

**AGENCY STRATEGIC PLAN**

**FISCAL YEARS 2017 TO 2021**

**BY**

**TEXAS DEPARTMENT OF PUBLIC SAFETY**

<b>Board Member</b>	<b>Dates of Term</b>	<b>Hometown</b>
A. Cynthia Leon, Chair	01/01/2016	Mission
Faith Johnson	12/31/2015	Irving
Manny Flores	12/31/2017	Austin
Stephen P. Mach	12/31/2019	Houston
Randy Watson	01/01/2018	Burleson

**DATE OF SUBMISSION**

SIGNED: 

APPROVED: \_\_\_\_\_

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## **AGENCY MISSION, PHILOSOPHY, VALUES, AND VISION**

### **MISSION**

PROTECT AND SERVE TEXAS

### **PHILOSOPHY**

The Texas Department of Public Safety's philosophy is expressed through its core values. These values complement the Department's motto of

COURTESY – SERVICE – PROTECTION

and provide consistent guidance for the actions of all members of the Department, regardless of their specific job. They express the Department's unwavering commitment to the people of Texas.

### **VALUES**

#### ***Integrity***

We demonstrate through our actions honesty, fairness and respect for others in our professional and personal lives.

#### ***Excellence***

We strive to be outstanding in everything we do and we never settle for less.

#### ***Accountability***

We seek and accept responsibility for our actions, performance and results.

#### ***Teamwork***

We work closely with other agencies to achieve common objectives.

### **VISION**

Proactively protect the citizens of Texas in an ever changing threat environment while always remaining faithful to the U.S. and State Constitutions.

## **DIRECTOR'S STRATEGIC OUTLOOK**

There is no greater role or responsibility in government than protecting its citizens. The globalization and convergence of crime and terrorism; an unsecure border with Mexico; powerful and depraved Mexican Cartels; violent transnational and state-wide gangs, serial criminals; world- wide terrorist organizations and lone wolf actors; cyber intrusions and threats; the unpredictability of catastrophic natural disasters and pandemic diseases; the high loss of life from vehicle crashes; the large amount of critical infrastructure in Texas and the dramatic and continued increases in the state's population are all factors that have resulted in an asymmetric threat environment in our state requiring constant vigilance and proactive, rather than reactive, strategies to minimize the danger to our citizens and their families.

It is absolutely imperative to have a unified effort across all jurisdictions, disciplines and levels of government when it comes to protecting our citizens. Unilateralism diminishes the impact on threats and endangers the public. The Texas Department of Public Safety must continue to leverage its unique roles and responsibilities entrusted to it by the State Legislature and Leadership to integrate statewide capabilities and efforts with its local, state and federal partners to protect Texas from all threats.

There are three areas vital to public safety and homeland security in Texas that must be improved upon to better protect Texans today and tomorrow:

- The timely and effective sharing of detailed and relevant information and intelligence throughout the state by leveraging technology
- Proactive multi-agency operations, investigations and strategies driven by data analysis and a comprehensive statewide intelligence base
- Fully integrated, comprehensive, updated and rehearsed local, regional and statewide disaster preparedness, response, recovery and mitigation plans for all hazards, threats and contingencies

The Texas Department of Public Safety is a highly elite law enforcement agency and remains second to none in conducting law enforcement operations as a result of its highly skilled Troopers, Agents, Texas Rangers and the professionals who support them. Today, criminal and terrorist threats are increasingly organized, transnational, transitory and dangerous, requiring the Department to adopt a proactive, threat-driven and intelligence-led approach, which has dramatically increased the responsibilities of its commissioned personnel and their need for data, analysis, technology and tactical capabilities.

It is imperative that the Department have a sufficient number of high quality patrol, investigative, tactical and analytical personnel enabled by training, equipment and technology to address the criminal and terrorist threats of today. Currently, the Department has a staffing level of 3,884 commissioned officers positions; however, a comprehensive state-wide assessment using the Northwestern University Police Allocation Model documented the need for a minimum staffing level of 4,737 commissioned officer positions, which is a 22% increase or 853 new positions, creating a proportional increase of 106 indirect positions to support the additional law enforcement staff.

The State Legislature and Governor increased the number of State Troopers by 250 positions and added an additional 22 Texas Rangers to increase the level of security along the Texas/Mexico border and combat transnational crime and public corruption.

The Legislature and Leadership also authorized a 10-hour workday for DPS commissioned officers which immediately increased the amount of patrol and investigative resources to combat transnational crime throughout the state by the equivalent of 652 officer positions. This also increased the ability of DPS to recruit highly talented men and women to staff these new positions and to address the large officer vacancy rate that has existed for more than a decade.

Before the Department can reasonably request 853 new commissioned officer positions, it must first be able to fill its current vacancies while maintaining its exacting standards. The Department cannot lower its standards to fill positions, only to have unqualified officers compromise the integrity of the agency with potential sub-standard work, unethical behavior and corruption.

The Department has also been entrusted with several other vital responsibilities including emergency management, homeland security, crime records, law enforcement information sharing systems (NCIC, TCIC, NLETS, TLETS, NDEx, TDEx, TXGANG, Sex Offenders), laboratory services, and the issuance and regulation of driver licenses, concealed handguns, private security, motor vehicle inspections, metals, controlled substances and the new Capitol Pass.

Adopting sound business practices, DPS recruited experts in various non-law enforcement functions to improve its administrative, financial, information technology and regulatory operations and programs.

The driver license program has experienced significant challenges in providing Texas drivers with an efficient and expedient process. The Department must continue to improve planning, information technology and execution of its driver license processes. These gaps impact the Department's ability to provide adequate driver license services to the public. Employing new and proven technologies will be essential in addressing the current and increasing demands for driver licenses and other licensing and regulatory responsibilities.

Furthermore, it is absolutely essential for the Department to fully automate all of its law enforcement, emergency management, administrative, financial and human resource operations as soon as possible to increase efficiencies throughout the organization.

The Texas Department of Public Safety is blessed with the highest caliber of men and women, commissioned and non-commissioned, and it remains vigilant against all threats and committed to constant improvements in all areas to better protect and serve the great state of Texas.

## **AGENCY OPERATIONAL GOAL AND ACTION PLAN**

### **Combat Crime and Terrorism – Priority #1**

Crime is increasingly transnational, transitory, organized, inter-related, and discrete and terrorism is more disaggregated with terrorist organizations such as the Islamic State of Iraq and Syria (ISIS) using social media to recruit the disaffected to attack soft targets.

In a rapidly evolving and complex threat environment it is imperative that the Department of Public Safety employ the full spectrum of law enforcement disciplines fully integrated across jurisdictions to include a state-wide intelligence system capable of accurately assessing current and future criminal and terrorism threats; unified ground, air, marine and tactical operations to increase the detection coverage and interdiction capacity along the Texas/Mexico border; conduct enterprise investigations targeting those criminal organizations that represent the greatest threat to the state; conduct major crimes and public corruption investigations; and conduct state-wide patrols to interdict crime and rescue victims.

The strategies and programs included in this goal are long-term efforts that will continue beyond FY 2021.

### **SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL**

During the FY 2017 – 2021 period, DPS will:

1. Establish a multi-jurisdictional state-wide Crime and Terrorism Intelligence Network capable of accurately assessing current and future threats and supporting evidence-based prevention and enforcement strategies and operations. Establish a statewide system to access all incident crime, near real time with the adoption of the National Incident based Reporting System by all reporting law enforcement agencies in the state.
2. Secure the Border Between the Ports of Entry by working with our local and state partners to provide direct support to the U.S. Border Patrol to deter, detect and interdict smuggling events between the Ports of Entry along the Texas/Mexico border. DPS will achieve this objective by focusing on three (3) key fundamentals: supporting capabilities including a unified command structure and radio communications interoperability; detection coverage which includes Operation DrawBridge cameras, tactical boats, tactical teams, aerostats, helicopters and fixed wing aircraft; and interdiction capacity which includes patrol units and Quick Action Response Teams (QART) and aviation also plays a key role in interdiction.
3. Disrupt the smuggling infrastructure in the border counties through criminal interdiction patrols, criminal enterprise investigations targeting smuggling networks and public corruption investigations.
4. Conduct multi-agency criminal enterprise investigations that result in the disruption and dismantlement of these criminal enterprise networks that constitute the most significant public safety threat to Texas to include:
  - Mexican Cartels
  - Transnational Gangs

- State-Wide Violent Gangs
- Sex and Human Trafficking Organizations

5. Provide expert investigative resources to conduct or assist in major criminal cases throughout the state.

6. Establish an expert-level tactical capability to conduct around-the-clock operations on the border and tactical operations throughout the state when needed. The tactical program will include Explosive Ordnance Disposal and negotiation components.

7. Enhance the state’s ability to conduct complex crime scenes leveraging new technologies such as 3D laser scanners that can accurately depict the crime scene, mobile crime scene units and additional forensic scientists.

8. Increase the state’s ability to prevent terrorist attacks and enhance its ability to quickly respond to ongoing and subsequent attacks. The disaggregation of the terrorist threat and its shift to soft targets requires additional analytical resources and counterterrorism surveillance assets to address the ever increasing volume of terrorism threats that cannot be addressed by the FBI alone.

**DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE**

1. Accountable to tax and fee payers of Texas.

DPS maintains the highest standards of conduct and performance and when employees engage in misconduct it is quickly addressed and when employees do not meet performance expectations they are discharged from DPS. Accountability for conduct and performance is enforced at all levels resulting in the removal of five Assistant Directors who did not meet the department’s standards for conduct and performance.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

Agency leadership continuously evaluates border security strategies to ensure the most efficient use of personnel, equipment and funding. Border security planning assures a cost effective management of the resources of the state. An analysis of statistical data and information from the JOICs and BSOC allows personnel to modify tactics and utilize the most productive methods to counteract evolving trends in drug trafficking and human smuggling. DPS periodically conducts line inspections to ensure law enforcement operations are as efficient as possible while maintaining the high standards expected by the public. These inspections are in addition to the continual review of techniques and procedures for inherent increases in efficiency. Prevention and deterrence activities are not only proactive, but are also more efficient and worthwhile than maintaining a reactive environment.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

Metrics are collected over time and analyzed to reveal changing patterns in criminal activity to allow

for adjustments in personnel deployments and interdiction tactics. The analysis of statistical data and trends in criminal activity reveals dynamic criminal methods in border security strategies and provides personnel with a defined need for additional resources or training to mitigate border linked criminal activity. By continuing to document and evaluate success in deterring, detecting, and apprehending those who violate the laws of our state, the Department meets performance objectives and goals. Rather than inputs, activities and outputs, DPS focuses on achieving desired outcomes.

4. Providing excellent customer service.

DPS has a responsibility to work cooperatively with, and provide assistance to, municipal, county, state and federal law enforcement agencies as well as the public protection, criminal interdiction, and investigation duties provided to the general public. DPS also provides assistance with tactical operations for law enforcement agencies on the border and throughout the state. The BSOC and JOICs collect and disseminate information on border linked criminal activity to law enforcement throughout the state when appropriate. DPS participates in multiple task force and multi-agency environments across the state. The agency also maintains positive cooperative working relationships with other agencies in order to provide investigative assistance in subject areas which fall within DPS' mission and expertise.

5. Transparent such that agency actions can be understood by any Texan.

DPS compiles statistics on interdiction, investigative, and tactical operations and initiatives on an ongoing basis and these datapoints are published on the agency's public dashboard. This information is provided quarterly to the Legislative Budget Board in the form of established performance measures and a report of activities is provided to the DPS Public Safety Commission on a bimonthly basis.

**DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM**

**AGENCY OPERATIONAL GOAL AND ACTION PLAN**

**Enhance Highway and Public Safety – Priority #2**

Highway and public safety impact every Texan. Our state needs to reduce the number of vehicle crashes, particularly those that result in fatalities. To accomplish that, DPS conducts high visibility patrols, removes unsafe commercial vehicles and drivers from the roadways, and assists motorists on the sides of our roads. Providing roadside assistance is important to the agency, but our officers are vulnerable when they provide this service.

The programs included in the *Enhance Highway and Public Safety* goal are some that harken back to the infancy of the Department yet still comprise the mainstay of the agency’s mission.

**SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL**

During the FY 2017 – 2021 period, the Department plans to:

1. Continue to meet the demands placed on Texas Highway Patrol (THP) personnel and equipment to decisively respond to critical events and conditions.
2. Work in remote locations and when needed, away from home duty stations. During these assignments, troopers require the technological means to remain remotely connected to public safety communications and data systems. This connectivity is multifold and extends to vehicles’ mobile radio, computer, in-car camera and GPS locating devices. Thousands of troopers rely on technology to provide a dependable means to stay remotely connected for their safety and to complete their assignments.
3. Deploy troopers for a disaster response or a surge operation on the vast Texas/Mexico border to ensure our response is formidable for expected success. It is due to these types of events that other areas of Texas may be challenged with a similar needed response. The agency will require robust funding to ensure THP staffing is maintained at a safe benchmark in order for the agency to meet concurrent challenges.
4. Continue to use advancements in technology to assist traffic and law enforcement efforts, including commercial vehicle enforcement (CVE) operations. These advancements include weigh-in-motion, dimension-in-motion, preclearance technologies and thermal imaging.
5. Modernize state commercial vehicle inspection facilities. Inspection facilities along the Texas border and on key freight highways allow CVE troopers, investigators and inspectors to safely check commercial vehicles. Many existing facilities are in need of improvement and modernization. Infrastructure such as adequate buildings with facilities can provide offices for personnel and store necessary supplies. Awnings protect personnel from weather and can act as rain catchment for facilities without a water supply, allowing for the operation of bathroom facilities and sinks. Inspection pits allow for easier and safer undercarriage inspections of commercial vehicles. Bypass lanes allow for in-motion screening and greatly expedite legitimate freight.
6. Replace federal funding with state funding for CVE operations. The state’s CVE program is funded by a mixture of state appropriations and federal grant funding from the Federal Motor Carrier Safety

Administration (FMCSA). State appropriated funds are controlled solely by the State and with that, the State is free to make adjustments in personnel based on the needs of the Department. The largest grant is the Border Enforcement Grant (BEG) which funds personnel checking commercial vehicles coming into the state from Mexico. This grant has been underfunded for several years, creating the need to reduce the number of personnel whose salary is derived from the BEG. Additionally, the BEG restricts the usage and placement of these personnel. Since the inception of the BEG, traffic patterns along the border have changed significantly and the safety of Mexican commercial vehicles and drivers has increased dramatically. Replacing the funding of these personnel with State appropriation would allow the Department to move them according to traffic patterns, crash corridors, and other needs. The Department should seek to replace BEG funding for these personnel with State funding.

7. Continue agency support for the Safety Education Service (SES) program. This program provides an ever-evolving instructional component both to the public and law enforcement officers. As an extension of the agency's Media and Communications Office, SES personnel across the state are charged with responding and disseminating timely information regarding critical department events to both the public and the media. Ongoing training, research, and formalized academic criteria is needed for this educational function to be timely, relevant and well versed on multiple topics and modern academic tools are needed to provide effective and informative instruction.

8. Deploy 12 sites with integration to established regional radio systems across the state enhancing portable radio coverage.

9. Identify additional radio coverage gaps, procure and deploy sites to continue enhancing portable radio coverage across the state

10. Utilize State Radio Core with system of systems integration plan to connect regional radio systems, enhancing radio coverage and communications for all law enforcement / first responder personnel across the state.

11. Implement an end of life consoles/radio equipment replacement plan. Replacement of radio consoles can provide network connectivity to all 26 communications facilities, increasing the efficiencies of the communications service provided to DPS personnel.

**DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE**

1. Accountable to tax and fee payers of Texas.

Overall traffic enforcement efforts and response by THP to critical events are highly accountable and an expectation of Texans. Traffic enforcement is a front-line operation that directly correlates with lifesaving measures, both proactive and responsive.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

Advanced technologies and modern inspection facilities and equipment increase efficiency and reduce redundancy for personnel. Staffing and scheduling is an ongoing and evolving measure undertaken by the Department to ensure adequate personnel placement. Manpower allocation ensures personnel are strategically positioned in needed locations and reassigned from areas where

efforts are otherwise met or potentially redundant.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

Traffic enforcement is at the core of public safety and efforts in this area directly contribute to increasing highway and public safety. Performance measures are routinely quantified to ensure core lifesaving needs are being provided. Public safety education contributes directly to increasing public safety by providing information on safety matters and critical news briefings. Current technology and facilities assist in checking commercial vehicles and keeping the roadways safe by allowing CVE personnel to maximize their enforcement efforts on those commercial vehicles with known or suspected defects.

4. Providing excellent customer service.

The Texas Highway Patrol is at the pinnacle of professionalism among law-enforcement agencies in the country. Highly selective hiring and training ensures the agency provides personnel intent on daily serving all Texans in a skillful manner regardless of the circumstance, condition, or geographic location.

5. Transparent such that agency actions can be understood by any Texan.

The goal of improving highway and roadway safety is a basic and easily understood objective. Due to the lifesaving proactive efforts and event responses undertaken by THP, Texans readily recognize and understand the agency's actions in this arena. In addition, the Department's safety education program is an ever evolving educational component intent on sharing public safety in a widespread and effective manner.

**DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM**

**AGENCY OPERATIONAL GOAL AND ACTION PLAN**

**Enhance State-wide Emergency Management – Priority #3**

DPS’ efforts to enhance state-wide emergency management continue to demonstrate the state’s competency at responding to disasters. The agency consistently looks for improvements to the program, and even leverages the expertise and capabilities of our local and private sector partners.

**SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL**

During the FY 2017 – 2021 period, DPS plans to:

1. Adopt standards and requirements for local and interjurisdictional emergency management plans. Review local and interjurisdictional emergency management plans to ensure compliance with developed standards. Consult with the subdivisions and agencies on a regularly scheduled basis and make field reviews of the areas, circumstances, and conditions to which particular local and interjurisdictional emergency management plans apply and suggest revisions.
2. Strengthen state preparedness and resilience through managing a comprehensive training program. Provide training to enhance readiness, mitigate hazards and ensure effective response and recovery from disasters through a “whole community” approach. Ensure effective preparedness through addressing threats and hazards to align with core capabilities.
3. Continue to build a statewide exercise practitioner program that includes local, regional, tribal and state emergency management resources. Conduct an annual state level exercise to evaluate key response and recovery capabilities that includes the Emergency Management Council.
4. Report to the State Operations Center all field responses conducted when visiting the site of an incident, command/control center, incident command post in response to an incident. The Performance Measure information is collected and validated monthly, and reported annually on August 31 to the Legislative Budget Board.
5. Develop a plan to enable the creation of Texas Emergency Management Assistance Teams which will support the Disaster Districts by providing additional personnel trained in Incident Command System roles. Program point of contact will be hired in FY 2016 and viable program operational beginning in FY 2017. Progress will be reported annually.
6. Process and monitor all requests for recovery and mitigation grant funding and ensure programmatic and financial compliance during grant execution.
7. Provide education to local jurisdictions on recovery disaster finance to assist jurisdictions in preparation for disasters prior to their occurrence.
8. Monitor weather information, emergency incident, and other warning information across the state and in neighboring states using a variety of methods such as TLETS/NLETS, internet, and social media. Provide warnings and watches, weather forecast information, and incident reports of interest to local governments, state agencies, and other organizations requesting this information. Coordinate requests for assistance from local governments and coordinate and track state resources with state agencies and

volunteer organizations.

9. Maintain communication and information flow regarding resources with appropriate federal, state, and local stakeholders and assure coordination through the affected Disaster District Committees (DDC). Share common operating picture among all state agencies and stakeholders. Provide requested resources to DDCs and local governments in a timely manner and coordinate mobilized state resources for deployment to assist local entities as requested.

10. Provide effective oversight and management of the state's Emergency Management Assistance Compact program.

11. Coordinate the Cardiopulmonary/Automated External Defibrillator training to commissioned and non-commissioned personnel across the state and assist them in acquiring the necessary equipment.

12. Inspect buildings owned, leased by DPS and free space provided to DPS employees. These risk management inspections will focus on identifying hazardous conditions and fire code violations such as accumulations of combustible and hazardous material, electrical wiring problems, and inadequate or non-functional fire exits ensuring compliance with laws, codes, and regulations.

13. The Technical Rescue Operations Unit will establish Swiftwater Awareness online courses and face-to-face training across the state.

**DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE**

1. Accountable to tax and fee payers of Texas.

TDEM receives both state and federal funding and ensures that the funding is spent for only the most necessary and relevant planning, exercise and training programs.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

TDEM reviews processes and procedures in place, exercising to recognize areas in need of improvement, implementing corrective action plans when necessary.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

TDEM follows performance measures to ensure they are recording performance measures and reviewing often throughout each year to ensure TDEM core functions are being met. If adjustments are necessary, they are reviewed and corrective actions are implemented.

4. Providing excellent customer service.

TDEM's main focus is the safety and protection of both the citizens of Texas and their property. In order to mitigate, prepare for, respond to and recover from a disaster, good customer service between TDEM staff at headquarters and in the field, is imperative. Relationships are crucial to the TDEM mission and TDEM is dedicated to developing and maintaining these relationships to facilitate

coordination during disasters.

5. Transparent such that agency actions can be understood by any Texan.

TDEM depends on staff in Field Response, Preparedness and Recovery and Mitigation to ensure Texans understand how to mitigate, prepare for, respond to, and recover from disasters. Staff works year round to teach and help jurisdictions and individuals understand the sometimes complex laws, rules and policies that guide TDEM actions.

**DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM**

**AGENCY OPERATIONAL GOAL AND ACTION PLAN**

**Enhance Regulatory Services – Priority #4**

The *Regulatory Services* goal within DPS contains a myriad of agency programs that provide key services to the public and support law enforcement functions. Driver licenses, state identification cards, handgun licenses, private security licenses, vehicle inspection stations and inspectors, election identification cards, and other licensing, permitting, and registration activities impact almost all Texans and the responsible management of those programs and functions lies with the Department. The agency also bears the responsibility for accurately compiling data from criminal justice agencies throughout the state for use in seven national and state criminal justice databases and providing records and documents in a timely manner to the public, law enforcement and other criminal justice and non-criminal justice partners as well as providing expert forensic laboratory services at no cost to the Texas criminal justice community.

**SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL**

During the FY 2017-2021 period, DPS plans to:

1. Process original and renewal applications and issue licenses, permits, and registrations within statutory deadlines for programs regulated by DPS; track the number of license, permit, and registration holders; conduct required written examinations; and assist customers via telephone and email.
2. Audit, monitor, and take administrative and criminal enforcement against regulated providers for violations of statutes and related administrative rules; monitor and analyze program data to detect potential criminal or administrative violations; and assess penalties or fines for criminal or administrative violations.
3. Ensure regulatory services are efficient and reliable by continuous process improvement setting and monitoring all regulatory performance measures and identifying best practices and opportunities for efficiency. This is done through modernization efforts that maximize the return on investment in both capital and FTE time, while ensuring consistent quality of services that directly impact public safety.
4. Maintain and modernize the Driver License System (DLS). DLS is the software system used as the central point of issuance for all Texas driver licenses, commercial driver licenses, identification cards, and election certificates. As of FY 2015, DPS is maintaining over 31.6 million driver records in DLS, with more records added every day. The data housed in the DLS is crucial for identification of persons and law enforcement support, as well as supporting other non-law enforcement activities such as voter registration and organ donation. There is a continuous need for maintenance, support, and programming changes to DLS resulting from legislation and federal mandates.
5. Improve Customer Service Center (CSC) services. Currently, the CSC receives approximately 21,000 calls per day, but because of limited staff and technology it is only able to answer 4,300 of those calls, 20% of the demand. The CSC is currently only able to answer about 17% of these 4,300 calls within 10 minutes, far below an acceptable customer service level. Customers are forced to call the CSC multiple times to enter the queue to speak with a Customer Service Representative (CSR). Once in the queue, customers must wait an average of 15 minutes before their call is answered. As the population of Texas

continues to grow, this situation will continue to deteriorate.

6. Lease new driver license offices. DPS leases new offices to add service capacity to serve customers and keep up with population growth. The agency plans to lease 6 new offices in Fiscal Year 2017 and is planning four additional new offices to be open by FY 2019.

7. Remodel current driver license office space. DPS maintains over 230 driver license offices across the state, in both state-owned and leased space. The agency selects state-owned offices each biennium to remodel. Remodeling offices allows the agency to increase the number of service counters, incorporate more efficient floor plans, improve working conditions, improve space for customer convenience, comply with the Americans with Disabilities Act, and add new technologies to existing office space to increase service capacity and efficiency. Based on the availability of funding, DPS plans to remodel:

- a. 25 offices in Fiscal Year 2017.
- b. 29 offices in Fiscal Years 2018-2019.
- c. 36 offices in Fiscal Years 2020-2021.

8. Add technology. Incorporating new and innovative technologies into regulatory services is a key element to continued improvement and reducing wait and processing times.

9. Keep pace with increasing demand. Demand is driven by two unrelated factors: population growth and additional state and federal mandates that increase processing time. Both of these factors are expected to increase over the next five years.

10. Enable FBI rap back, which will provide noncriminal and criminal justice entities with the ability to continually vet the criminal history of specific populations in real-time.

11. Train and audit local users of crime records systems to ensure proper and effective usage of systems provided to authorized Texas users.

12. Upgrade critical systems (Multi-modal Biometric Identification System (MBIS), Texas Law Enforcement Telecommunication System (TLETS) and National Incident Based Reporting System (NIBRS)), so they are able to maintain current services as well as provide enhanced services to an ever increasing volume of end users.

13. Ensure compliance with the international Standard ISO/IEC 17025 and other quality assurance standards for the 13 forensic testing laboratories, the state database laboratory, and the breath alcohol testing calibration program.

14. Operate our 14 laboratories with a focus on less paper and more electronic records based system.

**DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE**

1. Accountable to tax and fee payers of Texas.

The programs under the Regulatory Services goal report state revenue in accordance with published guidelines and the programs report statistics and relevant information on the agency's website.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

The programs in this goal represent millions of transactions each day so efficiency in processing of those transactions makes a significant impact. These areas have documented workflows to simplify procedures where possible. Continually improving the effectiveness and standardization of testing methods and procedures leads to cost savings. The use of new technology in some instances creates additional efficiencies.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

Regulatory Services programs monitor and report effectiveness through established performance measures and other meaningful statistics.

4. Providing excellent customer service.

DPS continues to seek advances in service processing and response times through resource reallocation efforts and process improvements.

5. Transparent such that agency actions can be understood by any Texan.

The agency makes a conscious effort to make the processes and requirements of the regulatory services simple and straightforward enough to be understood by the average Texan through information on the agency website and publications.

**DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM**

Over the past ten years, there has been a steady increase in the number of license, certification and registration applications received for processing, resulting in challenges in meeting statutory deadlines. To meet statutory deadline during surges in volume, the division utilizes overtime, temporary contractors, and transfers resources from other regulatory programs. An increasing public demand for services impacts the division's ability to consistently support statewide objectives. (RSD)

In 2011, the DLD began receiving funding and authority by the Legislature to address the existing service gap through the Driver License Improvement Program (DLIP). The DLD is driving a strategic future that requires a continuous investment in resources through DLIP funding to provide the greatest convenience to the public in accordance with TC 521.002. (DL)

**AGENCY OPERATIONAL GOAL AND ACTION PLAN**

**Enhance Essential Support Capabilities – Priority #5**

This agency goal is comprised of basic state agency functions and some DPS-specific functions. Administrative operations; financial management and reporting; information technology; facilities management; human resources; procurement; training; and enterprise project management are some of the programs included in this goal.

**SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL**

During the FY 2017 – 2021 period, the Department plans to:

1. Continue to recruit qualified candidates to fill commissioned vacancies. Efficiently process applicants for recruit schools, including pre-employment polygraphs, and conduct sufficient schools to maintain mandated levels of commissioned officers. Recruiting qualified candidates to fill commissioned vacancies is on a continuous basis throughout the fiscal year and will continue beyond FY 2021.
2. Conduct the study required by Rider 54 of the 84<sup>th</sup> GAA to determine whether DPS should consider the sale of the DPS headquarters complex and moving to a new complex, or whether DPS should invest in the establishment of new facilities at the current location. The Administration Division continues to seek resources to conduct this study.
3. Eliminate the need for mainframe computers by FY 2019, including the mainframe that currently processes millions of criminal history data transactions daily. Moving these systems and transactions off of the mainframe will significantly lower operational costs while still meeting the critical law enforcement information needs in Texas.
4. Develop a priority matrix for deferred maintenance construction projects, which will provide an objective framework for planning and resource allocation decisions. This effort is expected to continue beyond FY 2017.
5. Conduct a comprehensive statewide assessment of the agency's deferred maintenance needs. This effort is expected to continue beyond FY 2017.
6. Provide troopers with responsive and high performing patrol vehicles capable of operating in challenging conditions. These vehicles have limited life operating under these demanding conditions and require the agency to replace them before the vehicles become unsafe or uneconomical to operate.
7. Continue development of in-service training to enhance skills, tactics and techniques in areas such as use of force; arrest, search, and seizure; firearms and driver training; physical fitness; and leadership development. Training is offered on a continuous basis throughout the fiscal year and will continue as such beyond FY 2021.
8. Modernize the existing DPS website to make it more efficient and effective for the citizens of Texas. Enhanced capabilities for searching and improved workflow will be added and improved translations to will make DPS more accountable to the needs of citizens requiring service from DPS. These improvements are planned to be in effect by late FY 2017.

9. Continue to expand IT disaster recovery systems in order to ensure continuous operations of DPS systems in case of cataclysmic failure of primary systems. These efforts are ongoing and will continue beyond FY 2021.

**DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE**

1. Accountable to tax and fee payers of Texas.

The leadership of these administrative operational functions constantly seek ways to make the functions more efficient and effective.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

Multiple agency divisions have process improvement staff, which provide services to divisions to improve efficiency.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

The business units in this goal primarily support the agency's core functions, and success or the lack of it by these service providers have agency-wide impact. With that criticality understood, these divisions deliver those services as timely and meaningfully as possible.

4. Providing excellent customer service.

While the services provided by the programs under this goal are not the ones the public see directly, that does not lessen the need for excellent customer service. The staff encompassed by this goal takes pride in serving their fellow state employees so that as a team, we all serve Texas well. One of the tools used to test the health of our organization is customer feedback. This feedback is used to make positive changes within the organization to improve customer service.

5. Transparent such that agency actions can be understood by any Texan.

Because the entities in this goal have functions understood by almost anyone in business—technology, procurement, reporting—the agency strives to use best practices in each relevant field where possible. This minimizes barriers to transparency.

**DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM**

## REDUNDANCIES AND IMPEDIMENTS

Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)	Describe why the Service, Statute, Rule, or Regulation is Resulting in Inefficient or Ineffective Agency Operations	Provide Agency Recommendation for Modification or Elimination	Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change
Govt Code §411.1471 (e)	Section is confusing and contradictory to 411.151.	Remove 411.1471 (e) or include a reference in (e) to 411.151.	Benefit – one single section (411.151). Less confusion for procedure.
Code of Crim Proc, Art. 38.50	The article does not address the destruction of blood evidence in a DWI case when no charges are filed.	Add a provision to address blood evidence in a case when charges are not filed.	The laboratory will have a process to destroy blood tube when charges are not filed.
Family Code §262.007 Code of Crim Proc, Art. 63.009	If police are not specifically conducting a missing person investigation and there is no adult present who may attempt to flee or hide the 17 year old, then police may not be able to take the 17 year old into custody to return to legal guardian.	Repeal Family Code Section 262.007 because it is contained under Code of Crim Proc Chapter 63.	
Govt Code §411.1991 (a) , (a-2), and (c)	If a Texas State Guard member applies for a handgun license under this statute, the fee is \$25. If they apply under Government Code Chapter 411.1951, the fee is waived.	The agency requests the language specific to Texas State Guard members be stricken from Government Code §411.1991 (a) and (a-2).	This change will create consistency in statute and ensure the fee for a handgun license for Texas State Guard members is waived.
Occupations Code §1702.301 (g)	A change to this statute allowing school instructor registrations to be	Add language to Occupations Code 1702.301 (h): “A license, registration, <u>instructor</u>	Aligning the school instructor registration period with other

	valid for two years will align the instructor registration with other registrations issued to individuals.	<b>approval</b> , or endorsement issued under this chapter, other than one specified in this section, expires on the date specified by this chapter or by board rule.”	registrations issued to individuals will enhance licensing and regulatory oversight and reduce workload while increasing staff productivity. This change will have no effect on the amount of fee revenue.
Trans Code §521.300	Currently suspension, revocation, and disqualification hearings are heard in JP and Municipal courts. Hearings are impacted by availability to be placed on a docket and be present at a courtroom. DPS employees are impacted by requirements to travel to and be present at hearings.	Amend the statute to include the option for these hearings to be conducted telephonically, minimizing the need for the department to travel when telephonic participation is appropriate.	Benefit with this change is cost savings in FTE time and travel.
Trans Code §521.101(k) Trans Code §521.121(a)(2)	DPS is statutorily required to provide a color photo on documents. This requirement does not take into account advances in emerging technologies that would make DLs and IDs more secure.	Amend the statute to remove the requirement to use a color photograph on the DL or ID document.	Benefit is DPS can take advantage of emerging technologies such as laser engraving and other photograph technologies that create a more secure document that is more difficult to counterfeit, but might not use color.
Trans Code §521.148 Trans Code §522.034 Trans Code §521.1601	Statute currently requires out-of-state applicants for a motorcycle designation on their DL to complete a designated motorcycle safety course, regardless of	Amend the statute clarifying that the requirement to complete a motorcycle safety course or adult driver education course does not apply to someone surrendering a valid license or motorcycle	Benefit is conformity to other existing reciprocity statutes and business practices, and customer convenience. Customers will not have to be turned

	the status on their out-of-state license being surrendered. This does not conform to reciprocity requirements for other licenses.	authorization from another state.	away, and forced to come back to another DL office visit, due to an oversight in the current statute.
Trans Code §521.292(1)	Statute requires administrative suspension for drivers determined to have driven while driving privileges were invalid, but for up to 2 years only. This statute is redundant as a court process exists to render a judgment that is enforceable indefinitely and a DWLI criminal penalty already exists with a mandatory suspension period.	Repeal the statute, removing the redundancy.	Repealing this redundant requirement will allow FTEs to be more efficient and provides the full authority of the courts to be applied in these situations.
Trans Code §521.292(7)	Statute requires administrative suspension for drivers without insurance found at fault in a crash. This statute is redundant as a court process exists to render a judgment that is enforceable indefinitely.	Repeal the statute, removing the redundancy.	Repealing this redundant requirement will allow FTEs to be more efficient and provides the full authority of the courts to be applied in these situations.
Trans Code §521.001(6)(B) Trans Code §521.457(a)(2) Trans Code §521.457(a)(3)	Current Texas case law provides that a DWLI offense does not occur if a driver operates a vehicle with a driver's license that expired before the license was suspended.	Amend the statute to clarify that DWLI occurs if a driver operates a vehicle after the license has been suspended even if the license had expired, been revoked, cancelled or denied prior to the suspension.	Clarified definition gives prosecutors more strength to prosecute violators.

