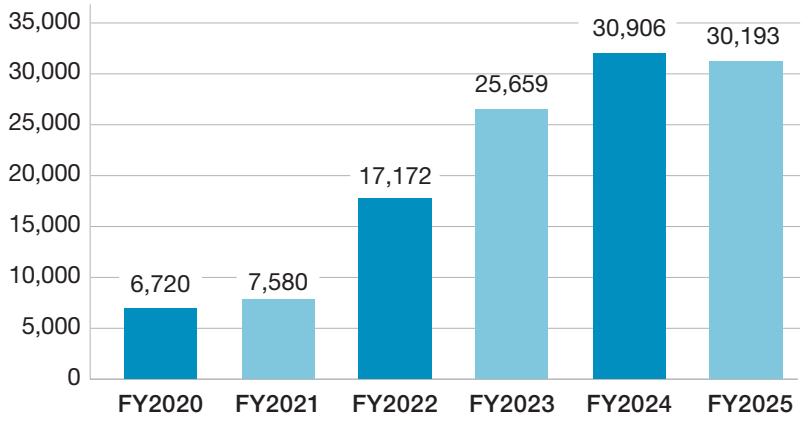
TCEQ will continue to analyze hiring practices and harness continuous improvement efforts. The upgraded processes include standardizing job descriptions, enhancing the TCEQ employer brand, using targeted language in job postings, and employing creative advertising. This approach has shown a marked increase in the quantity and quality of applications and hires (see Figure F.11, TCEQ Total Applications Received, FY 2020–2025).

The Express Interview Program is a collaborative process between hiring supervisors and HRSS to identify multiple vacant positions, streamline the interview process, and hire qualified applicants within a few days.

The Transitions Hiring Program provides a robust applicant pool and expedited hiring for entry-level positions requiring a degree. Recruiters actively recruit at colleges, universities, and professional events throughout the state. Hiring supervisors have access to a pool of graduating or recently graduated college students for professional entry-level positions.

Furthermore, TCEQ's Engineer, Geoscience and Attorney Hiring Programs provide a continuous applicant pool of licensed professionals to vacant positions that fit their expertise and fulfill TCEQ's business needs. To further enhance recruitment efforts for engineers, TCEQ awards recruitment bonuses to newly hired engineers and health physicists.

Figure F.11. TCEQ Total Applications Received, FYs 2020–2025



Data Source: Centralized Accounting and Payroll/ Personnel Recruit System, as of 8/31/25.

Engagement and Retention Efforts

Retention of qualified staff in highly technical, STEM-based positions remains a challenge in a highly competitive job market. Offices plan to retain individuals who possess essential competencies by providing opportunities for career growth and development and promoting participation in wellness and employee engagement activities. TCEQ provides professional development opportunities for employees to focus on critical skills, competencies, and technical requirements needed by the agency. It is vital to develop employees to offset turnover in key positions with technical expertise, institutional knowledge, and leadership experience.

Other retention strategies include tenure and outstanding performance recognition awards and employee recognition events. In addition, TCEQ administers employee programs to promote the health and well-being of employees, and to promote a sense of community throughout TCEQ. The agency's partnership with the Employees Retirement System of Texas, as well as TCEQ's Employee Assistance Program, provides on-demand access to a variety of mental and physical health and wellness resources available at no cost to employees.

Work and Staff Allocation Changes

TCEQ leadership teams review workforce needs and available skill sets to ensure that adequate staff are assigned to meet the business needs of the agency. Offices indicate that the strategies most utilized in this area are aligning job descriptions with current business needs, reorganization of teams, and succession planning to plan for and reduce the risk associated with loss of specialized skill sets in key positions. Additionally, TCEQ's offices plan to implement continuous improvement initiatives to enhance efficiency.

Technology Solutions

Technological advancements at TCEQ play a pivotal role in achieving our agency's strategic objectives and goals. By leveraging innovative technologies and AI, we can enhance operational efficiency, improve decision-making processes, and enable innovation across all levels of the organization. Strategic investment and embracing emerging technologies such as AI, data analytics, and automation will ensure that TCEQ delivers optimal outcomes that align with our agency's mission and vision. TCEQ's offices plan to invest in new technology solutions.