<p>Trans Code §521.050(a)  Trans Code §521.050(c)(1)  Trans Code §521.050(c)(2)</p>	<p>Statute currently states the medium to provide a purchaser of information is “magnetic tape.” The statute does not address advances in file transfer technologies.</p>	<p>Amend the statute to match current DPS business practices of media and file transfer technologies.</p>	<p>Removes an outdated, restrictive requirement to match current DPS business practices, and increase information access to customers, without the risk of being out of compliance with state law.</p>
<p>Trans Code §521.292(8)</p>	<p>Statute currently specifies drivers subject to suspension for 2 or more moving violations within 12 months are “holders of a provisional license” instead of “less than 18 years of age” limiting the ability to enforce suspensions on all violators under 18.</p>	<p>Amend the statute from “the holder of a provisional license issued under Section 521.123” to “less than 18 years of age” so DPS may enforce a suspension on any driver under 18 who holds a learners or provisional license.</p>	<p>Authorizes DPS to enforce a suspension on any driver under 18 years of age who holds a learners license and commits two or more moving violations within a 12-month period.</p>
<p>Trans Code §521.0475(c)</p>	<p>Statute currently prohibits DPS from providing certified abstracts of DL records online, making this a manual process using paper copies and postal service mail. All other types of driver records are available through the online Texas Government Portal.</p>	<p>Amend the statute to allow online production of all types of driver records.</p>	<p>Create cost savings by allowing DPS to use digital technology to deliver abstracts rather than paper and postal service, reduce staff time to complete transactions, provides customer convenience, and streamlines business practices.</p>
<p>Trans Code §521.294(5)  Trans Code §521.294(6)</p>	<p>The enforcement action for Minor Failure to Pay was moved to the CCP, but Minor Failure to Appear was not moved, creating inconsistent enforcement action for young drivers</p>	<p>Repeal Trans Code §521.294 (5) and move Trans Code §521.294(6) to Code of Crim Proc, Art. 45.050</p>	<p>Moving the enforcement action to the CCP aligns enforcement actions and ensures consistency in the application of enforcement.</p>

	who fail to resolve outstanding citations.		
Trans Code §543.202 Code of Crim Proc, Art. 2.132	Statute defines the race and ethnicity standards that can be put on records. Current law does not conform to race and ethnicity codes used by other states and law enforcement agencies.	Amend Trans Code §543.202 to allow use of national standards for race and ethnicity established through AAMVA's nationally recognized guidelines.	Provides conformity to race and ethnicity used to statutorily describe customers on forms. Conformity makes it easier to share information with other states, reduces the risk of confusion and misidentification of our customers, and in reporting requirements such as racial profiling reports.
Trans Code Chapter 601	Statute gives responsibility to administer self-insured drivers to DPS, while all other insurance oversight in Texas is governed by Dept. of Insurance (TDI). This creates redundant roles and responsibilities.	Amend the statute to change the department responsible for administration of self-insured drivers from DPS to TDI.	Moves regulatory oversight for all insurance related issues to a single agency, and allows DPS to realign resources to other duties within DL.
Health & Safety Code §191.051	Statute currently limits the supply of birth and death record information by Bureau of Vital Statistics (BVS), including SSN information. BVS does not report some of this information to DPS, preventing DPS the ability to cross-reference and validate death information for DL and ID records.	Amend HSC 191 to identify DPS as an authorized recipient of all birth and death record information.	This will increase accuracy in matching records, prevents unnecessary notification to grieving families, and enhances our ability to share accurate information with other agencies and law enforcement.

<p>Health &amp; Safety Code, Chapter 191</p>	<p>DPS is currently not authorized under statute to receive birth and death information directly from BVS, nor can this information be shared electronically. Information must be provided in paper copy by customers increasing the level of bureaucracy to verify birth and death information on both DPS and our customers.</p>	<p>Amend HSC 191 to authorize DPS to receive birth and death record information electronically from BVS.</p>	<p>Create efficiencies in the business processes of DPS to verify birth and death information directly from BVS, eliminating costs on both agencies and our customers. Requesting and issuing paper copies would no longer be necessary.</p>
<p>Code of Crim Proc, Art. 45.0541</p>	<p>Statute currently requires DPS to expunge all records for truancy offenses, enforcement actions, and image documentation. This is a manual process requiring DPS to individually review 1.6 million records. Of these, 1.3 million are unlicensed records. While no expunction action has been found yet in these records, under the law DPS is currently required to check each one. DPS did not receive any additional resources to complete this task.</p>	<p>Amend the statute to allow DPS to redact unlicensed records during the issuance process or when providing other driver history information.</p>	<p>This saves significant resources in FTE time that are currently being diverted from other duties. DPS would be allowed to expunge the records as they are identified through the course of providing other services, limiting the current impact on resources.</p>
<p>Education Code §1001.112(a)(2)</p>	<p>Statute currently does not prevent persons convicted of egregious motor vehicle alcohol offenses from conducting driver education</p>	<p>Amend statute to prevent drivers with any motor vehicle intoxication offense from being able to conduct PTDE.</p>	<p>Enhances public safety by preventing drivers who have demonstrated unsafe driving practices from being able to teach young drivers.</p>

	instruction.		
Trans Code §521.308	DPS does not currently have authority to appeal administrative hearing findings for offenses under the TRC. This limits the ability of DPS to ensure all elements of unsafe driving charges are reviewed by courts.	Amend the statute to grant DPS appeal authority.	Granting appeal authority gives DPS the opportunity to ensure all aspects of unsafe driving charges are fully vetted through the judicial system.
Trans Code Chapter 522	Statutes are no longer aligned with recent changes in federal regulations for Commercial Driver License.	Repeal definitions already found in 49 CFR 383 for applicability, restricted licenses, classifications, endorsements and restrictions, conviction notifications to employers, previous employment notifications, and record updates. Amend statutes related to disqualification, issuance, and testing.	Removes redundant or conflicting definition and procedures, and clarifies regulatory authority.
Trans Code §543.204	Some courts report convictions that are years past the actual conviction date. This results in delayed suspensions because suspension is not applied until court conviction data is received.	Amend the statute to establish a 12 month statute of limitations on reporting convictions.	Removes negative impact of delayed suspensions on customers due to late reporting by the courts.

## **Part 2. Supplemental Elements**

### **Schedule A: Budget Structure**

<b>ELEMENT</b> Identify the current Goal, Strategy, Measure or Measure Definition.	<b>REQUESTED CHANGE</b> Indicate requested change using strike-through to delete text and underscore to add text.	<b>JUSTIFICATION FOR REQUESTED CHANGE</b> Explain the reason for the proposed change.	<b>LBB AND/OR GOBPP APPROVED CHANGE (if different from agency request)</b>	<b>LBB / GOBPP COMMENTS</b>	<b>STATUS</b>
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**Note:** The most recent goal, strategy and measure definition descriptions are located on Web ABEST. After logging on, select Performance then Reports to obtain the appropriate text. Measure definition must include all eight prescribed categories of information (i.e., short definition, purpose/importance, source/collection of data, method of calculation, data limitations, calculation type, new or existing measure, and desired performance).

<b>GOAL A: COMBAT CRIME AND TERRORISM</b>  <b>Objective A.1:</b> Reduce Impact of Organized Crime  <b>Strategy A.1.1:</b> Organized Crime	GOAL A: Combat Crime and Terrorism Objective A.1: Reduce Impact of Organized Crime Strategy A.1.1: Organized Crime  <b>Output Measure A.1.1.2: <del>Number of Arrests for Motor Vehicle Theft</del> (Key)</b>  <b>Short Definition:</b> <del>The total number of individuals arrested for a felony or misdemeanor offense by a</del> investigated by CID, and offenses that occurred when CID assisted other agencies.  <b>Purpose/Importance:</b> <del>The total number of individuals arrested for a felony or misdemeanor offense by a commissioned officer within the Criminal Investigations Division (CID), arrests for vehicle theft offenses investigated by CID, and offenses that occurred when CID assisted other agencies.</del>  <b>Source/Collection of Data:</b> <del>The number of arrests is obtained from weekly activity reports submitted by field investigators.</del>  <b>Method of Calculation:</b> <del>The total number of arrests is collected from weekly/monthly activity reports for an overall total.</del>  <b>Data Limitations:</b> <del>The accuracy of the count is dependent on manual data entry processes.</del>  <b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> Yes	CID Division Cheryl Wenzel <u><b>Request Deletion</b></u>  This performance measure, particularly as a key measure, is outdated. DPS has not had a unit dedicated to motor vehicle theft investigations since 2010. The division the unit was assigned to is now involved in the identification and targeting of organized criminal enterprises that present the greatest threat to the State of Texas. With the deletion of this measure, DPS has submitted a modification request to A.1.1.3 Number of CID Arrests - Not Narcotics / Vehicle Theft to Number of CID Arrests - Not Narcotics.			NA
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<p><b>GOAL A: COMBAT CRIME AND TERRORISM</b></p> <p><b>Objective A.1:</b> Reduce Impact of Organized Crime</p> <p><b>Strategy A.1.1:</b> Organized Crime</p>	<p>GOAL A: Combat Crime and Terrorism Objective A.1: Reduce Impact of Organized Crime Strategy A.1.1: Organized Crime</p> <p><b>Output Measure A.1.1.3: Number of CID Arrests – Not Narcotics/<del>Vehicle Theft</del> (Key)</b></p> <p><b>Short Definition:</b> The total number of individuals arrested for a felony or misdemeanor offense, other than narcotics or <del>vehicle theft violations</del>, by a commissioned officer within the Criminal Investigations Division (CID), arrests for offenses investigated by CID, and offenses that occurred when CID assisted other agencies.</p> <p><b>Purpose/Importance:</b> The CID is a criminal investigative branch of DPS. Commissioned officers have the authority to make arrests, as directed by warrants, and without a warrant under conditions authorized by law.</p> <p><b>Source/Collection of Data:</b> Every individual arrested for a felony or misdemeanor offense, other than narcotics or <del>vehicle theft violations</del>, by CID to include arrests for offenses that were investigated by CID and arrests that occurred when CID assisted other agencies is obtained manually from weekly activity reports submitted by field investigators.</p> <p><b>Method of Calculation:</b> The total number of arrests, other than narcotics or <del>vehicle theft violations</del>, by CID, arrests by other agencies where CID provided intelligence that led to an arrest and where CID assisted an agency in an arrest is retrieved manually from the weekly activity reports.</p> <p><b>Data Limitations:</b> None.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> Yes</p>	<p>CID Cale Chastain</p> <p>This performance measure has been updated to reflect the deletion of A.1.1.2 Number of Arrests for Motor Vehicle Theft. This change will allow the Department to still report the number of arrests from the Criminal Investigations Division which are not narcotics related.</p>			<p>NA</p>
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**GOAL A: Combat Crime and Terrorism**

**Objective A.1:** Reduce Impact of Organized Crime

**Strategy A.1.2:** Criminal Interdiction

GOAL A: Combat Crime and Terrorism  
Objective A.1: Reduce Impact of Organized Crime  
Strategy A.1.2: Criminal Interdiction

**Output Measure A.1.2.6: Amount of Marijuana Seized by DPS throughout the State of Texas**

**Short Definition:** The amount of marijuana (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:** This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing marijuana shipments from reaching their intended destinations.

**Source/Collection of Data:** Data is collected from records maintained by the ~~Post Seizure Analysis Team (PSAT)~~ Texas Highway Patrol Division and Criminal Investigations Division.

**Method of Calculation:** The sum of the weight of marijuana (measured in pounds) seized is totaled each ~~week by the Post Seizure Analysis Team (PSAT)~~ month by the Intelligence and Counterterrorism Division. ~~Weekly~~ Monthly totals are summed to determine a quarterly total.

**Data Limitations:** Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

**Key:** No

ICT Division  
DAD Avant

The Post Seizure Analysis Team (PSAT) is not the custodian of these records. The totals are still summed by the ICT Division using data maintained by THP and CID.

NA

**GOAL A: Combat Crime and Terrorism**

**Objective A.1:** Reduce Impact of Organized Crime

**Strategy A.1.2:** Criminal Interdiction

GOAL A: Combat Crime and Terrorism  
 Objective A.1: Reduce Impact of Organized Crime  
 Strategy A.1.2: Criminal Interdiction

**Output Measure A.1.2.7: Amount of Cocaine Seized by DPS throughout the State of Texas**

**Short Definition:** The amount of cocaine (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:** This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing drug shipments from reaching their intended destinations.

**Source/Collection of Data:** Data is collected from records maintained by the ~~Post Seizure Analysis Team (PSAT)~~ Texas Highway Patrol Division and Criminal Investigations Division.

**Method of Calculation:** The sum of the weight of cocaine (measured in pounds) seized is totaled each ~~week by the Post Seizure Analysis Team (PSAT)~~ month by the Intelligence and Counterterrorism Division. ~~Weekly~~ Monthly totals are summed to determine a quarterly total.

**Data Limitations:** Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

ICT Division  
 DAD Avant

The Post Seizure Analysis Team (PSAT) is not the custodian of these records. The totals are still summed by the ICT Division using data maintained by THP and CID.

**NA**

**GOAL A: Combat Crime and Terrorism**

**Objective A.1:** Reduce Impact of Organized Crime

**Strategy A.1.2:** Criminal Interdiction

GOAL A: Combat Crime and Terrorism  
 Objective A.1: Reduce Impact of Organized Crime  
 Strategy A.1.2: Criminal Interdiction

**Output Measure A.1.2.8: Amount of Heroin Seized by DPS throughout the State of Texas**

**Short Definition:** The amount of heroin (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:** This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing drug shipments from reaching their intended destinations in the United States.

**Source/Collection of Data:** Data is collected from records maintained by the ~~Post Seizure Analysis Team (PSAT)~~ Texas Highway Patrol Division and Criminal Investigations Division.

**Method of Calculation:** The sum of the weight of heroin (measured in pounds) seized is totaled each ~~week by the Post Seizure Analysis Team (PSAT)~~ month by the Intelligence and Counterterrorism Division. ~~Weekly~~ Monthly totals are summed to determine a quarterly total.

**Data Limitations:** Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

ICT Division  
 DAD Avant

The Post Seizure Analysis Team (PSAT) is not the custodian of these records. The totals are still summed by the ICT Division using data maintained by THP and CID.

**NA**

**GOAL A:  
Combat Crime  
and Terrorism**

**Objective A.1:**  
Reduce Impact of  
Organized Crime

**Strategy A.1.2:**  
Criminal  
Interdiction

GOAL A: Combat Crime and Terrorism  
Objective A.1: Reduce Impact of Organized Crime  
Strategy A.1.2: Criminal Interdiction

**Output Measure A.1.2.9: Amount of Methamphetamine Seized by DPS throughout the State of Texas**

**Short Definition:** The amount of methamphetamine (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:** This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing methamphetamine shipments from reaching their intended destinations in the United States.

**Source/Collection of Data:** Data is collected from records maintained by the ~~Post Seizure Analysis Team (PSAT)~~ Texas Highway Patrol Division and Criminal Investigations Division.

**Method of Calculation:** The sum of the weight of methamphetamine (measured in pounds) seized is totaled each ~~week by the Post Seizure Analysis Team (PSAT)~~ month by the Intelligence and Counterterrorism Division. ~~Weekly~~ Monthly totals are summed to determine a quarterly total.

**Data Limitations:** Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

ICT Division  
DAD Avant

The Post Seizure Analysis Team (PSAT) is not the custodian of these records. The totals are still summed by the ICT Division using data maintained by THP and CID.

**NA**

<p><b>GOAL A: Combat Crime and Terrorism</b></p> <p><b>Objective A.1:</b> Reduce Impact of Organized Crime</p> <p><b>Strategy A.1.2:</b> Criminal Interdiction</p>	<p>GOAL A: Combat Crime and Terrorism  Objective A.1: Reduce Impact of Organized Crime  Strategy A.1.2: Criminal Interdiction</p> <p><b>Output Measure A.1.2.10: Dollar Value of Currency Seized by DPS throughout the State of Texas</b></p> <p><b>Short Definition:</b> The amount of currency (in dollars) seized and kept by DPS law enforcement elements throughout the State of Texas.</p> <p><b>Purpose/Importance:</b> This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing shipments of currency (largely the return to Mexico of profits from the sales of illegal drugs) from reaching their intended destination and funding continued illicit activity.</p> <p><b>Source/Collection of Data:</b> Data is collected from records maintained by the Post Seizure Analysis Team (PSAT) Asset Forfeiture Unit (AFU).</p> <p><b>Method of Calculation:</b> The sum of currency (in dollars) seized and kept by DPS law enforcement is totaled each week by the Post Seizure Analysis Team (PSAT) Asset Forfeiture Unit (AFU).</p> <p><b>Data Limitations:</b> Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.</p> <p><b>Calculation Type:</b> Cumulative  <b>New Measure:</b> No  <b>Desired Performance:</b> Higher than target  <b>Key:</b> No</p>	<p>CID</p> <p>Terry Preston</p> <p><b>Request Deletion</b>  The performance measure as written does not capture an outcome that DPS controls. The value of currency seized fluctuate greatly depending upon multiple factors.</p>			<p><b>NA</b></p>
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<p><b>GOAL A: Combat Crime and Terrorism</b></p> <p><b>Objective A.1:</b> Reduce Impact of Organized Crime</p> <p><b>Strategy A.1.2:</b> Criminal Interdiction</p>	<p>GOAL A: Combat Crime and Terrorism  Objective A.1: Reduce Impact of Organized Crime  Strategy A.1.2: Criminal Interdiction</p> <p><b>Output Measure A.1.2.10: Dollar Value of Currency Seized by DPS throughout the State of Texas</b></p> <p><b>Short Definition:</b> The amount of currency (in dollars) seized and kept by DPS law enforcement elements throughout the State of Texas.</p> <p><b>Purpose/Importance:</b> This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing shipments of currency (largely the return to Mexico of profits from the sales of illegal drugs) from reaching their intended destination and funding continued illicit activity.</p> <p><b>Source/Collection of Data:</b> Data is collected from records maintained by the <del>Post Seizure Analysis Team (PSAT)</del> Asset Forfeiture Unit (AFU).</p> <p><b>Method of Calculation:</b> The sum of currency (in dollars) seized and kept by DPS law enforcement is totaled each week by the <del>Post Seizure Analysis Team (PSAT)</del> Asset Forfeiture Unit (AFU).</p> <p><b>Data Limitations:</b> Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.</p> <p><b>Calculation Type:</b> Cumulative  <b>New Measure:</b> No  <b>Desired Performance:</b> Higher than target  <b>Key:</b> No</p>	<p>CID  Terry Preston</p> <p>Modification Request if not Deleted:  Requesting the change the data source and method of calculation to accurately represent the source of the required data.</p>			<p><b>NA</b></p>
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<p><b>GOAL A: Combat Crime and Terrorism</b></p> <p><b>Objective A.1:</b> Reduce Impact of Organized Crime</p> <p><b>Strategy A.1.2:</b> Criminal Interdiction</p>	<p>GOAL A: Combat Crime and Terrorism Objective A.1: Reduce Impact of Organized Crime Strategy A.1.2: Criminal Interdiction</p> <p><b>Output Measure A.1.2.11: Number of Weapons Seized by DPS throughout State</b></p> <p><b>Short Definition:</b> The total number of weapons seized <del>and kept</del> by DPS law enforcement elements throughout Texas.</p> <p><b>Purpose/Importance:</b> This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing shipments of illicit weapons from reaching their intended destination.</p> <p><b>Source/Collection of Data:</b> Data is collected from records maintained by the <del>Post Seizure Analysis Team (PSAT)</del> Texas Highway Patrol Division and Criminal Investigations Division.</p> <p><b>Method of Calculation:</b> The sum of the number of weapons seized <del>and kept</del> is totaled each <del>week by the Post Seizure Analysis Team (PSAT)</del> month by the Intelligence and Counterterrorism Division. <del>Weekly</del> Monthly totals are summed to determine a quarterly total.</p> <p><b>Data Limitations:</b> Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>ICT Division DAD Avant</p> <p>The Post Seizure Analysis Team (PSAT) is not the custodian of these records. The seizure totals are still summed by the ICT Division using data maintained by THP and CID.</p> <p>However, there has been no centralized process in place to capture the final disposition of a weapon seized by the Department.</p> <p>It would not be unusual for several years to pass before the final disposition of a seized weapon is ultimately determined by the courts.</p>			<p><b>NA</b></p>
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**GOAL A:  
Combat Crime  
and Terrorism**

**Objective A.3:  
Apprehend High  
Threat Criminals**

GOAL A: Combat Crime and Terrorism  
Objective A.3: Apprehend High Threat Criminals

**Outcome Measure A.3.A: Annual Texas Index Crime Rate (Key)**

**Short Definition:** The total number of index crimes (murder, rape, robbery, aggravated assault, burglary, theft, and motor vehicle theft) divided by the total Texas population. That result is then divided by 100,000 to obtain the crime index rate per 100,000 population.