Guadalupe Mountains National Park

SCHEDULE H

Report on Customer Service

March 1, 2024–February 28, 2026

Introduction

The Texas Commission on Environmental Quality (TCEQ) is the state's environmental agency and provides many services related to air quality, water quality, water supply, and waste management. Almost all of our services require interacting with our customers, both Texans and those in other states and countries.

Texas Government Code Chapter 2114 requires state agencies to establish customer service standards, called a *Compact with Texans*. Under our compact, we commit to:

- Respond to requests for public information through telephone calls, correspondence, and e-mail in a timely, efficient, and courteous manner, in accordance with all applicable state and federal statutes and regulations.
- Provide clear, concise, and accurate information related to all applicable permitting, licensing, and registration procedures through written materials, phone assistance, and our official website.
- Establish channels for public participation in all aspects of our operations including, but not limited to, permitting, rulemaking and compliance, and customer service assistance.
- Track and respond to customer service complaints in a timely manner.
- Maintain safe, clean, and accessible facilities across the state.

Chapter 2114 also requires state agencies to gather information about certain service elements provided by that agency (such as internet services and complaint-handling) and then report on this gathered information every two years. TCEQ developed its Customer Satisfaction Survey to gather this information and to help verify compliance with our Compact with Texans.

About our Survey

We designed the survey to be used by all customers that interact with us or our website. The survey contains 11 questions. The first three questions ask the customer to give general information about themselves, while the remaining questions ask them to rate their level of satisfaction with certain service elements (on a scale of "1" to "5," with "5" being the highest). Next is a comment section and an optional contact information section. See Appendix B: Customer Satisfaction Survey for a copy of our survey, containing text in English and Spanish.

Distribution

The most cost-effective method for reaching all of our customers is to distribute a link to our online survey. That link is tceq.texas.gov/customersurvey and provides a drop-down menu for customers to choose between an English or Spanish version. The link can be found in many locations, including:

- TCEQ webpages
- response emails from program-area email boxes (i.e., proxy boxes)
- emails from GovDelivery
- letters
- publications

In addition to the online survey, hardcopies of the survey are also available in the foyer of all regional offices and at TCEQ headquarters in Austin. This provides survey access to anyone visiting our offices. Staff also commonly distribute hardcopies to customers that are undergoing an investigation.

Defined Customers

Our survey is open to all Texans and other customers, including:

- environmental group representatives
- industry/association representatives owners/employees of a regulated company
- public/elected officials
- attorneys
- consultants
- neighborhood/community representatives

Some customers may not be aware of the survey. This could include customers who never interact with us or our website, as well as those customers who interact with us solely by phone.

Survey Design Notes

The following subsection describes some of the potential nuances of the data, based on design.

In question one, customers identify themselves by selecting one of the eight customer categories. Many customers can fit into multiple categories, which might cause a customer to accidentally score a survey under a potentially less accurate category. For example, a customer who marks *Member of the Public* on the survey but bases their satisfaction solely on their interactions with us as a consultant, would impact the *Member of the Public* statistics instead of the *Attorney/Consultant* statistics.

In addition, a customer that selects the customer category *Other* might fall into another customer category. This could impact the *Other* statistics instead of the statistics for the relevant customer category.

On survey questions 4 through 11, the customer rates their satisfaction level on a scale of “1” to “5,” with “5” being the highest. One customer might rate differently than another because of different interpretations of this scale (e.g., one customer’s “5” might be another person’s “3”).

Also, customers can base their survey on one or multiple TCEQ-related interactions; meaning one customer might base it on several interactions, while another could base it on only one (such as one telephone call, or a visit to our website). If a significant number of customers base their surveys (or specific survey questions) on older interactions, this can cause issues when attempting to identify trends.

Distribution Notes

Our online distribution system allows anyone with internet access to submit a survey. This means that non-customers can submit surveys, and customers can submit duplicate surveys (i.e., surveys from the same customer within the same timeframe about the same subject). To improve the accuracy of our results, we do not accept duplicate and non-customer surveys.

Processing

When we receive a survey, we first verify that it is not a duplicate survey, and that it came from one of our customers. Next, we determine which program area(s) would benefit from the information and send it to them. This includes customer suggestions for improvements to our services. We also check the survey to see if the customer needs any assistance. For example, if a customer is very unsatisfied with the ease of finding information on our website (i.e., enters a score of "1" for survey question number 10), we may:

- contact them to find out what information they were seeking;
- send the information to them if they could not find it;
- ask for their suggestions to improve our website; and then
- send those suggestions to the appropriate program area.

An important note: we can only provide assistance to those who enter their phone number or email address in their survey. The time it takes to provide assistance varies, depending on the type of assistance needed.

Data

Received Surveys

During this reporting period, we received 1,907 surveys: 158 hardcopy and 1,749 online. See Table 1: *Total Received Surveys* for a comparison to the previous reporting period (March 1, 2022, through February 28, 2024).

Table 1: Total Received Surveys

	Previous Period	This Period	% Difference
Total Hardcopy	220	158	-28%
Online Total	1,561	1,749	+12%
Total	1,781	1,907	+7%

Costs

Some of the variables needed to determine the total cost of our survey are not available. For example, some surveys might require time from four or more staff members to provide a customer with an appropriate response, but we do not log their time or wages because it would impact the speed of our response time and the time spent logging this information would increase staff costs. However, we can estimate some of the costs associated with our survey.

One of the costs associated with our hardcopy survey is postage (i.e., we pay for the mailing costs when a customer returns the survey). We received 158 hardcopy surveys during this period; the current rate for mailing a one-ounce business-reply letter is $0.93, so we estimate our postage cost at $146.94. Our hardcopy survey also has an associated publication cost; April 1, 2024, 2,000 copies were printed at a cost of $793.71. For our electronic survey, excluding staff costs, we estimate there to be zero cost because there are no direct costs for this distribution method.

Limitations

During this reporting period, 277 surveys (approximately 15% of the total submitted) were received without any contact information. A precise number of customers could not be determined for these surveys; therefore, we based many of the values in the Survey Results section on the number of surveys received, rather than the number of customers surveyed. This allowed us to include all surveys in the results.

Response Rate

Typically, a response rate is calculated by dividing the number of customers surveyed by the number of customers who received the survey. Our survey method does not fit this model. As discussed in the previous subsection, we cannot determine the number of customers surveyed during this reporting period. In addition, we cannot determine the number of customers who received a survey, because:

- For hardcopy surveys, logistically, it would be inefficient to track the number of customers who took a hardcopy survey.
- For online surveys, we cannot track the number of customers who visited our webpage and noticed the survey link.

Survey Results

This section highlights the results from our survey during this reporting period. See the following section, Opportunities for the Future, for a discussion on any of the issues mentioned below.

General

The following survey results include surveys received March 1, 2024, through February 28, 2026. In Table 2: *Customer Survey Performance Measures*, you will see general information and results from this period, with an explanation for each of the results in the following bullets.

Table 2: Customer Survey Performance Measures

Survey reporting period	March 1, 2024–February 28, 2026
Total number of surveys	1,907
Percentage of surveys rating overall satisfaction with TCEQ	73%
Percentage of surveys identifying ways to improve our services	Less than 1%
Total estimated customers served	31,805,784
Total customers identified	1,614
Total customers surveyed	Unknown
Total customer groups inventoried	8
Average response time	3 days

- **Total number of surveys:** We received 1,907 surveys from March 1, 2024, through February 28, 2026.
- **Percentage of surveys rating overall satisfaction with TCEQ:** A total of 1,863 surveys provided a score for question 11, *Please rate your overall satisfaction with the agency.* There were 1,352 surveys with a score of "4" or "5" (i.e., overall satisfied). This means that approximately 73% of these surveys expressed overall satisfaction with TCEQ, a 0% change compared to the last reporting period.
- **Percentage of surveys identifying ways to improve our services:** Out of the 1,907 surveys, 2 suggested an improvement, which is less than 1% of the total surveys.
- **Total estimated customers served:** As the leading environmental agency for the state we serve all Texans, including people that interact with us from other states and countries. We are unable to calculate the number of customers served outside of Texas, but estimate the average number of Texans served during this period to be 31,805,784 (based on the Texas Demographic Center population projections for 2024 through 2026).
- **Total customers identified:** From the 1,630 surveys submitted with contact information, we identified approximately 1,614 customers that took our survey; 15 customers submitted multiple surveys.
- **Total customers surveyed:** This value is unknown because we allow customers to submit surveys without entering any contact information. We received 277 surveys (15% of the total submitted) without any contact information.
- **Total customer groups inventoried:** As shown in the survey, there are eight customer categories—seven descriptive categories, and the category *Other*.
- **Average response time:** We identified 111 surveys where customers needed assistance. The average time it took us to respond was three days.