**Purpose/Importance:** This Measure is used to gauge fluctuations in the overall volume and rate of crime known by Texas law enforcement agencies.

**Source/Collection of Data:** Data is submitted to the Texas Uniform Crime Reporting (UCR) Program on a monthly basis. The UCR staff verifies the data, then enters it into the Texas UCR database.

**Method of Calculation:** The crime index is figured by taking the total number of crimes committed in the above mentioned categories, dividing that number by the total Texas population, and taking that figure and dividing it by 100,000.

**Data Limitations:** The number and accuracy of index crimes is dependent upon the timely reporting of all law enforcement agencies in Texas.

**Calculation Type:** Non-Cumulative

**Now Measure:** No

**Desired Performance:** Lower than target

**Key:** Yes

LES Division  
Mike Lesko

**Request Deletion**

The data reported in this measure will not ever be representative of the time frame that it is intended to capture. The data available from this reporting methodology is not finalized until after the reporting year and the performance measure reporting date, making the measure incomplete and inaccurate. For example, the Index Crime Rate for FY 2014 was not available until September of 2015.

**NA**

**GOAL B: Secure Border Region**

**Objective B.1:** Secure Border Region

**Strategy B.1.1:** State Grants to Local Entities

GOAL B: Secure Border Region  
Objective B.1: Secure Border Region  
Strategy B.1.1: State Grants to Local Entities

~~**Explanatory Measure B.1.1.1: Amount of Funds Provided for Local Border Security Operations**~~

~~**Short Definition:** Amount of funding for support and execution of border security operations by local and state law enforcement agencies.~~

~~**Purpose/Importance:** Local law enforcement agencies in the border region do not have sufficient organic resources to execute effective border security operations in addition to their other responsibilities. State funding and operations conducted by state agencies provide critical augmentation to local efforts.~~

~~**Source/Collection of Data:** DPS accounting system.~~

~~**Method of Calculation:** The total amount of funds is developed by summing local and state agency operational expenditure reports for local law enforcement border security operation submitted to DPS.~~

~~**Data Limitations:** None~~

~~**Calculation Type:** Non-Cumulative~~

~~**New Measure:** No~~

~~**Desired Performance:**~~

~~**Key:** No~~

SAA Division  
Cale Chastain

**Request Deletion**  
DPS has transitioned most local and homeland security grant functions to the Office of the Governor. DPS is no longer managing these grants. Therefore, this measure is no longer applicable to DPS.

**NA**

**GOAL B: Secure Border Region**

**Objective B.1:** Secure Border Region

**Strategy B.1.1:** State Grants to Local Entities

GOAL B: Secure Border Region  
 Objective B.1: Secure Border Region  
 Strategy B.1.1: State Grants to Local Entities

**Explanatory Measure B.1.1.2: Amount of Funds Provided for Local Border Security Overtime**

~~**Short Definition:** Amount of funding for overtime for local law enforcement agency personnel executing border security duties.~~

~~**Purpose/Importance:** Local law enforcement agencies in the border region do not have sufficient organic resources to execute effective border security operations in addition to their other responsibilities. State funding for law enforcement personnel overtime supports enhanced efforts to secure the border region.~~

~~**Source/Collection of Data:** DPS accounting system.~~

~~**Method of Calculation:** The total amount of funds is developed by summing state and local agency overtime expenditure reports for local law enforcement personnel submitted to DPS.~~

~~**Data Limitations:** None~~

~~**Calculation Type:** Non-Cumulative~~

~~**New Measure:** No~~

~~**Desired Performance:**~~

~~**Key:** No~~

SAA Division  
 Cale Chastain

**Request Deletion**  
 DPS has transitioned most local and homeland security grant functions to the Office of the Governor. DPS is no longer managing these grants. Therefore, this measure is no longer applicable to DPS.

**NA**

**GOAL B: Secure Border Region**

**Objective B.1:** Secure Border Region

**Strategy B.1.3:** Routine Operations

GOAL B: Secure Border Region  
Objective B.1: Secure Border Region  
Strategy B.1.3: Routine Operations

**Output Measure B.1.3.2: Total Number of Weapons Seized by LEAs in the Border Region**

**Short Definition:** The total number of weapons seized by, and subsequently forfeited to law enforcement agencies (LEAs) in the border region and/or transiting the Texas-Mexico border.

**Purpose/Importance:** This measure is intended to assist with appraising the impact of border security law enforcement efforts on preventing illegal shipments of weapons from reaching their intended destination and on preventing the transport of illegal weapons by individuals. Weapons may be used to support criminal activity in the United States or Mexico.

**Source/Collection of Data:** Data is collected from the reports completed by each Joint Operations and Intelligence Center (JOIC) and submitted as part of the weekly Border Operations Sector Assessment (BOSA) report to the Border Security Operations Center (BSOC). Weapon seizures are part of this weekly report.

**Method of Calculation:** The sum of weapons seized and subsequently forfeited is totaled each week by the BSOC and included in the BOSA report. Weekly totals are summed to determine a quarterly total.

**Data Limitations:** The data is limited by the number of Federal, State, and local law enforcement agencies submitting seizure reports. Participants are limited by resources necessary to generate the reports. Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of drug trafficking organizations in transporting weapons.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

**Key:** No

ICT Division  
DAD Avant

There has been no centralized process in place to capture the final disposition of a weapon seized by LEAs in the Border Region.

It would not be unusual for several years to pass before the final disposition of a seized weapon is ultimately determined by the courts.

NA

**GOAL B: Secure Border Region**

**Objective B.1:** Secure Border Region

**Strategy B.1.3:** Routine Operations

GOAL B: Secure Border Region  
 Objective B.1: Secure Border Region  
 Strategy B.1.3: Routine Operations

**Output Measure B.1.3.3: Total Dollar Value of Currency Seized by LEAs in the Border Region**

**Short Definition:** The total dollar value of currency seized by, ~~and subsequently forfeited to,~~ law enforcement agencies (LEAs) in the border region and/or transiting the Texas-Mexico border.

**Purpose/Importance:** This measure is intended to assist with appraising the impact of border security law enforcement efforts on preventing shipments of currency (largely the return to Mexico of profits from the sales of illegal drugs) from reaching their intended destination and funding continued illicit activity.

**Source/Collection of Data:** Data is collected from the reports completed by each Joint Operations and Intelligence Center (JOIC) and submitted as part of the weekly Border Operations Sector Assessment (BOSA) report to the Border Security Operations Center (BSOC).

**Method of Calculation:** The sum of currency seized ~~and subsequently forfeited~~ is totaled each week by the BSOC and included in the BOSA report. Weekly totals are summed to determine a quarterly total.

**Data Limitations:** The data is limited by the number of Federal, State, and local law enforcement agencies submitting seizure reports. Participants are limited by resources necessary to generate the reports. Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of drug trafficking organizations in transporting currency.

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

ICT Division  
 DAD Avant

There has been no centralized process in place to capture the final disposition of a currency seized by LEAs in the Border Region.

It would not be unusual for several years to pass before the final disposition of a seized currency is ultimately determined by the courts.

**NA**

<p><b>GOAL C: Enhance Public Safety</b></p> <p><b>Objective C.1:</b> Improve Highway Safety in Texas</p> <p><b>Strategy C.1.2:</b> Commercial Vehicle Enforcement</p>	<p>GOAL C: Enhance Public Safety  Objective C.1: Improve Highway Safety in Texas  Strategy C.1.2: Commercial Vehicle Enforcement</p> <p><del><b>Efficiency Measure C.1.2.2: Actual Cost of Commercial Vehicle Inspections</b></del></p> <p><del><b>Short Definition:</b></del> The average cost of performing commercial vehicle inspections.</p> <p><del><b>Purpose/Importance:</b></del> This measure indicates the average cost for Commercial Vehicle Enforcement (CVE) employees to ensure the motor carrier industry's compliance with the Federal Motor Carrier Safety Regulations, the Federal Hazardous Materials Regulations, and state traffic and safety statutes.</p> <p><del><b>Source/Collection of Data:</b></del> The cost is determined by the actual amount of funds expended annually by the Commercial Vehicle Enforcement (CVE) Strategy and the number of commercial vehicle inspections performed, which are recorded in the CVE-3 Inspection application database.</p> <p><del><b>Method of Calculation:</b></del> The actual amount of total funds expended annually by the Commercial Vehicle Enforcement (CVE) Strategy serves as the numerator. The number of commercial vehicle inspections performed serves as the denominator. The numerator is divided by the denominator and expressed as an average cost.</p> <p><del><b>Data Limitations:</b></del> None.</p> <p><del><b>Calculation Type:</b></del> Non-Cumulative  <del><b>New Measure:</b></del> No  <del><b>Desired Performance:</b></del> Lower than target  <del><b>Key:</b></del> No</p>	<p>THP Division  Katelyn Buckley</p> <p><b><u>Request Deletion</u></b>  The cost of inspections fluctuates according to a myriad of variables. Any increases or decreases could impact the cost of one inspection, not the actual work done during an inspection nor the quality of the inspection. This is not a true measure of the cost of one inspection.</p>			<p><b>NA</b></p>
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**GOAL C: Enhance Public Safety**

**Objective C.1:** Improve Highway Safety in Texas

**Strategy C.1.2:** Commercial Vehicle Enforcement

GOAL C: Enhance Public Safety  
Objective C.1: Improve Highway Safety in Texas  
Strategy C.1.2: Commercial Vehicle Enforcement

~~**Output Measure C.1.2.2: Percentage of Commercial Vehicle Drivers Placed Out-of-Service**~~

~~**Short Definition:** The annual percentage rate for the number of commercial vehicle drivers placed out-of-service by certified personnel of Texas Law enforcement agencies Texas Law enforcement agencies as a result of roadside inspections.~~

~~**Purpose/Importance:** This measure is the percentage of commercial vehicle drivers that were inspected for compliance with Federal Motor Carrier Safety Regulations and Hazardous Material Regulations and then placed out-of-service. This measure can then be benchmarked against the national out-of-service rates as maintained by the Federal Motor Carrier Safety Administration and will be indicative of the overall effectiveness of the Commercial Vehicle Enforcement Program in the State of Texas.~~

~~**Source/Collection of Data:** Inspection and out-of-service activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database.~~

~~**Method of Calculation:** A total of all activities is queried from the CVE-3 Inspection application database to determine the total number of commercial vehicle drivers placed out of service. The percentage is calculated by summing the number of commercial vehicle drivers placed out-of-service and dividing that by the total number of roadside inspections conducted on vehicle drivers, and then multiplying by 100.~~

~~**Data Limitations:** The data is representative of the number of commercial vehicles that are inspected and the driver is found to be in violation of federal or state law by certified personnel of Texas Law enforcement agencies. The number of out-of-service drivers detected could increase periodically due to special emphasis task force operations on specific segments of the trucking industry.~~

~~**Calculation Type:** Non-Cumulative~~

~~**New Measure:** No~~

~~**Desired Performance:** Lower than target~~

~~**Key:** No~~

THP Division  
Katelyn Buckley

**Request Deletion**

Percentage of drivers placed out of service, which is variable according to which area of the state most of the work is done and the difference in those areas, is not a reflection on DPS efforts. For example, the Drivers Out of Service (DOOS) rate statewide hovers around 3.5%; however, along the ports it averages 0.5%. The rate varies depending upon the focus of the operations and is not a useful measure.

NA

<p><b>GOAL C: Enhance Public Safety</b></p> <p><b>Objective C.2:</b> Improve Interoperability</p> <p><b>Strategy C.2.1:</b> Public Safety Communications</p>	<p>GOAL C: Enhance Public Safety Objective C.2: Improve Interoperability Strategy C.2.1: Public Safety Communications</p> <p><del><b>Output Measure C.2.1.3: Number of Stranded Motorist Hotline Calls Answered</b></del></p> <p><del><b>Short Definition:</b></del> Total number of calls from the public answered on the toll-free Stranded Motorist Hotline.</p> <p><del><b>Purpose/Importance:</b></del> To adequately Measure staffing for this function and provide timely assistance to the motoring public.</p> <p><del><b>Source/Collection of Data:</b></del> The total numbers will be collected monthly from the automatic call distribution reports.</p> <p><del><b>Method of Calculation:</b></del> Total number of incoming calls answered on the Stranded Motorist Hotline extracted from automatic call distribution reports.</p> <p><del><b>Data Limitations:</b></del> None.</p> <p><del><b>Calculation Type:</b></del> Cumulative  <del><b>New Measure:</b></del> No  <del><b>Desired Performance:</b></del> Higher than target  <del><b>Key:</b></del> Yes</p>	<p>LES Division Rita L. Mooney, Program Coordinator</p> <p>Todd M Early, DAD, PSCS</p> <p><b><u>Request Deletion</u></b></p> <p>The results of this performance measure are out of the Department's control, as the number of calls is totally dependent on the amount of motorists who are stranded and choose to call the statewide number.</p>			<p><b>NA</b></p>
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<p><b>GOAL D: Emergency Management</b></p> <p><b>Objective D.1:</b> Emergency Management</p>	<p>GOAL D: Emergency Management Objective D.1: Emergency Management</p> <p><del><b>Outcome Measure D.1.B: Number of Local Governments Receiving State Response Assistance</b></del></p> <p><del><b>Short Definition:</b> The number of jurisdictions receiving state response for emergencies and disasters.</del></p> <p><del><b>Purpose/Importance:</b> The Texas Division of Emergency Management (TDEM) is responsible for assisting local officials in meeting response needs during emergencies and disasters. Aid may include coordinating personnel, equipment, or supply assistance, providing advice, or obtaining technical assistance. Response assistance may be coordinated in personal visits or through electronic communications.</del></p> <p><del><b>Source/Collection of Data:</b> TDEM District Coordinators (DCs) maintain activity logs of incidents to which they respond. The State Operations Center (SOC) operates an electronic incident management system that maintains data on emergency incidents reported to the SOC and the response actions taken with respect to those incidents. DC activity logs and the SOC incident database are reviewed monthly and incidents are classified by type for use in future planning. The records of DC responses to local emergencies and disasters are combined with the SOC incident response data and multiple responses to the same local request for assistance are eliminated in order to calculate the number of local governments assisted each month.</del></p> <p><del><b>Method of Calculation:</b> The count is the number of local governments receiving assistance each month. Repeat assistance rendered to the same jurisdiction will be counted as well.</del></p> <p><del><b>Data Limitations:</b> Emergencies and disasters may be caused by natural hazards, failures of technology, and deliberate acts. The number, type, and frequency of these events vary greatly from year to year and are obviously beyond the control of the Texas Division of Emergency Management (TDEM).</del></p> <p><del><b>Calculation Type:</b> Non-Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Lower than target <b>Key:</b> No</del></p>	<p>TDEM Division Cale Chastain</p> <p><u><b>Request Deletion</b></u> The results of this performance measure are outside of the Departments' control. This measure receives no consideration in decision making and the amount of assistance provided to local governments is dependent on whether or not they are impacted by a natural disaster or man-made event. The actual goal is to timely and appropriately respond to each request.</p>			<p>NA</p>
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**GOAL D: Emergency Management**

**Objective D.1:**  
Emergency Management

**Strategy D.1.1:**  
Emergency Management Training and Preparedness

GOAL D: Emergency Management  
Objective D.1: Emergency Management  
Strategy D.1.1: Emergency Management Training and Preparedness

~~**Explanatory Measure D.1.1.1: Number of Active Homeland Security Grant-funded Projects**~~

~~**Short Definition:**—The number of active projects funded by Federal homeland security grants administered by the Texas Homeland Security State Administrative Agency (THSSAA) which is a component of the Department of Public Safety (TxDPS).~~

~~**Purpose/Importance:**—Through TxDPS, the US Department of Homeland Security (DHS) has provided funding for thousands of grant projects to improve state and local capabilities to deter, prevent, detect, prepare for, respond to, and recover from deliberate acts of terrorism, technological accidents, and natural disasters.~~

~~**Source/Collection of Data:**—The THSSAA maintains homeland security project and financial data for all homeland security grant programs in a secure on-line electronic grant management system operated by a contractor.~~

~~**Method of Calculation:**—The number of active homeland security grant funded projects is calculated by use of a report generated from the grant management system. The report is run by grant year for all active grant years and the data downloaded from the grant management system into an excel spreadsheet.~~

~~**Data Limitations:**—Local governments, urban areas, state agencies, and other entities must apply for Federal homeland security grants to obtain funding; the decision to apply rests with the agencies and organizations involved. All grants have specific eligibility requirements that applicants must meet. The Department of Homeland Security determines the overall level of funding for grant programs based on funds appropriated by Congress to DHS for those programs. DHS also determines the allocations to states and territories for individual grants programs, which varies from year to year.~~

~~**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No~~

SAA Division  
Cale Chastain

**Request Deletion**  
DPS has transitioned most local and homeland security grant functions to the Office of the Governor. DPS is no longer managing these grants. Therefore, this measure is no longer applicable to DPS.