Overall Satisfaction

In Table 3: *Overall Satisfaction*, you will see the percentage of surveys with a score of four or five for each customer category and survey question.

The customer categories with the lowest percentages of overall satisfaction were *Neighborhood or Community Representative* and *Member of the Public*. The customer category with some of the highest percentages was *Public* or *Elected Official*.

The survey questions with the lowest percentages of overall satisfaction were question 8, *the agency's complaint handling process*, and question 10, *the agency's brochures or other printed information*. Survey question 5, *staff courtesy, friendliness, and knowledgeability*, received most of the highest percentages.

(See Table 3: Overall Satisfaction on next page)

Table 3: Overall Satisfaction

	Attorney or Consultant	Environmental Group Representative	Industry or Association Representative	Neighborhood Community Representative	Other	Owner	Public or Elected Official	Member of Public	Combined
4) How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?	66%	73%	71%	46%	77%	80%	74%	47%	65%
5) How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	87%	76%	86%	53%	55%	77%	90%	88%	75%
6) How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	81%	78%	84%	57%	77%	86%	87%	51%	73%

7) How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?	76%	78%	79%	49%	69%	79%	78%	48%	67%
8) How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?	57%	68%	63%	47%	60%	76%	76%	43%	61%
9) How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?	80%	76%	80%	48%	73%	86%	84%	49%	71%
10) How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	68%	61%	69%	43%	67%	79%	83%	42%	64%
11) Please rate your overall satisfaction with the agency.	87%	78%	85%	58%	73%	86%	87%	49%	73%

Descriptive Statistics

You can find the following information in Appendix A: Survey Descriptive Statistics for March 1, 2024 – February 28, 2026:

- **Number of Surveys Received:** The number of surveys we received for each customer category.
  - **NOTE:** Because we accept incomplete surveys, the total number of scores for each question varies. For example, there are surveys in the customer category *Member of the Public*, but only 1,705 have a score for survey question "8," "*How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?*"
- **Mean:** The average score.
- **Median:** The midpoint of all the scores (1-5) when ordered from least to greatest.
- **Mode:** The most common score.
- **Standard Deviation:** The amount of scoring variability. The larger the value, the more variation in the scores.

Appendix A does not include confidence intervals for the mean (an interval containing the population mean, within a certain amount of confidence). This is because confidence intervals require random sampling, but our sample was not random (e.g., customers submitting multiple surveys). Since we only interact with a portion of our entire customer population, it is very unlikely we would have a true random sample and get significant results.

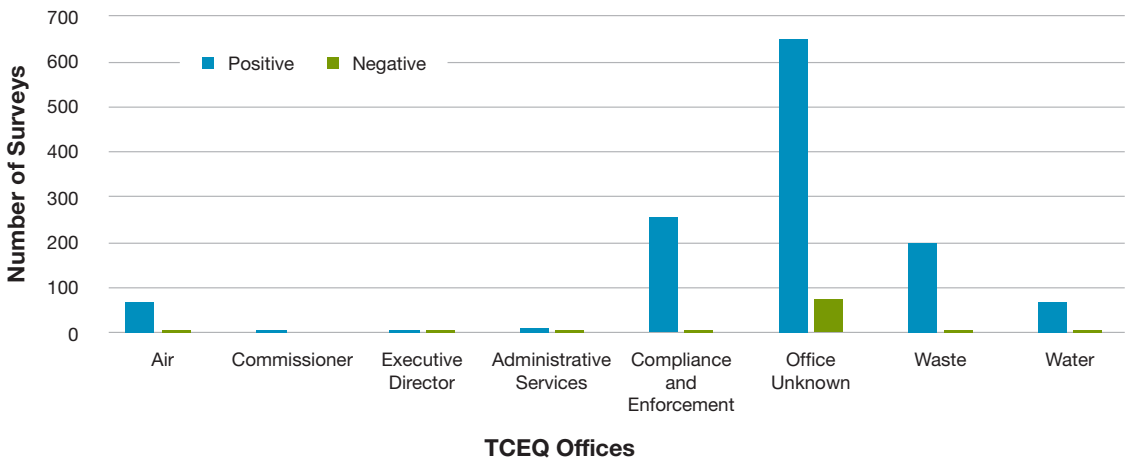
Survey Comments

For this reporting period, 1,499 surveys included comments. We categorized each comment by its service elements and staff interactions and noted if the customer's experience with that service (or staff member) was a positive or negative experience.

Of the 1,358 comments received about staff, 94% of our customers said they had a positive experience, and those customers scored staff *courtesy, friendliness, and knowledgeability* as the highest on their surveys. Figure 1 shows the total number of positive and negative experiences with staff, grouped together at the office level.

In the 41 comments received about online services, such as our website, 37% of customers indicated they had a negative experience. Although this is 34% improvement from the previous period, we continued to forward all negative comments to the appropriate program area management chains for review.

Figure 1: Customer Experiences with Staff



Opportunities for the Future

For this reporting period, 73% of surveys reported overall satisfaction with TCEQ. With this value (which is a 0% change from the previous reporting period), we will continue to make improvements towards customer satisfaction. This section suggests opportunities to improve our survey data, increase the amount of survey data, and, most importantly, improve our services.

Improving Survey Data

As mentioned in the Distribution Notes subsection, we do not accept duplicate and non-customer surveys. We will continue to focus on these efforts to further improve our survey data.

Increasing Survey Data

In this reporting period, we continued to improve the visibility of our survey. Compared to the last reporting period, we received 28% less hardcopy surveys and 12% more online surveys. We will continue to test other methods to motivate our customers to submit surveys.

Improving Our Services

Website

The Overall Satisfaction subsection shows survey question 7 (*internet site, including ease of use*) had a 4% increase in satisfaction compared to the previous period. It should be noted that we continue to forward suggestions for improvements to our online services to appropriate staff.

Customer Complaints

As discussed in the Processing subsection, we review surveys to see if a customer needs any assistance—this includes customer complaints. In the previous reporting period, the average response time was three days after we received the survey; for this reporting period, the number of customers needing assistance decreased by 11%, and the average response time was three days after we received a survey. Although the response time did not change from the previous survey period, we continue to implement streamlined response procedures, including a calculated response tool and multiple staff that regularly monitor customer feedback. We will continue to use these response procedures when surveyed customers need assistance.

Phone Etiquette

Compared to the previous reporting period, we received zero comments regarding our phone etiquette. In addition, overall satisfaction for survey question 6 (*how we handle telephone calls and e-mail*) increased 5% from the previous reporting period. This service will continue to be a focus in the next reporting period to adhere to our Compact with Texans commitment to “respond to requests for public information through telephone calls, correspondence, and e-mail in a timely, efficient and courteous manner, in accordance with all applicable state and federal statutes and regulations.”

Appendix A: Survey Descriptive Statistics for March 1, 2024 – February 28, 2026

	Attorney or Consultant	Member of the Public	Environmental Group Representative	Industry or Association Representative	Neighborhood or Community Representative	Other	Owner or Employee of a Regulated Company	Public or Elected Official	Combined
Number of Surveys Received	**109**	**643**	**51**	**144**	**51**	**50**	**769**	**90**	**1,907**
Survey Questions									
How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?	**4.1**	**3.2**	**4.0**	**4.2**	**3.4**	**4.2**	**4.3**	**4.2**	**3.9**
	3, 5, 1.2	5, 5, 1.7	3, 1, 1.6	4, 5, 1.1	5, 5, 1.4	5, 5, 1.5	5, 5, 1.2	5, 5, 1.1	5, 5, 1.5
How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	**4.5**	**3.5**	**4.1**	**4.6**	**3.6**	**4.2**	**4.6**	**4.5**	**4.2**
	5, 5, 1.1	5, 5, 1.7	5, 5, 1.5	5, 5, 0.9	5, 5, 1.5	5, 5, 1.5	5, 5, 1	5, 5, 1.1	5, 5, 1.4
How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	**4.4**	**3.4**	**4.1**	**4.5**	**3.5**	**4.2**	**4.5**	**4.4**	**4.0**
	4, 5, 1.2	5, 5, 17	3,1, 1.6	4, 5, 1.1	5, 5, 1.6	5, 5, 1.4	5, 5, 1.1	5, 5, 1.1	5, 5, 1.5