NA

<p><b>GOAL D: Emergency Management</b></p> <p><b>Objective D.1: Emergency Management</b></p> <p><b>Strategy D.1.1: Emergency Management Training and Preparedness</b></p>	<p>GOAL : Emergency Management  Objective: Emergency Management  Strategy: Emergency Management Training and Preparedness</p> <p><b><u>Output Measure D.1.1.X: Number of Local Government Planning Documents Reviewed</u></b></p> <p><b>Short Definition:</b> <u>The number of local government planning documents reviewed.</u></p> <p><b>Purpose/Importance:</b> <u>These emergency management planning documents are reviewed to ensure they meet state and federal planning requirements. The updating and review of these documents lead to safer, more prepared local communities.</u></p> <p><b>Source/Collection of Data:</b> <u>TDEM receipt and tracking of documents submitted for review.</u></p> <p><b>Method of Calculation:</b> <u>Number of plans reviewed.</u></p> <p><b>Data Limitations:</b> <u>None.</u></p> <p><b>Calculation Type:</b> <u>Cumulative</u>  <b>New Measure:</b> <u>Yes</u>  <b>Desired Performance:</b> <u>Higher than target</u>  <b>Key:</b> <u>No</u></p>	<p>TDEM Division  Vicki Newlin /  Jessica Hilton</p> <p>The State of Texas has adopted planning standards designed to ensure common emergency functions are adequately addressed in local emergency plans. These plans provide an overview of the jurisdiction's approach to emergency operations. The preparedness standards outlined in the TDEM-100 Preparedness Standards for Emergency Management in Texas allow local officials and the Texas Division of : Management (TDEM) to evaluate local emergency preparedness. TDEM uses the results to measure the effectiveness of preparedness programs and identify areas where additional emphasis may be needed.</p> <p>Targets:  FY19 – 1,800  FY18 – 1,800</p>			<p><b>NA</b></p>
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<p><b>GOAL D: Emergency Management</b></p> <p><b>Objective D.1:</b> Emergency Management</p> <p><b>Strategy D.1.3:</b> Disaster Recovery and Hazard Mitigation</p>	<p>GOAL D: Emergency Management Objective D.1: Emergency Management Strategy D.1.3: Disaster Recovery and Hazard Mitigation</p> <p><del><b>Output Measure D.1.3.1: Amount of Disaster Recovery Funding Provided to Eligible Sub-Grantees</b></del></p> <p><del><b>Short Definition:</b> The amount of Federal disaster recovery grant funding provided to grantees during a state fiscal year.</del></p> <p><del><b>Purpose/Importance:</b> This performance Measure is intended to show the level of financial support made available to local governments, school districts, state agencies, and other eligible entities to undertake disaster recovery projects to repair, rebuild, or replace infrastructure and resources adversely impacted by disasters. Funding disaster recovery projects for governmental entities is essential for restoring essential public services in the aftermath of disasters. This is vital because Texas experiences more major disasters than any other state.</del></p> <p><del><b>Source/Collection of Data:</b> Most recovery grant programs operate on a reimbursement basis; grantees are reimbursed for their eligible costs expended on approved projects. The TDEM Recovery Section maintains electronic files of the recovery grants it administers and supporting project files and also has access to a FEMA disaster grant information system. The payments data required for this measure is extracted from the Recovery and Funds Management Section grant payment records, which are also used to generate quarterly reports to FEMA.</del></p> <p><del><b>Method of Calculation:</b> The number and amount of recovery grant payments made during each month is extracted from payment records maintained by the TDEM Recovery and Support Sections, cross-checked for accuracy, and totaled. Results of the Measure are reported monthly for use in internal reports. The Division provides results for this Measure to DPS on a quarterly basis for use in reporting to the LBB.</del></p> <p><del><b>Data Limitations:</b> The Federal Emergency Management Agency funds the vast majority of disaster recovery programs administered by TDEM. Funding for disaster recovery programs varies greatly from year to year because recovery programs are authorized for major disasters. If no new disasters occur, no new funding is authorized. However, previously authorized funding for ongoing projects continues until these are completed. In addition, the rules and regulations governing eligibility for these programs, and authorized program activities change periodically. These factors significantly affect this output, but are beyond the agency's control.</del></p> <p><del><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</del></p>	<p>TDEM Division Cale Chastain</p> <p><u><b>Request Deletion</b></u> The results of this performance measure are outside of the Department's control. The Department has no control on the severity and impact of natural disasters or man-made events that impact eligible sub-grantees. The Department also cannot control the timeliness of the requested reimbursement submission from sub-grantees.</p>			<p><b>NA</b></p>
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<p><b>GOAL D: Emergency Management</b></p> <p><b>Objective D.1:</b> Emergency Management</p> <p><b>Strategy D.1.3:</b> Disaster Recovery and Hazard Mitigation</p>	<p>GOAL D: Emergency Management Objective D.1: Emergency Management Strategy D.1.3: Disaster Recovery and Hazard Mitigation</p> <p><del><b>Output Measure D.1.3.2: Amt of Hazard Mitigation Grant Funding Provided Eligible Sub Grantees</b></del></p> <p><del><b>Short Definition:</b> The amount of hazard mitigation grant funding provided to grantees during the state fiscal year by TDEM.</del></p> <p><del><b>Purpose/Importance:</b> This performance Measure is intended to show the level of financial support made available to local governments and state agencies to undertake hazard mitigation projects to prevent disasters or reduce the severity of their impact. Effective mitigation planning and implementation of hazard mitigation projects throughout the State can significantly reduce death, injury, and economic loss in Texas.</del></p> <p><del><b>Source/Collection of Data:</b> Mitigation grant programs operate on a reimbursement basis; grantees are reimbursed for their eligible costs expended on approved mitigation projects. The TDEM Mitigation Section maintains electronic files of the mitigation grants it administers and supporting mitigation project files. The payments data required for this Measure is extracted from the Mitigation grant payments database, which is also used to generate quarterly reports to FEMA.</del></p> <p><del><b>Method of Calculation:</b> The number and amount of mitigation grant payments made during each month is extracted from the Mitigation payments database, cross-checked for accuracy and totaled. Results of the Measure are reported monthly for use in internal reports. The Division provides results for this Measure to DPS on a quarterly basis.</del></p> <p><del><b>Data Limitations:</b> The Federal Emergency Management Agency funds hazard mitigation grant programs administered by TDEM. The Division currently administers three mitigation programs: the Pre-Disaster Mitigation (PDM), the Hazard Mitigation Grant Program (HMGP), and the Recurring Flood Claims (RFC) program. Funding for individual mitigation programs varies greatly from year to year. In addition, the rules and regulations governing eligibility for these programs, and authorized program activities change periodically. These factors significantly affect this output, but are beyond the agency's control.</del></p> <p><del><b>Calculation Type:</b> Cumulative</del>  <del><b>New Measure:</b> No</del>  <del><b>Desired Performance:</b> Higher than target</del>  <del><b>Key:</b> No</del></p>	<p>TDEM Division Cale Chastain</p> <p><u><b>Request Deletion</b></u> The results of this performance measure are outside of the Departments' control. This measure receives no consideration in decision making and the amount of assistance provided to local governments is dependent on whether or not they are impacted by a natural disaster or man-made event. The actual goal is to timely and appropriately respond to each request.</p>			<p>NA</p>
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**GOAL E:  
Regulatory  
Services**

**Objective E.1:**  
Law  
Enforcement  
Services

**Strategy E.1.1:**  
Crime Laboratory  
Services

GOAL E: Regulatory Services  
Objective E.1: Law Enforcement Services  
Strategy E.1.1: Crime Laboratory Services

~~**Efficiency Measure E.1.1.1: Average Cost of Supervising a Breath Alcohol Test (Key)**~~

~~**Short Definition:** The average cost of supervising a breath alcohol test used to help establish the efficiency of the Breath Alcohol Laboratory is determined by dividing the Breath Alcohol Laboratories budgets by the number of breath alcohol tests supervised by the Department employed Technical Supervisors.~~

~~**Purpose/Importance:** This measure demonstrates the efficiency of the Breath Alcohol Test Program in supervising breath alcohol testing for law enforcement agencies.~~

~~**Source/Collection of Data:** Test data is electronically stored in the breath alcohol testing instruments when a test is conducted. At least monthly this data is downloaded to the Technical Supervisors' computers and then uploaded to a server at headquarters where it is compiled. The figure used to calculate the average cost of supervising a breath alcohol test is the sum of the Breath Alcohol Laboratory's assigned budgets, not including the ignition interlock budget.~~

~~**Method of Calculation:** The number of breath alcohol tests supervised by the Department employed Technical Supervisors is divided into the sum of the Breath Alcohol Laboratory's budgets, not including the ignition interlock budget.~~

~~**Data Limitations:** Approximately 60% of the tests supervised result from arrests made by agencies other than the Department. Consequently, the Breath Alcohol Laboratory has a limited role in the number of individuals arrested and tested on evidential breath alcohol instruments under their supervision which directly affects the average cost of supervising a breath alcohol test.~~

~~**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** Yes~~

LES Division  
Mack Cowan

**Request Deletion**  
The average cost of supervising a breath alcohol test is dependent on the number of tests supervised, which DPS has no control over. The Breath Alcohol Lab rarely, if ever, conducts a breath alcohol test on a DWI suspect. All subject tests are run by police personnel, none of whom work for the DPS Crime Lab.

**NA**

**GOAL E:  
Regulatory  
Services**

**Objective E.1:**  
Law  
Enforcement  
Services

**Strategy E.1.1:**  
Crime Laboratory  
Services

GOAL E: Regulatory Services  
Objective E.1: Law Enforcement Services  
Strategy E.1.1: Crime Laboratory Services

**Output Measure E.1.1.1: Number of Breath Alcohol Tests Supervised (Key)**

**Short Definition:** Number of breath tests supervised includes all tests conducted on evidential breath alcohol test instruments under the supervision of DPS forensic Scientists Technical Supervisors in more than 200 primarily rural counties. The tests are conducted by more than 3000 breath test operators who are employed by the Department, police departments, sheriff's offices, Texas Parks and Wildlife Department, Texas Alcoholic Beverage Commission and various other state, local and federal law enforcement agencies.

**Purpose/Importance:** The tests supervised are the product of the Department's breath alcohol testing program and are used as evidence in both criminal and civil courts and the lab exam tests are used to demonstrate the proficiency of the breath test operators.

**Source/Collection of Data:** This comes from breath test data collected directly from the breath test instrument's computer software via telephone modem to DPS technical supervisors and then transferred electronically to DPS Headquarters on a monthly basis.

**Method of Calculation:** Actual count of all breath tests under the supervision of DPS technical supervisors. Actual counts do not include invalid or incomplete tests.

**Data Limitations:** All breath test operators are proficiency tested in the two month period of September through October. This creates a spike in the number of breath tests supervised in the first quarter. Despite this spike all tests are supervised and processed. Also, the actual counts do not include invalid or incomplete tests.

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

**Key:** Yes

LES Division  
Mack Cowan

**Request Deletion**

The Breath Alcohol Lab rarely if ever conducts a breath alcohol test on a DWI suspect. All subject tests are run by police personnel, none of whom work for the DPS Crime Lab. DPS has no control over the number of tests run. Furthermore, if this performance measure was within our control, establishing quotas for the number of DWIs arrested and tested is not legal.

**NA**

**GOAL E: Regulatory Services**

**Objective E.1:** Law Enforcement Services

**Strategy E.1.1:** Crime Laboratory Services

GOAL E: Regulatory Services  
 Objective E.1: Law Enforcement Services  
 Strategy E.1.1: Crime Laboratory Services

~~**Output Measure E.1.1.3: Number of Offender DNA Profiles Completed (Key)**~~

~~**Short Definition:**—The total number of convicted offender DNA profiles for which DNA analysis has been conducted and the profile entered into the Combined DNA Index System (CODIS).~~

~~**Purpose/Importance:**—This Measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.~~

~~**Source/Collection of Data:** The CODIS software has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.~~

~~**Method of Calculation:** The sum of all the profiles uploaded during the reporting period is determined by the CODIS software based on the definition provided for a complete profile and the range of calendar dates input when generating the report.~~

~~**Data Limitations:**—Offender profiles are analyzed as "batches" of samples and uploaded periodically, rather than being continuously uploaded as each profile is completed. There may be a one to two week period between the time when a batch is completed and the time when these profiles are uploaded to the state database.~~

~~**Calculation Type:** Cumulative~~  
~~**New Measure:** No~~  
~~**Desired Performance:** Higher than target~~  
~~**Key:** Yes~~

LES Division  
 Brady Mills

**Request Deletion**  
 This performance measures results are outside of the Departments' control. Recidivism plays a big part in the amount of offenders eligible for collection. Those previously convicted of an offense have most likely been collected and a sample from them is no longer needed. Since 2012, there has been an 18% decrease in the amount of samples collected yearly.

NA

**GOAL E:  
Regulatory  
Services**

**Objective E.1:**  
Law  
Enforcement  
Services

**Strategy E.1.2:**  
Crime Records  
Services

GOAL E: Regulatory Services  
Objective E.1: Law Enforcement Services  
Strategy E.1.2: Crime Records Services

**Output Measure E.1.2.1: Number of Criminal History Inquiries Processed**

**Short Definition:** ~~Inquiries are processed from criminal history data upon receipt from an authorized noncriminal justice agency or entity. Requests submitted via hard copy fingerprint cards are not included and are contained in another Output Measure. Electronic and letterhead inquiries based on individual's name, sex, race, and date of birth are included in this measure.~~

**Purpose/Importance:** ~~This Output Measure is very important because it provides an indication of the increasing interest in using the criminal history database for background screening of individuals for licensing, employment and volunteerism. This number, when compared with the number of inquiries, is an indication of the efficiency of the method used to process inquiries as well as the efficiency of the personnel doing the process. It may also indicate how comprehensive the contents of the system database are. Deficiencies in any of these areas will usually generate increase numbers of complaints and/or a declining interest in the system.~~

**Source/Collection of Data:** ~~Data is obtained by counting the total numbers of inquiries processed and confirmed by the total number of responses to the inquiring entities. Manual inquiries are counted by logging the inquiries manually. Electronic inquiries are counted by electronic logs within the mainframe for inquiries received directly at the Crime Records Service, as well as electronic logs received from the Website vendor for the Web inquiries.~~

**Method of Calculation:** ~~Tally the number of inquiries and subsequent responses by month and year.~~

**Data Limitations:** ~~The ability to process inquiries will depend on the number of inquiries received and the ability of the respective systems to handle the number of electronic inquiries received.~~

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

LES Division  
AD Hearn

**Request Deletion**  
This measure should be deleted because the results are outside of the Department's control. The number of inquiries processed has no relation to the number of FTEs or cost of operation. Name-based checks are completely automated and can be performed online by anyone for a small fee.

**NA**

**GOAL E: Regulatory Services**

**Objective E.1: Law Enforcement Services**

**Strategy E.1.2 Crime Records Service**

GOAL E: Regulatory Services  
 Objective E.1 : Law Enforcement Services  
 Strategy E.1.2: Crime Records Services

**Explanatory Measure E.1.2.X: Percentage of Electronically Captured Applicant Fingerprints That Are Classifiable**

**Short Definition:** The percentage of electronic applicant fingerprints acquired for a background check that are classifiable. Fingerprints that are not classifiable due to quality cannot be processed.

**Purpose/Importance:** This Measure demonstrates the efficiency of the Fingerprint Applicant Services of Texas (FAST) program. FAST helps to improve the capture quality of fingerprints, making them more likely to be classifiable. If a print is not classified, it cannot be processed and must be recaptured which causes delays and inconveniences for customers such as educators, day care providers, health care providers, and job applicants.

**Source/Collection of Data:** The Texas Automated Fingerprint Identification System (AFIS) tracks the number of fingerprints that are classifiable.

**Method of Calculation:** (Number of classifiable fingerprints / Number of all fingerprints) \* 100.

**Data Limitations:** Two percent (2%) of the population is unclassifiable due to skin conditions, and manual processes are involved..

**Calculation Type:** Non-Cumulative  
**New Measure:** Yes  
**Desired Performance:** Higher than target  
**Key:** No

LES Division  
 Angie Kendall

This request is to replace E.1.2.1 Number of Criminal History Inquiries Processed if it is deleted. This measure would allow CRS to track applicant fingerprints to ensure we are providing good customer service to the public as well as measuring the vendor's contractual requirements for rejection rates.

Target:  
 FY18 – 98%  
 FY19 – 98%

**GOAL E: Regulatory Services**

**Objective E.1:** Law Enforcement Services

**Strategy E.1.3:** Victim and Employee Support Services

GOAL E: Regulatory Services  
 Objective E.1: Law Enforcement Services  
 Strategy E.1.3: Victim and Employee Support Services

**Output Measure E.1.3.1: Number of Victims Served**

**Short Definition:** ~~The number of persons who, as the result of a crime or trauma that caused personal injury, emotional harm, or financial loss, received assistance from employees assigned to this function.~~

**Purpose/Importance:** ~~This Output Measure demonstrates the number of crime victims that received any type of service from our program. This data is a funding requirement for our other Victim Assistance Grant and our Victim of Crime Act grant. Failure to meet output goals could jeopardize the grant funding and adversely affect future funding.~~

**Source/Collection of Data:** ~~The Psychological Services bureau maintains excel spreadsheets with this data.~~

**Method of Calculation:** ~~Each counselor completes a monthly report in excel format, which includes the number of victims served. Our administrative assistant then collates the information into excel spreadsheets to specify the activity on each grant and for the program as a whole.~~

**Data Limitations:** ~~The accuracy of the count is dependent on manual processes of data entry.~~

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

ADM Division  
 AD Arriaga

**Request Deletion**  
 The performance measure as written does not capture an outcome that DPS controls. The agency's goal is to consistently provide a quality service to any victim who seeks our assistance.