How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?	**4.0**	**3.8**	**3.2**	**4.3**	**4.0**	**3.1**	**4.0**	**4.0**	**3.8**
	4, 5, 1.1	5, 5, 1.7	3, 1, 1.3	4, 5, 1.2	5, 5, 1.4	5, 5, 1.5	5, 5, 1.2	4, 5, 1.3	4, 5, 1.5
How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?	**4.1**	**3.1**	**4.1**	**4.2**	**3.3**	**4.0**	**4.2**	**4.2**	**3.8**
	3, 3, 1.2	3, 5, 1.7	3, 1, 1.5	4, 5, 1.2	5, 5, 1.5	5, 5, 1.5	5, 5, 1.2	4.5, 5, 1.2	4, 5, 1.5
How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?	**4.0**	**3.1**	**4.0**	**4.0**	**3.3**	**3.8**	**4.3**	**4.2**	**3.8**
	4, 5, 1.2	5, 5, 1.7	3, 5, 1.2	4.5, 5, 1.2	5, 5, 1.5	5, 5, 1.4	5, 5, 1.1	5, 5, 1.1	5, 5, 1.5
How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	**4.3**	**3.3**	**4.3**	**4.4**	**3.4**	**4.1**	**4.5**	**4.4**	**4.0**
	3, 3, 1	5, 5, 1.5	3, 5, 1.3	4, 5, 1.1	5, 5, 1.2	5, 5, 1.4	5, 5, 1.1	5, 5, 0.9	4, 5, 1.4
Please rate your overall satisfaction with the agency.	**4.2**	**3.3**	**4.0**	**4.1**	**3.3**	**4.0**	**4.3**	**4.4**	**3.9**
	4, 5, 1.2	5, 5, 1.8	3, 1, 1.4	4, 5, 1.1	5, 5, 1.5	5, 5, 1.4	5, 5, 1.1	5, 5, 1.2	5, 5, 1.5

Key

Mean (average score)
Median (middle score), Mode (most common score), Standard Deviation (variability)

Appendix B: Customer Satisfaction Survey

Texas Commission on Environmental Quality
Comisión de Calidad Ambiental de Texas

Customer Satisfaction Survey
Encuesta de Satisfacción del Cliente

1. Please identify yourself: (mark only one) *Favor de identificarse: (marque sólo una)*

- ☐ **Member of the Public** *Miembro del público*
- ☐ **Environmental Group Representative** *Representante de grupo ambiental*
- ☐ **Industry/Association Representative** *Representante de industria/asociación*
- ☐ **Owner/Employee of Regulated Company** *Dueño/empleado de una compañía regulada*
- ☐ **Public/Elected Official** *Funcionario público/elegido*
- ☐ **Attorney/Consultant** *Abogado/asesor*
- ☐ **Neighborhood/Community Representative** *Representante comunitario/de vecindad*
- ☐ **Other (please describe)** *Otro (favor de describir)* _____

2. What Texas county do you live in? *¿En cuál condado de Texas vive?* _____

3. What was the nature of your contact with us? (mark only one) *¿Cuál fue la naturaleza de su contacto con nosotros? (marque sólo una)*

- ☐ **General Information** *Información general*
- ☐ **Permitting/Licensing Assistance** *Ayuda con permiso/licencia*
- ☐ **Problem Resolution** *Resolución de problemas*
- ☐ **Investigation/Inspection** *Investigación/Inspección*
- ☐ **Technical Assistance** *Ayuda técnica*
- ☐ **Other (please describe)** *Otra (favor de describir)* _____

How satisfied are you? (on a scale of 1 to 5, with 5 being very satisfied) *¿Qué tan satisfecho está? (en una escala de 1 a 5, donde 5 es muy satisfecho)*

5 – Very Satisfied *Muy satisfecho* | **4 – Satisfied** *Satisfecho* | **3 – Neutral** *Neutral* | **2 – Unsatisfied** *Insatisfecho* | **1 – Very unsatisfied** *Muy insatisfecho* | **N/A – Not applicable** *No aplica*

4. How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness? *¿Qué tan satisfecho está con las instalaciones de la agencia, incluyendo su acceso, la ubicación de las oficinas, señalización y limpieza?*	**5**	**4**	**3**	**2**	**1**	**N/A**
5. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability? *¿Qué tan satisfecho está con el personal de la agencia, incluyendo cortesía, amabilidad y conocimientos, y si los miembros del personal se identifican adecuadamente con los clientes por nombre, incluyendo el uso de placas o etiquetas con nombres para rendición de cuentas?*	**5**	**4**	**3**	**2**	**1**	**N/A**
6. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications? *¿Qué tan satisfecho está con las comunicaciones de la agencia, incluyendo el acceso telefónico gratuito, el tiempo promedio que pasa en espera, las transferencias de llamadas, el acceso a una persona en vivo, cartas, correo electrónico y otros medios de comunicación como cualquier aplicación de mensajería de texto o de móvil aplicable?*	**5**	**4**	**3**	**2**	**1**	**N/A**
7. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain? *¿Qué tan satisfecho está con el sitio de Internet de la agencia, incluyendo la facilidad de uso del sitio, el acceso móvil al sitio, la información sobre la ubicación del sitio y la agencia, y la información accesible a través del sitio, tal como una lista de servicios y programas y a quién contactar para obtener más información o para quejarse?*	**5**	**4**	**3**	**2**	**1**	**N/A**
8. How satisfied are you with the agency's complaint-handling process, including whether it is easy to file a complaint and whether responses are timely? *¿Qué tan satisfecho está con el proceso de la agencia para el manejo de quejas, incluyendo si es fácil presentar una queja y si las respuestas son oportunas?*	**5**	**4**	**3**	**2**	**1**	**N/A**
9. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person? *¿Qué tan satisfecho está con la capacidad de la agencia de servirle oportunamente, incluyendo la cantidad de tiempo que pasa esperando servicio en persona?*	**5**	**4**	**3**	**2**	**1**	**N/A**
10. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information? *¿Qué tan satisfecho está con los folletos u otra información impresa de la agencia, incluyendo la exactitud de esa información?*	**5**	**4**	**3**	**2**	**1**	**N/A**
11. Please rate your overall satisfaction with the agency. *Por favor, califique su satisfacción general con la agencia.*	**5**	**4**	**3**	**2**	**1**	**N/A**

12. Comments: (on staff performance, agency service, or suggested improvement) *Comentarios: (sobre el desempeño del personal, el servicio de la agencia o mejoras sugeridas)* _____

_____

Additional space for comments on the back. *Espacio adicional para comentarios al dorso.*

Contact Information: (optional) *Información de contacto: (opcional)*

Name
Nombre _____

Phone Number
Número de teléfono _____

Email
Correo electrónico _____

TCEQ-10333 (3/24)

Note: An email address of a member of the public that is provided for the purpose of communicating electronically with a governmental body is confidential in most, but not all, cases. See more information at <www.tceq.texas.gov/goto/privacy>. Also, individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, contact us at 512-239-3282.

Nota: Una dirección de correo electrónico de un miembro del público que se proporciona para el propósito de comunicarse electrónicamente con una entidad gubernamental es confidencial en la mayoría, pero no todos, de los casos. Vea más información en <www.tceq.texas.gov/goto/privacy>. Además, individuos tienen derecho de pedir y examinar su información personal que la agencia reúne a través de sus formularios. También tienen derecho de que se corrija cualquier error que haya en su información. Para examinar tal información, comuníquese con nosotros al 512-239-3282.

Big Bend National Park

SCHEDULE I

Certification of Compliance With Cybersecurity Training

CERTIFICATE

Texas Commission on Environmental Quality

Pursuant to Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required under Government Code, Sections 2063.103 and 2063.104.

Chief Executive Officer or Presiding Judge

Signature

Kelly Keel

Printed Name

Executive Director

Title

05/27/2026

Date

Board or Commission Chair

Signature

Brooke T. Paup

Printed Name

Chairwoman

Title

05/26/2026

Date

SCHEDULE J

Certification of Compliance With Artificial Intelligence Training

CERTIFICATE

Texas Commission on Environmental Quality

Pursuant to Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the Artificial Intelligence training required under Government Code, Sections 2063.103 and 2063.104.

Chief Executive Officer or Presiding Judge

Signature

Kelly Keel

Printed Name

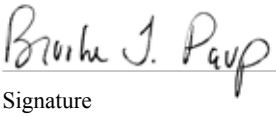
Executive Director

Title

05/27/2026

Date

Board or Commission Chair



Signature

Brooke T. Paup

Printed Name

Chairwoman

Title

05/26/2026

Date

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