NA

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.1: Law Enforcement Services</b></p> <p><b>Strategy E.1.3: Victim and Employee Support Services</b></p>	<p>GOAL E: Regulatory Services Objective E.1: Law Enforcement Services Strategy E.1.3: Victim and Employee Support Services</p> <p><b>Output Measure E.1.3.1: Number of Victims Served</b></p> <p><b>Short Definition:</b> The number of persons who, as the result of a crime or trauma <del>that was</del> caused personal injury, emotional harm, or financial loss, received assistance from employees assigned to this function.</p> <p><b>Purpose/Importance:</b> This Output Measure demonstrates the number of <del>crime</del> victims that received any type of service from our program. <del>This is a funding requirement for our other Victim Assistance Grant and our Victim of Crime Act grant. Failure to meet output goals could jeopardize the grant funding and adversely affect future funding.</del></p> <p><b>Source/Collection of Data:</b> <del>The Psychological Services bureau-</del><u>Victim and Employee Support Services spreadsheet and/or a case management system.</u></p> <p><b>Method of Calculation:</b> Each counselor completes a monthly report in excel format <u>or enters the data into the case management system.</u> which includes the number of victims served. Our administrative assistant then <del>collates</del> <u>compiles</u> the information into <u>an</u> excel spreadsheets. <del>to specify the activity on each grant and for the program as a whole.</del></p> <p><b>Data Limitations:</b> The accuracy of the count is dependent <del>on manual process of</del> on data entry being correct.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>ADM Division Melissa Atwood</p> <p>Modification Request if not Deleted: Changes are requested for updating and clarifying purposes.</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.2: Driver License**

GOAL E: Regulatory Services  
Objective E.2: Driver License

**Outcome Measure E.2.A: Percentage of Accurate Licenses Issued**

**Short Definition:** ~~The percentage of licenses produced and mailed that are accurate and do not require reissue due to a clerical or technical programming error. A license includes the following: identification cards; driver licenses; concealed handgun licenses; concealed handgun instructor licenses; private security company and school licenses; individual private security licenses; vehicle services inspector licenses; and vehicle services station licenses. Reissuance occurs when a license is reproduced and mailed due to incorrect data. It does not include preemptive, internal quality control measures utilized before a license is issued to the customer.~~

**Purpose/Importance:** ~~This measure is intended to demonstrate the accuracy of licenses issued.~~

**Source/Collection of Data:** ~~Employees will manually identify and document when a private security company license, private security school license, or an individual private security license is reissued due to a clerical or technical programming error. The following system programs will identify when all other licenses are reissued due to a clerical or technical programming error: Driver License System (DLS) for identification cards and driver licenses; License to Carry (LTC) for concealed handgun licenses and concealed handgun instructor licenses; and the electronic reporting database for motor vehicle inspector licenses and vehicle services station licenses.~~

**Method of Calculation:** ~~The number of licenses produced and mailed that do not require reissuance serves as the numerator. The total number of licenses issued serves as the denominator. The numerator is divided by the denominator and expressed as a percentage.~~

**Data Limitations:** Manual processes are involved.

**Calculation Type:** Non-Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

**Key:** No

DLD Division  
Ryan O'Connor

**Request Deletion**

This measure covers a multitude of programs across two divisions and is therefore too broad. Also, given the volume of transactions conducted online, the measure as written would be significantly impacted by typographical errors committed by the public, which does not appear to be the intent of this measure.

NA

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.2:</b> Driver License</p>	<p>GOAL E: Regulatory Services Objective E.2: Driver License</p> <p><del><b>Outcome Measure E.2.B: % of DL &amp; ID Cards Mailed Within 14 Days</b></del></p> <p><del><b>Short Definition:</b></del>—The percentage of original, duplicate, or renewal driver licenses and identification cards (DLs/IDs) produced and mailed within a target date of fourteen (14) calendar days from the time a customer has completed application requirements for a DL/ID at either a field driver license office, online, or headquarters.</p> <p><del><b>Purpose/Importance:</b></del>—This measure is intended to demonstrate the timeliness of DL/ID processing. It also provides a needs assessment for equipment, training, and staffing.</p> <p><del><b>Source/Collection of Data:</b></del> The Driver License System (DLS) program records the date of a customer's complete application for a DL/ID and it records the mail date and time stamp for when a DL/ID is mailed to the customer.</p> <p><del><b>Method of Calculation:</b></del>—The number of licenses mailed by the target date serves as the numerator. The denominator is the number of licenses that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The day a customer completes an application is counted as day zero, the subsequent day is counted as day one, etc.</p> <p><del><b>Data Limitations:</b></del> The accuracy of the count is dependent on manual processes of data entry.</p> <p><del><b>Calculation Type:</b></del> Non-Cumulative  <del><b>New Measure:</b></del> No  <del><b>Desired Performance:</b></del> Higher than target  <del><b>Key:</b></del> No</p>	<p>DLD Division Ryan O'Connor</p> <p><u><b>Request Deletion</b></u> This measure is not useful in decision making by management. This measure is largely obsolete. Card production and mailing is currently mainly automated. The measure had more meaning before automation.</p>			<p><b>NA</b></p>
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**GOAL E:  
Regulatory  
Services**

**Objective  
E.2:** Driver  
License

GOAL E: Regulatory Services  
Objective E.2: Driver License

~~**Outcome Measure E.2.C: % of Driver Records Mailed Within 14 Days**~~

~~**Short Definition:** The percentage of driver records produced and mailed within a target date of fourteen (14) calendar days from the time the Department receives a qualified application by mail or fax.~~

~~**Purpose/Importance:** This measure is intended to demonstrate the timeliness of driver record application processing. It also provides a needs assessment for equipment, training, and staffing.~~

~~**Source/Collection of Data:** Driver record applications received by mail or fax are processed manually by employees. Employees record the date the driver record application form is received at the first point of entry with the Department, and the Driver License System (DLS) program records the date the record is produced and mailed.~~

~~**Method of Calculation:** The number of driver records mailed by the target date serves as the numerator. The denominator is the number of driver records that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The date an application is received is counted as day zero, the subsequent date is counted as day one, etc.~~

~~**Data Limitations:** The accuracy of the count is dependent on manual processes of data entry.~~

~~**Calculation Type:** Non-Cumulative~~

~~**New Measure:** No~~

~~**Desired Performance:** Higher than target~~

~~**Key:** No~~

DLD Division  
Ryan O'Connor

**Request  
Deletion**

This measure is not useful in decision making by management. This measure is obsolete. Most driver records transactions are now conducted online, with the requestor immediately printing the record.

NA

**GOAL E: Regulatory Services**

**Objective E.2: Driver License**

GOAL E: Regulatory Services  
Objective E.2: Driver License

**Outcome Measure E.2.F: Percentage of Accurate Payments Issued**

~~**Short Definition:** The percentage of payments issued to vendors that are accurate and do not require reissue due to incorrect payee data or amount. Payments to vendors include state warrants, interagency transfers, and Automated Clearing House transactions. Reissue occurs when the amount or payee data is incorrect. It does not include reissue when a warrant was lost by a payee.~~

~~**Purpose/Importance:** This measure is intended to demonstrate the accuracy of payments issued to state vendors and payees.~~

~~**Source/Collection of Data:** Uniform Statewide Accounting System and internal accounting system reports will be used to identify cancelled payments and staff will manually note a reason code for the cancellation.~~

~~**Method of Calculation:** The number of payments issued to vendors that do not require reissuing due to incorrect payee data or amount serves as the numerator. The denominator is the total number of payments. The numerator is divided by the denominator and expressed as a percentage.~~

~~**Data Limitations:** Manual processes are involved.~~

~~**Calculation Type:** Non-Cumulative~~

~~**New Measure:** No~~

~~**Desired Performance:** Higher than target~~

~~**Key:** No~~

FIN Division  
Cale Chastain

**Request Deletion**

This performance measure is not useful in decision making by management. Due to improvements in staffing and the implementation of modern technology, the percentage of accurate payments issued has resulted in consistent performance and does not present concern for the management team.

NA

**GOAL E: Regulatory Services**

**Objective E.2:** Driver License

GOAL E: Regulatory Services  
Objective E.2: Driver License

**Outcome Measure E.2.X: % of Calls Answered within 5 minutes**

**Short Definition:** The percentage of calls at the Driver License Customer Service Center answered within a target time of five (5) minutes from when the customer joins the queue in the phone system.

**Purpose/Importance:** This is an indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

**Source/Collection of Data:** The phone system records the amount of time a caller waited as well as the number of calls handled

**Method of Calculation:** The number of calls answered by the target time serves as the numerator. The denominator is the number of calls that should have been completed by the target time. The numerator is divided by the denominator and expressed as a percentage.

**Data Limitations:** Manual processes are involved.

**Calculation Type:** Non-Cumulative  
**New Measure:** Yes  
**Desired Performance:** Higher than Target  
**Key:** No

DLD Division  
Ryan O'Connor

This measure will ensure that the DLD is able to demonstrate its ability to serve customers seeking assistance from the Customer Service Center. It will also provide needs assessment.

Target:  
FY18 – 5%  
FY19 – 5%

**NA**

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.2:</b> Driver License</p>	<p>GOAL E: Regulatory Services Objective E.2: Driver License</p> <p><b><u>Outcome Measure E.2.X: % of Calls Answered</u></b></p> <p><b>Short Definition:</b> <u>The percentage of calls at the Driver License Customer Service Center answered from inbound calls</u></p> <p><b>Purpose/Importance:</b> <u>This is an indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.</u></p> <p><b>Source/Collection of Data:</b> <u>The phone system records the number of incoming calls as well as the number of calls handled.</u></p> <p><b>Method of Calculation:</b> <u>The number of calls handled serves as the numerator. The denominator is the number of incoming calls. The numerator is divided by the denominator and expressed as a percentage.</u></p> <p><b>Data Limitations:</b> <u>Manual processes are involved.</u></p> <p><b>Calculation Type:</b> <u>Non-Cumulative</u>  <b>New Measure:</b> <u>Yes</u>  <b>Desired Performance:</b> <u>Higher than Target</u>  <b>Key:</b> <u>No</u></p>	<p>DLD Division Ryan O'Connor</p> <p>This measure will ensure that the DLD is able to demonstrate its ability to serve customers seeking assistance from the Customer Service Center. It will also provide needs assessment.</p> <p>Target: FY18 – 13% FY19 – 13%</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.2:** Driver License

**Strategy E.2.1:**  
Driver License Services

GOAL E: Regulatory Services  
Objective E.2: Driver License  
Strategy E.2.1: Driver License Services

~~**Efficiency Measure E.2.1.1: Avg # DLs, ID Cards, & Driver Records Produced per Assigned FTE**~~

~~**Short Definition:**—The average number of driver licenses, identification cards, and driver records produced per applicable full-time equivalent (FTE) employee assigned to the Driver License Division. This includes all services associated with a driver license, identification card, or driver record, including the issuance process, the production and mailing process, and administrative support functions related to these products.~~

~~**Purpose/Importance:**—This Measure is an indicator of the efficiencies associated with producing a driver license, identification card, or driver record. It provides a needs assessment for equipment, training, and staffing.~~

~~**Source/Collection of Data:**—The number of these products (driver licenses, identification cards, and driver records) produced is gathered from the Driver License System (DLS) program. The number of employees is gathered from applicable FTEs assigned to the Driver License Division.~~

~~**Method of Calculation:**—(Number of driver licenses, identification cards, and driver records produced / Number of assigned FTEs) calculated monthly and reported annually. The sum of the number of driver licenses, identification cards and driver records produced serves as the numerator. The denominator is the number of full-time equivalent employees assigned to the Driver License Division. The numerator is divided by the denominator to yield the average number of driver licenses, identification cards and driver records produced per assigned FTE.~~

~~**Data Limitations:**—The accuracy of the count is dependent on manual processes of data entry.~~

~~**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No~~

DLD Division  
Ryan O'Connor

**Request Deletion**  
The performance measure as written combines two very different processes into one and delivers an average. In the past, driver records were handled manually by Driver License Division (DLD) staff and impacted production across the division. Driver records are now handled almost exclusively online and do not impact other DLD functions.

**NA**

**GOAL E: Regulatory Services**

**Objective E.2:** Driver License

**Strategy E.2.1:** Driver License Services

GOAL E: Regulatory Services  
Objective E.2: Driver License  
Strategy E.2.1: Driver License Services

**Output Measure E.2.1.4: Number of Driver Records Maintained**

**Short Definition:** ~~The number of driver records maintained. The number includes both active and inactive driver license history files and includes items such as applications, photos, thumb prints, proofs of identity, suspensions, etc.~~

**Purpose/Importance:** ~~This Measure provides a needs-assessment for equipment, training, and staffing.~~

**Source/Collection of Data:** ~~The Driver License System (DLS) program generates a monthly report to calculate cumulative statistics for the total number of records on file. Records are established in the field offices and through data entry at headquarters.~~

**Method of Calculation:** ~~The sum of the number of driver records maintained calculated monthly and reported annually.~~

**Data Limitations:** ?

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

DLD Division  
Ryan O'Connor

**Request Deletion**

This measure is not useful in decision making by management. This number currently only represents the number of records in a database. The collection and maintenance of the data is largely electronic so this measure is explanatory at most..

**NA**

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.2: Driver License</b></p> <p><b>Strategy E.2.1: Driver License Services</b></p>	<p>GOAL E: Regulatory Services Objective E.2: Driver License Strategy E.2.1: Driver License Services</p> <p><b><del>Output Measure E.2.1.6: Number of Criminal Investigations Generated</del></b></p> <p><b><del>Short Definition:</del></b>—The number of criminal investigations generated by driver license personnel while processing applicants for a driver license or identification card or generated through the Image Verification System (IVS). Criminal investigations include the number of alerts made by driver license personnel to law enforcement resulting in a criminal arrest, intelligence report, or fraud investigation.</p> <p><b><del>Purpose/Importance:</del></b> This Measure demonstrates the amount of criminal activity detected by driver license personnel and demonstrates the support that is provided to law enforcement agencies.</p> <p><b><del>Source/Collection of Data:</del></b> Data is manually entered onto a field activity report and is subsequently entered into and retrieved from the Automated Information Services (AIS) database. It is also collected from the Image Verification Case Management System.</p> <p><b><del>Method of Calculation:</del></b> The sum of the number of criminal investigations generated calculated monthly and reported annually.</p> <p><b><del>Data Limitations:</del></b> Manual processes are involved.</p> <p><b><del>Calculation Type:</del></b> Cumulative <b><del>New Measure:</del></b> No <b><del>Desired Performance:</del></b> Higher than target <b><del>Key:</del></b> No</p>	<p>DLD Division Ryan O'Connor</p> <p><b><u>Request Deletion</u></b> This measure is not useful in decision making by management and the results are out of the control of the Driver License Division (DLD). The division does pass leads from its Image Verification System to the Intelligence and Counter Terrorism and law enforcement divisions, the stated performance measure definition and purpose do not have a significant impact on DLD operations.</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.2:</b> Driver License</p> <p><b>Strategy E.2.2:</b> Driving and Motor Vehicle Safety</p>	<p>GOAL E: Regulatory Services Objective E.2: Driver License Strategy E.2.2: Driving and Motor Vehicle Safety</p> <p><b>Output-Explanatory Measure E.2.2.1: Vehicle Inspection: Number of Vehicles Failing Safety Inspections</b></p> <p><b>Short Definition:</b> The number of vehicles failing the vehicle safety inspection conducted in approved, privately owned and operated garages and repair shops designated by the division.</p> <p><b>Purpose/Importance:</b> This measure is the total number of vehicles that were inspected and rejected for noncompliance with Texas Transportation Code, Compulsory Inspection of Vehicles, Chapter 548. The data is representative of the number of vehicles that are inspected and found to have safety defects by certified inspectors.</p> <p><b>Source/Collection of Data:</b> Inspections are recorded into the VIC (Vehicle Inspection Connection) database and TIMS (Texas Information Management System) database.</p> <p><b>Method of Calculation:</b> A total of all vehicles found in non-compliance during the fiscal year.</p> <p><b>Data Limitations:</b> Data is dependent upon accurate reporting of rejections by the certified inspectors.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Lower than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Change measure type is designed to clarify and update information.</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.2:** Driver License

**Strategy E.2.2:**  
Driving and Motor Vehicle Safety

GOAL E: Regulatory Services  
Objective E.2: Driver License  
Strategy E.2.2: Driving and Motor Vehicle Safety

~~**Output Measure E.2.2.3: # Motorcycle/ATV Public Information/Educational Items Distributed**~~

~~**Short Definition:** The total number of items distributed by the Motorcycle Safety Unit promoting motorcycle safety, motorist's awareness of motorcycles, and All-Terrain Vehicle safety.~~

~~**Purpose/Importance:** The Motorcycle Safety Unit provides knowledge relating to the safe operation of motorcycles, and motorists awareness of motorcycles, to the citizens of Texas as required by Texas Transportation Code, Chapter 662. The Motorcycle Safety Unit promotes the All-Terrain Vehicle operator education and certification program and related information as addressed in Texas Transportation Code, Chapter 663.~~

~~**Source/Collection of Data:** The data source for the number of motorcycle and All-Terrain Vehicle Public Information and Educational items distributed is the filled requests for material received from the entities offering motorcycle operator training and from motorcycle dealerships, rider organizations, schools, other governmental entities, and the general public.~~

~~**Method of Calculation:** Motorcycle Safety Unit staff manually calculates the total from the material requests.~~

~~**Data Limitations:** None.~~

~~**Calculation Type:** Cumulative~~

~~**New Measure:** No~~

~~**Desired Performance:** Higher than target~~

~~**Key:** No~~

ETR Division  
John Young

**Request Deletion**

TxDOT now provides and distributes printed material for highway safety including motorcycle related items.

In an effort to reduce printing cost items are available for download via the internet making a calculation unavailable to management.

NA

<p><b>GOAL : Regulatory Services</b></p> <p><b>Objective E.2:</b> Driver License</p> <p><b>Strategy E.2.2:</b> Driving and Motor Vehicle Safety</p>	<p>GOAL E: Regulatory Services Objective E.2: Driver License Strategy E.2.2: Driving and Motor Vehicle Safety</p> <p><b><u>Output Measure E.2.2.X: Number of Motorcycle and All-Terrain Vehicle Students Trained</u></b></p> <p><b><u>Short Definition:</u></b> The total number of students trained in the Basic, Intermediate and Advanced Motorcycle Operator Training Courses and the All-Terrain Vehicle Rider Course.</p> <p><b><u>Purpose/Importance:</u></b> The Motorcycle Safety Unit is tasked to provide knowledge relating to the safe operation of motorcycles (Texas Transportation Code, Chapter 662). The Basic, Intermediate and Advanced Motorcycle Operator Training courses are conducted by public and private entities, contracted and/or licensed by the Department, to offer the courses. The All-Terrain Vehicle Rider Course is required by Texas Transportation Code, Chapter 663 and is taught via a letter of agreement with the All-Terrain Vehicle Safety Institute.</p> <p><b><u>Source/Collection of Data:</u></b> The data source for the number of motorcycle and ATV students trained is the Rider Education Management System (REMS) a service contracted by the Motorcycle Safety Unit. Motorcycle safety course student data is entered in REMS database by the entities conducting the courses. The ATV student database is appended by data received electronically from the ATV Safety Institute.</p> <p><b><u>Method of Calculation:</u></b> Total number of motorcycle and All-Terrain Vehicle students is retrieved via a query from the REMS.</p> <p><b><u>Data Limitations:</u></b> None</p> <p><b><u>Calculation Type:</u></b> Cumulative <b><u>New Measure:</u></b> Yes <b><u>Desired Performance:</u></b> Higher than target <b><u>Key:</u></b> No</p>	<p>ETR Division John Young</p> <p>Training students in the safe operation of motorcycles is a primary goal of the Motorcycle Safety Unit.</p> <p>Target: FY18 – 40,000 FY19 – 40,000</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services</p> <p><b>Outcome Measure E.3.A: <del>Concealed Handguns</del> <u>Handgun Licenses: Percent</u> of Original Licenses Issued Within 60 Days (Key)</b></p> <p><b>Short Definition:</b> The percentage of original <del>Concealed H</del> handgun Licenses (CHL) placed in the mail within <del>55 issued within</del> 60 calendar days of receiving a complete application. <del>The program utilizes a 55 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 60 calendar days of receipt of the completed application. Fifty five calendar days represents the target date.</del></p> <p><b>Purpose/Importance:</b> The percentage gives an accounting of original <del>concealed</del> handgun licenses that are issued pursuant to statutory requirements. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.</p> <p><b>Source/Collection of Data:</b> Data is collected through the use of database queries.</p> <p><b>Method of Calculation:</b> The number of original licenses mailed by the target date is the numerator. The denominator is derived from the number of original licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.</p> <p><b>Data Limitations:</b> The accuracy of the count is dependent on manual processes of data entry.</p> <p><b>Calculation Type:</b> Non-Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> Yes</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to update, clarify, and align with statute (GC 411.177(b)(1))</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services</p> <p><b>Outcome Measure E.3.B: <del>Concealed Handguns</del> <u>Handgun Licenses: Percent % of Renewal Licenses Issued within 45 Days</u> (Key)</b></p> <p><b>Short Definition:</b> The percentage of renewal <del>Concealed-Handgun Licenses</del> (CHL) placed in the mail within <del>45</del> 40-calendar days of receiving a complete application. <del>The program utilizes a 40-day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 45 calendar days of receipt of the completed application. Forty calendar days represents the target date</del></p> <p><b>Purpose/Importance:</b> The percentage gives an accounting of renewal of <del>Concealed H</del> handgun L-licenses that are issued pursuant to statutory requirement. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.</p> <p><b>Source/Collection of Data:</b> Data is collected through the use of database queries.</p> <p><b>Method of Calculation:</b> The number of renewal licenses mailed by the target date is the numerator. The denominator is derived from the number of renewal licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.</p> <p><b>Data Limitations:</b> The accuracy of the count is dependent on manual processes of data entry.</p> <p><b>Calculation Type:</b> Non-Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> Yes</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to update, clarify, and align with statute (GC 411.177(b)(1))</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.3: Regulatory Services**

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services

**Outcome Measure E.3.C: Private Security : # of Registered Individuals with Recent Violations**

**Short Definition:** ~~The total number of registered individuals at the end of the reporting period who have incurred a violation within the current and preceding two years (three years total).~~

**Purpose/Importance:** ~~Registering individuals helps ensure that they meet legal standards for professional education and practice, which is a primary Private Security Program goal. This measure is important because it indicates how effectively the Private Security Program activities deter violations of professional standards established by statute and rule.~~

**Source/Collection of Data:** ~~The division's database program and hard copy records are the source of disciplinary actions and registered population. Collection will be through reports generated that provide not only a count, but also a listing of the disciplinary actions for backup. The Private Security division manager is responsible for data involving disciplinary action and the registered population. The measure's data is stored in the division's oversight report files.~~

**Method of Calculation:** ~~The count is the total number of individuals currently registered by Private Security who have incurred a violation within the current and preceding two years.~~

**Data Limitations:** ~~The accuracy of the count is dependent on manual processes of data entry.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
This information is currently being counted in and more appropriately belongs in measure E.3.2.4 Number of Administrative Cases Resolved.

**NA**

**GOAL E:  
Regulatory  
Services**

**Objective  
E.3:**  
Regulatory  
Services

**Strategy  
E.3.1:**  
Regulatory  
Services  
Issuance and  
Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and  
Modernization

~~**Efficiency Measure E.3.1.1: Concealed Handguns:  
Avg # of Days to Issue an Original License**~~

~~**Short Definition:**—The average number of days between  
the submission of a complete application and the mailing  
of an original concealed handgun license.~~

~~**Purpose/Importance:**—This average will enable the  
bureau to evaluate the effectiveness of business process  
and technology improvements in reducing the average  
time it takes to process original CHL licenses.~~

~~**Source/Collection of Data:**—Data is collected through the  
use of database queries.~~

~~**Method of Calculation:**—The number of days between  
the application date and mailing date is calculated for each  
original concealed handgun license issued within the  
reporting period and an average is derived by dividing the  
sum of all the days by the number of original licenses  
issued during the reporting period. The application date is  
counted as day zero; the subsequent date is counted as  
day one, etc.~~

~~**Data Limitations:**—The accurate application submission  
and license mailing dates are required to determine this  
measure.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
This measure is  
redundant with Key  
measure E.3.B  
Percentage of Original  
Licenses Issued Within  
60 Days. Percentage  
would be a more  
accurate measure of  
efficiency.

Also, Texas  
Government Code  
§411.177 permits a  
60-application period  
so a measure for an  
average number of  
days may not be  
needed.

**NA**

**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.1:**  
Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Efficiency Measure E.3.1.1: ~~Concealed Handguns~~ Handgun Licensing: Average Number vs # of Days to Issue an Original License**

**Short Definition:** The average number of days between the submission of a complete application and the mailing of an original ~~concealed handgun~~ license to carry.

**Purpose/Importance:** This average will enable the bureau to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process original ~~CHL~~ handgun licenses.

**Source/Collection of Data:** Data is collected through the use of database queries.

**Method of Calculation:** The number of days between the application date and mailing date is calculated for each original ~~concealed~~ handgun license issued within the reporting period and an average is derived by dividing the sum of all the days by the number of original licenses issued during the reporting period. The application date is counted as day zero; the subsequent date is counted as day one, etc.

**Data Limitations:** The accurate application submission and license mailing dates are required to determine this measure.

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

Modification Request if not Deleted: Changes are requested for updating and clarifying purposes.

**NA**

**GOAL E:  
Regulatory  
Services**

**Objective E.3:**  
Regulatory  
Services

**Strategy E.3.1:**  
Regulatory  
Services Issuance  
and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

~~**Efficiency Measure E.3.1.2: Concealed Handguns: Avg # of Days to Issue a Renewal License**~~

~~**Short Definition:**—The average number of days between the submission of a complete application and the mailing of a renewal concealed handgun license.~~

~~**Purpose/Importance:**—This average will enable the service to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process concealed handgun renewal licenses.~~

~~**Source/Collection of Data:**—Data is collected based on the actual date a complete renewal application is received for a concealed handgun license, and the date the license is mailed to the licensee.~~

~~**Method of Calculation:**—The number of days between the complete application date and mailing date is calculated for each renewal concealed handgun license issued within the reporting period and an average is derived by dividing the sum of all the days by the number of renewal licenses issued during the reporting period. The complete application date is counted as day zero; the subsequent date is counted as day one, etc.~~

~~**Data Limitations:**—The accurate application submission and license mailing dates are required to determine this measure.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa  
Fehrenbach

**Request Deletion**  
This measure is redundant with Key measure E.3.C Percentage of Renewal Licenses Issued Within 40 Days. Percentage would be a more accurate measure of efficiency.

**NA**

**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.1:**  
Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Efficiency Measure E.3.1.2: ~~Concealed Handguns~~ Handgun Licensing: Average #Number of Days to Issue a Renewal License**

**Short Definition:** The average number of days between the submission of a complete application and the mailing of a renewal ~~concealed~~ handgun license.

**Purpose/Importance:** This average will enable the service to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process ~~concealed handgun-renewal licenses~~ handgun licenses.

**Source/Collection of Data:** Data is collected based on the actual date a complete renewal application is received for a ~~concealed~~ handgun license, and the date the license is mailed to the licensee.

**Method of Calculation:** The number of days between the complete application date and mailing date is calculated for each renewal ~~concealed~~ handgun license issued within the reporting period and an average is derived by dividing the sum of all the days by the number of renewal licenses issued during the reporting period. The complete application date is counted as day zero; the subsequent date is counted as day one, etc.

**Data Limitations:** The accurate application submission and license mailing dates are required to determine this measure.

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

Modification Request if not Deleted: Changes are requested for updating and clarifying purposes.

**NA**

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.1:</b> Regulatory Services Issuance and Modernization</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.1: Regulatory Services Issuance and Modernization</p> <p><b>Explanatory Measure E.3.1.1: # of Official Prescription Pad Orders Processed</b></p> <p><b>Short Definition:</b> <del>The number of pads (100 official prescription forms) ordered by physicians for Schedule II controlled substances.</del></p> <p><b>Purpose/Importance:</b> <del>To ensure compliance with the controlled substance prescription regulations and to determine whether criminal activity has occurred.</del></p> <p><b>Source/Collection of Data:</b> <del>Order cards from physicians.</del></p> <p><b>Method of Calculation:</b> <del>The total number of pads ordered and collected from weekly/monthly activity reports for an overall total.</del></p> <p><b>Data Limitations:</b> <del>The accuracy of the count is dependent on manual processes of data entry.</del></p> <p><b>Calculation Type:</b> Non-Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p><b>Request Deletion</b> SB 195 (84<sup>th</sup> Leg) transferred the Controlled Substances program to the Pharmacy Board effective 9/1/2016.</p>			<p><b>NA</b></p>
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**GOAL E:  
Regulatory  
Services**

**Objective E.3:  
Regulatory Services**

**Strategy E.3.1:  
Regulatory Services  
Issuance and  
Modernization**

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Explanatory Measure E.3.1.2: # of Inspection Certificates Issued to Vehicles**

**Short Definition:** The number of inspection certificates issued to vehicles provides an accurate account of inspection certificates physically issued. It depicts program activity generated through various inspection station sales outlets. This measure accounts for each certificate sold to station locations as part of the final distribution network by being physically issued to a vehicle.

**Purpose/Importance:** The purpose of this measurement is to accurately track distribution of certificates generated within the program and whether sales activity in comparison to network distributions reflects true market conditions. This aids in determining whether marketing strategies need to be adjusted or changed. It is important because it assists in determining if statutory requirements and enforcement standards are being met.

**Source/Collection of Data:** This information is derived from weekly station log reports filed by certified station personnel and submitted to Headquarters personnel for processing. The data is recorded in an Excel spreadsheet and document management imaging system designed to monitor information processed from station report logs. The information is screened and reconciled against weekly station reports. Each transaction is tracked separately then compiled, screened, and summarized into a monthly cumulative report for comparison to previous months and years.

**Method of Calculation:** The total number inspection certificates issued is calculated by an automated count of the database systems: Excel spreadsheet (compiles manual tabulations of safety inspections); mainframe database, document management imaging system (compiles information from safety inspections) and the Vehicle Inspection Database (automatically compiles information from emission inspections). DPS is in the process of developing a system that will automatically store, retrieve, and generate reports from all systems mentioned. The data from each system is screened and then summarized into monthly totals. The yearly total is an adjusted count. It includes all certificates issued, reported stolen or missing during the year.

**Data Limitations:** These measurements accurately define the activity parameter. Reporting of this information physically depends on Department personnel ensuring that stations are monitored appropriately for certificate distribution. Certificate availability to the public is currently dependent on experienced, skilled, and efficient station personnel responding to distribution demands of our citizens. The system information is limited to queries within the Mainframe database, spreadsheets, and the document management imaging system. It relies entirely on the timely processing and mailing in of station log reports. All systems have to be routinely polled and compared against each other to promote accuracy.

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa  
Fehrenbach

**Request Deletion**  
Since HB 2305  
(83 Leg)  
eliminated the  
sticker component  
from the vehicle  
inspection  
program, this  
measure is no  
longer applicable.

NA

**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.1:**  
Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Explanatory Measure E.3.1.3: Number # of Vehicles Inspected for Emission Levels**

**Short Definition:** The number of vehicles inspected with exhaust analysis through required vehicle emissions inspection and maintenance programs is the total number of vehicles which have undergone emissions testing as a result of a statutory requirement.

**Purpose/Importance:** This Measure is used to track the level of compliance with the enhanced Inspection/ Maintenance (I/M) Program contained in the revised State Implementation Plan (SIP) submitted by ~~Texas Natural Resources Conservation Commission (TNRCC)~~ the Texas Commission on Environmental Quality (TCEQ) to the U.S. Environmental Protective Agency (EPA). This I/M Program is designed to reduce hydrocarbon (HC), carbon monoxide (CO), and oxides of nitrogen (NOx) emissions in ozone nonattainment areas. This program will result in clean air for the citizens of the state and prevent possible federal sanctions. This measurement assists in determining the effectiveness of allocated resources in program compliance.

**Source/Collection of Data:** Every vehicle emissions inspection and maintenance facility is required to use a state-approved vehicle exhaust analyzer. When a vehicle undergoes an emissions test, the analyzer transmits this data including the vehicle identification number (VIN) and vehicle license number to a contractor. The contractor maintains a central Vehicle Identification Database (VID) and statewide network for collecting, processing, transmitting, monitoring, and reporting vehicle emissions-related data.

**Method of Calculation:** ~~On a monthly basis, the contract database is queried using standard Structured Query Language (SQL). These reports show the total number of vehicles which have undergone emissions testing in any time frame or other user selected criteria. Data is collected through the use of a database query.~~

**Data Limitations:** The VID contains some entry errors. The database retains invalid records; however, they are placed in an invalid record file. Data is limited by analyzer communication problems and inspector entry errors.

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

Changes are designed to clarify and update information.

**NA**

**GOAL E: Regulatory Services**

**Objective**  
E.3: Regulatory Services

**Strategy E.3.X:**  
Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Explanatory Measure E.3.1.X: Number of Controlled Substances Prescription Reports Requested by Law Enforcement**

**Short Definition:** Data containing controlled substance prescriptions generated and reported, which are requested by authorized law enforcement personnel.

**Purpose/Importance:** This measure will allow the Department to report on the number of inquiries requested by the department on behalf of law enforcement personnel.

**Source/Collection of Data:** Data is collected through database queries.

**Method of Calculation:** The total number of requests through the use of database queries during the reporting period.

**Data Limitations:** The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:** Cumulative  
**New Measure:** Yes  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

SB 195 (84<sup>th</sup> Leg) transferred the Controlled Substances program to the Pharmacy Board effective 9/1/2016. The Department will [however maintain responsibility](#) for responding to inquiries by law enforcement or prosecutorial officials.

Target:  
FY18 – 20,000  
FY19 – 20,000

**NA**

**GOAL E: Regulatory Services**

**Objective E.3:** Regulatory Services

**Strategy E.3.1:** Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Output Measure E.3.1.1: Vehicle Inspection: Number of Station Licenses Issued**

**Short Definition:** The number of original and renewal vehicle inspection station licenses issued after a complete application has been received, and after a profile has been created, and activated.

**Purpose/Importance:** Knowing the number of licenses issued allows the division to accurately determine the total number of stations supervised.

**Source/Collection of Data:** Data is collected through the use of database queries.

**Method of Calculation:** Count of the number of original and renewal station licenses for which the license issuance date is issued within the reporting time period.

**Data Limitations:** The accuracy of the count may be is dependent on manual processes of data entry. Station licenses renew 8/31 in even numbered years, therefore the bulk of renewal activity processes close to that time.

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

The measure was changed to clarify and update information.

**NA**

**GOAL E: Regulatory Services**

**Objective E.3:** Regulatory Services

**Strategy E.3.1:** Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

~~**Output Measure E.3.1.2: # Controlled Substances Prescription Reports Requested**~~

~~**Short Definition:**—Data containing controlled substance prescriptions generated and reported by pharmacists, and requested by authorized recipients.~~

~~**Purpose/Importance:**—One measure of the activities of the Controlled Substances Program.~~

~~**Source/Collection of Data:**—Data is collected through database queries.~~

~~**Method of Calculation:**—The total number of requests through the use of database queries during the reporting period.~~

~~**Data Limitations:**—The accuracy of the count is dependent on manual processes of data entry.~~

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
SB 195 (84<sup>th</sup> Leg) transferred the Controlled Substances program to the Pharmacy Board effective 9/1/2016. The Department has proposed a new performance measure that reflects responsibility that remains with DPS.

**NA**

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.1:</b> Regulatory Services Issuance and Modernization</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.1: Regulatory Services Issuance and Modernization</p> <p><b>Output Measure E.3.1.3: <u>Handgun Licensing: Number of Original and Renewal Handgun Licenses Issued</u> (Key)</b></p> <p><b>Short Definition:</b> Number of original and renewal <del>concealed</del> handgun licenses issued after a complete application has been received and approved for issuance.</p> <p><b>Purpose/Importance:</b> This number gives an actual accounting of the number of original and renewal handgun licenses issued upon receipt of a complete application and successful passing of a background check resulting in the issuance of a <del>concealed</del> handgun license.</p> <p><b>Source/Collection of Data:</b> Data collected based on actual original handgun licenses issued. Data is collected through the use of database queries.</p> <p><b>Method of Calculation:</b> Total number of original and renewal <del>concealed</del> handgun licenses issued during the reporting period.</p> <p><b>Data Limitations:</b> The accuracy of the count is dependent on manual processes of data entry.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> Yes</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to clarify and update information.</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.1:</b> Regulatory Services Issuance and Modernization</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.1: Regulatory Services Issuance and Modernization</p> <p><b>Output Measure E.3.1.4: Number of Original/Renewal Metals Registration Certificates Issued</b></p> <p><b>Short Definition:</b> <del>Number of original and renewal registration certificates issued after a complete application has been received.</del></p> <p><b>Purpose/Importance:</b> <del>This number gives an actual accounting of the number of original and renewal registration certificates issued. This measure represents the number of metals recycling entities the division is responsible for regulating.</del></p> <p><b>Source/Collection of Data:</b> <del>Data is collected through the use of database queries.</del></p> <p><b>Method of Calculation:</b> <del>Total number of original registrations issued during the reporting period.</del></p> <p><b>Data Limitations:</b> <del>The accuracy of the count is dependent on manual processes of data entry.</del></p> <p><b>Calculation Type:</b> Cumulative  <b>New Measure:</b> No  <b>Desired Performance:</b> Higher than target  <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p><b>Request Deletion</b> This measure is customer driven with activity levels which are often affected by economic cycles. Fewer than 500 certificates are issued each year. Active Metal Recycling Entity (MRE) locations are currently posted on the Department's website and is a more accurate reflection of regulatory responsibility.</p>			<p>NA</p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.1:</b> Regulatory Services Issuance and Modernization</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.1: Regulatory Services Issuance and Modernization</p> <p><b>Output Measure E.3.1.4: Number of Original/Renewal Metals Registration Certificates Issued</b></p> <p><b>Short Definition:</b> Number of original and renewal registration certificates issued after a complete application has been received.</p> <p><b>Purpose/Importance:</b> This number gives an actual accounting of the number of original and renewal registration certificates issued. <del>This measure represents the number of metals recycling entities the division is responsible for regulating.</del></p> <p><b>Source/Collection of Data:</b> Data is collected through the use of database queries.</p> <p><b>Method of Calculation:</b> Total number of original <u>and renewal</u> registrations issued during the reporting period.</p> <p><b>Data Limitations:</b> The accuracy of the count is dependent on manual processes of data entry.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Modification Request if not Deleted: Changes are requested for updating and clarifying purposes.</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.1:</b> Regulatory Services Issuance and Modernization</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.1: Regulatory Services Issuance and Modernization</p> <p><b>Output Measure E.3.1.5: <u>Number of # Original &amp; Renewal Private Security Licenses &amp; Registrations Issued</u></b></p> <p><b>Short Definition:</b> Number of original and renewal licenses issued to companies and registrations issued to individuals after a complete application has been received.</p> <p><b>Purpose/Importance:</b> The measure indicates the volume of companies and individuals seeking to provide services regulated under the Private Security Act.</p> <p><b>Source/Collection of Data:</b> Data is collected through the use of database queries.</p> <p><b>Method of Calculation:</b> Total number of original and renewal licenses issued during the reporting period.</p> <p><b>Data Limitations:</b> The accuracy of the count is dependent on manual processes of data entry.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to clarify and update information.</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.1:**  
Regulatory Services Issuance and Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Output Measure E.3.1.6: # Original and Renewal Controlled Substances Registrations Issued**

**Short Definition:** ~~The number of original or renewal applications processed for the Controlled Substances Program that result in Controlled Substances certificates. This program involves the registration and issuance of certificates to all persons or institutions that manufacture, distribute, analyze, or dispense controlled substances.~~

**Purpose/Importance:** ~~This number gives an actual accounting of the number of original and renewals registration certificates issued. This measure represents the number of controlled substances registrants that the division is responsible for regulating.~~

**Source/Collection of Data:** ~~Data is collected through the use of database queries.~~

**Method of Calculation:** ~~Manual count of registration applications received and number of original and renewal controlled substances registration certificates issued.~~

**Data Limitations:** ~~The accuracy of the count is dependent on manual processes of data entry.~~

**Calculation Type:** Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
SB 195 (84<sup>th</sup> Leg) transferred the Controlled Substances program to the Pharmacy Board effective 9/1/2016.

NA

**GOAL E:  
Regulatory  
Services**

**Objective E.3:**  
Regulatory  
Services

**Strategy  
E.3.1:**  
Regulatory  
Services  
Issuance and  
Modernization

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.1: Regulatory Services Issuance and Modernization

**Output Explanatory Measure E.3.1.7: Number of # Active Chemical and Laboratory Apparatus Permits Issued**

**Short Definition:** ~~The number of permits issued for precursor chemicals and laboratory apparatus with an active status. This involves the permitting of all persons who sell, transfer, receive, or otherwise furnish a precursor chemical or laboratory apparatus.~~

**Purpose/Importance:** ~~Verify permittee's compliance with the requirements of the Texas Controlled Substances Act. To comply with statute and used in resource allocation.~~

**Source/Collection of Data:** ~~The data is collected from permit applications and permits issued. Data is collected through the use of database queries.~~

**Method of Calculation:** ~~The accuracy of the count is dependent on manual processes of data entry. Number of permittees with an active status.~~

**Data Limitations:** ~~None. The accuracy of the count is dependent on manual processes of data entry.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Lower than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa  
Fehrenbach

DPS  
requests the  
change from  
number of permits  
issued to number  
of active permits  
because it is more  
useful when  
determining  
resource  
allocations and is a  
more accurate  
reflection of  
regulatory  
responsibility.

**NA**

**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.2:**  
Regulatory Service Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Services Compliance

~~**Explanatory Measure E.3.2.1: Number of RSD Complaints Resulting in Disciplinary Action**~~

~~**Short Definition:**—The number of complaints received during the reporting period that resulted in disciplinary action.~~

~~**Purpose/Importance:**—The measure is intended to show the extent to which RSD exercises its disciplinary authority~~

~~**Source/Collection of Data:**—The division's database program and hardcopy records are the source of complaint data and collection will be through reports generated.~~

~~**Method of Calculation:**—The total number of complaints received during the reporting period that resulted in disciplinary action. Disciplinary action includes re-education, agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution, and/or fines.~~

~~**Data Limitations:**—Disciplinary actions occurring within a reporting period, such as civil-penalty payments, may be delayed due to mail transit time.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
This measure as written appears to seek an outcome that implies the agency looks to increase the number of disciplinary actions, which could perpetuate the belief that the agency sets quotas. A more useful measure is E.3.2.4, Number of Administrative Cases Resolved.

NA

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.2:</b> Regulatory Service Compliance</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.2: Regulatory Services Compliance</p> <p><b>Explanatory Measure E.3.2.2: <del>Number of # Active Certified</del> <u>Authorized Ignition Interlock Device (IID) Service Centers</u></b></p> <p><b>Short Definition:</b> The number of active <u>authorized</u> <del>certified</del> ignition interlock device (IID) <del>active</del> service centers</p> <p><b>Purpose/Importance:</b> This measure <u>is the number of stations</u> <del>service centers</del> requiring inspection. It assists in the allocation of resources.</p> <p><b>Source/Collection of Data:</b> An Excel spreadsheet maintained by the Regulatory Services Division (RSD).</p> <p><b>Method of Calculation:</b> The number of <del>stations</del> <u>service centers with certificates that are not expired, suspended or revoked</u> <del>authorized to install IID devices</del>.</p> <p><b>Data Limitations:</b> The accuracy of the number of service centers is dependent upon the entry of the facility into the spreadsheet when it is certified. The specific data relevant to individual facilities is dependent upon the accuracy of the information provided on the application.</p> <p><b>Calculation Type:</b> Non-Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to update and clarify information.</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective</b> E.3: Regulatory Services</p> <p><b>Strategy E.3.X:</b> Regulatory Services Issuance and Modernization</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.2: Regulatory Services Compliance</p> <p><b><u>Explanatory Measure E.3.2.X: Number of Safety Only and Emission Vehicle Inspections Performed.</u></b></p> <p><b>Short Definition:</b> <u>The total number of safety only and emission vehicle inspections performed for a designated time period.</u></p> <p><b>Purpose/Importance:</b> <u>The total number of safety only and emission vehicle inspections would provide a basis for resource allocation and guide to potential vehicular traffic totals on Texas roadways.</u></p> <p><b>Source/Collection of Data:</b> <u>Database queries of vehicle inspection activity.</u></p> <p><b>Method of Calculation:</b> <u>The sum of the total number of initial safety inspections plus the total number of initial emissions inspections.</u></p> <p><b>Data Limitations:</b> <u>None</u></p> <p><b>Calculation Type:</b> <u>Non-Cumulative</u> <b>New Measure:</b> <u>Yes</u> <b>Desired Performance:</b> <u>At or higher than target</u> <b>Key:</b> <u>No</u></p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Because HB 2305 eliminated the requirement for sticker placements after a vehicle passed inspection, this new measure is a substitute for Explanatory Measure E.3.1.2: Vehicle Inspection Number of Inspection Certificates Issued to Vehicles.</p> <p>Target: FY18 – 19,900,000 FY19 – 19,900,000</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.2:</b> Regulatory Service Compliance</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.2: Regulatory Services Compliance</p> <p><b>Output Measure E.3.2.1: Number of Regulatory Services Criminal Investigations Resolved (Key)</b></p> <p><b>Short Definition:</b> The total number of criminal cases <del>disposed of</del> <u>resolved</u> during the reporting period. Cases resolved include cases arising from complaints received from the public, as well as cases initiated by <del>division</del> investigators.</p> <p><b>Purpose/Importance:</b> The measure shows the workload associated with resolving criminal cases.</p> <p><b>Source/Collection of Data:</b> <del>The division's database program</del> <u>department databases</u> and hard copy records are the source of criminal case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The program manager is responsible for all the measure data. The data is stored in the division's oversight report files.</p> <p><b>Method of Calculation:</b> The total number of criminal cases resolved during the reporting period.</p> <p><b>Data Limitations:</b> The accuracy of the count is dependent on manual processes of data entry.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> Yes</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to update and clarify.</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.2:**  
Regulatory Service Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Services Compliance

**Output Measure E.3.2.2: #Vehicle Services Station & Inspector Certifications Suspended/Revoked**

**Short Definition:** ~~The number of station and inspector certifications suspended or revoked represents the total number of active stations certified inspectors whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked. These stations and inspectors, unique in location, are assigned to Regulatory Services field technicians in each respective region who are responsible for monitoring their activity for compliance.~~

**Purpose/Importance:** ~~This measure is intended to track the level of station and inspector compliance within the program. It assists in determining the effective allocation of resources used and identifies certain needs in enforcement action. It is important because it helps determine if corrective and enforcement actions are effective and whether additional measures need to be initiated.~~

**Source/Collection of Data:** ~~Each inspector is entered into an Excel spreadsheet, Access database, and Mainframe database. Each database is monitored and maintained by the Suspensions and Hearings section and are centrally located within DPS. This information is screened against other files containing suspension and revocation actions. Each inspector is tracked individually and data is compiled, screened, and summarized into reports used for comparison of previous years and to monitor trends that may be developing in a particular region or station.~~

**Method of Calculation:** ~~The number of station and suspended or revoked inspector certifications is calculated by an automated count of the database systems. This data is compiled, screened, and then summarized into a monthly report used for comparisons. The yearly total is an adjusted count including all active certified stations and inspectors whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked for any part of the year.~~

**Data Limitations:** ~~The measure parameters are well defined. Accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating timely investigative reports pertaining to suspending and revoking licenses. The availability of this information is limited to queries within the Mainframe and Access databases which rely entirely on the timely filing of field investigative reports. All systems have to be routinely polled and compared for accuracy.~~

**Calculation Type:** Cumulative

**New Measure:** No

**Desired Performance:** Higher than target

**Key:** No

RSD Division  
Merri Sheahan  
Marisa  
Fehrenbach

**Request Deletion**

This measure as written appears to seek an outcome that implies the agency looks to increase the number of disciplinary actions, which could perpetuate the belief that the agency sets quotas. A more useful measure is E.3.2.4, Number of Administrative Cases Resolved.

NA

<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.2:</b> Regulatory Service Compliance</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.2: Regulatory Services Compliance</p> <p><b>Output Measure E.3.2.3: Number of Vehicle Inspection <del>Cover</del> and Compliance Audits Performed</b></p> <p><b>Short Definition:</b> Number of <del>cover</del> and compliance audits performed represents the number of visits made to inspection stations by RSD field auditors to perform <del>cover</del> and <del>overt</del> <u>compliance</u> audits of overall station compliance with division requirements.</p> <p><b>Purpose/Importance:</b> This measure is intended to <del>track RSD field auditors, as well as ensure</del> <u>program compliance</u>. Periodic audit records of each station, <del>performance audits, overt audits, and quality control audits</del> will be performed. This measure assists in determining the allocation of resources. It is an important tool in accessing specific needs for enforcement action and determining corrective action at the most effective time.</p> <p><b>Source/Collection of Data:</b> <del>The data source for compliance audits comes from the Station/Inspector compliance audit application that exists in both the Vehicle Inspection Connection (VIC) (safety counties) and Texas Information Management System (TIMS) (emissions testing counties) data systems. The calculation requires the gathering of numbers from two distinct data systems, both of which contain similar fields that combined represent all of the inspection stations within the state. Total of a database query for administrative, compliance, investigative, and certification audits.</del></p> <p><b>Method of Calculation:</b> The total number of compliance audits conducted is the count from <del>both VIC and TIMS of the total number of compliance audits submitted to the systems</del> <u>a database</u> for a specific time period.</p> <p><b>Data Limitations:</b> Measurement parameters are well defined in the audit application of <del>TAVIS and TIMS</del> <u>Vehicle Inspection Connection (VIC)</u>. Accurate reporting ultimately depends on the experience and skill of personnel responsible for data entry of application information.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to update and clarify information.</p>			<p><b>NA</b></p>
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<p><b>GOAL E: Regulatory Services</b></p> <p><b>Objective E.3:</b> Regulatory Services</p> <p><b>Strategy E.3.2:</b> Regulatory Service Compliance</p>	<p>GOAL E: Regulatory Services Objective E.3: Regulatory Services Strategy E.3.2: Regulatory Services Compliance</p> <p><b>Output Measure E.3.2.4: Number of Administrative Cases/<u>Complaints Resolved by the Regulatory Services Division</u></b></p> <p><b>Short Definition:</b> The total number of administrative cases <u>and/or complaints</u> resolved by (RSD) during the reporting period.</p> <p><b>Purpose/Importance:</b> The measure shows the workload associated with resolving <u>cases and/or</u> complaints.</p> <p><b>Source/Collection of Data:</b> The division's <u>program databases</u> <del>program</del> and hardcopy records are the source of administrative case data <del>and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup.</del> The program manager is responsible for all the measure data. The data is stored in the division's oversight report files. <del>A precise explanation of the means by which reports will be compiled is not possible at this time. A new licensing software program is currently being reassessed to determine its capabilities, applications, and limitations. The query methodology to be used to configure data for reporting measures is simply unknown at this time. The query will vary by program and program database.</del></p> <p><b>Method of Calculation:</b> Cases <u>and/or complaints</u> resolved are administrative cases where: 1) there is a determination of no violation; 2) an administrative violation is found and resolutions include re-educations, warnings, reprimands, fines, settlement agreements, <u>denials, suspensions and revocations</u> the case is set for a State Office of Administrative Hearing, or the licensee is contesting the division's determination.</p> <p><b>Data Limitations:</b> None.</p> <p><b>Calculation Type:</b> Cumulative <b>New Measure:</b> No <b>Desired Performance:</b> Higher than target <b>Key:</b> No</p>	<p>RSD Division Merri Sheahan Marisa Fehrenbach</p> <p>Changes are designed to update and clarify information.</p>			<p><b>NA</b></p>
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**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.2:**  
Regulatory Service Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Services Compliance

~~**Output Measure E.3.2.5: Controlled Substances - # Controlled Substance Prescriptions Reported (Key)**~~

~~**Short Definition:** The number of Schedule II, III, IV, and V prescriptions processed and reported to the Department.~~

~~**Purpose/Importance:** To ensure compliance pertaining to Schedule II, III, IV and V controlled substances regulations and to determine whether criminal activity has occurred.~~

~~**Source/Collection of Data:** The data is obtained when registrants send a hard copy or electronic information obtained from the cashed prescription to Texas Prescription Program.~~

~~**Method of Calculation:** The manual tabulation of Schedule II, III, IV, and V prescriptions received in the Texas Prescription Program and processed into the database.~~

~~**Data Limitations:** The accuracy of the count is dependent on manual processes of data entry.~~

~~**Calculation Type:** Cumulative~~  
~~**New Measure:** No~~  
~~**Desired Performance:** Higher than target~~  
~~**Key:** Yes~~

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
SB 195 (84<sup>th</sup> Leg) transferred the Controlled Substances program to the Pharmacy Board effective 9/1/2016.

**NA**

**GOAL E:  
Regulatory  
Services**

**Objective E.3:**  
Regulatory  
Services

**Strategy E.3.2:**  
Regulatory  
Service  
Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Services Compliance

**Output Explanatory Measure E.3.2.6: Number of Active Vehicle Emission Facilities Supervised Inspection Stations**

**Short Definition:** The number of stations which inspect vehicles under the enhanced vehicle emissions testing program in counties within the state that have been designated as nonattainment counties under the Federal Clean Air Act by the U.S. Environment Protection Agency (EPA).

**Purpose/Importance:** This measure is used to comply with the enhanced inspection/maintenance (I/M) program contained in the revised State Implementation Plan (SIP) submitted by ~~Texas Natural Resources Conservation Commission (TNRCC)~~ the Texas Commission on Environmental Quality (TCEQ) to the U.S. EPA. This I/M program is designed to reduce hydrocarbon (HC), carbon monoxide (CO), and nitrogen dioxide as well as nitrous oxide (NOx) emissions that will result in clean air for the citizens of the state and prevent possible federal sanctions.

**Source/Collection of Data:** Every vehicle emissions inspection and maintenance ~~facility station~~ is required to use a state-approved vehicle ~~exhaust analyzer,~~ which transmits information to a database. A query of this database results in the total count of active stations. This analyzer transmits this data including the facility identification number via a communications program using a modem over telephone lines to a contractor. This contractor maintains a sophisticated central database and statewide network for collection, processing, transmission, monitoring, and reporting vehicle emissions-related data.

**Method of Calculation:** ~~The number of state certified and DPS supervised vehicle emissions inspection and maintenance facilities will be attained monthly from the contract database via standard computer reports. This count can be manually verified by a check of the paper records filed on certification approvals, revocations and suspensions, and resignations. The query is a result of a count of stations with an "Active" status within the time parameters requested.~~

**Data Limitations:** ~~The only limitation on the number of vehicle emissions inspection and maintenance facilities is the basic design of the program. This program is based on the certification of private commercial endeavors whose decision is voluntary and based on their financial motivation; therefore, facility numbers will fluctuate based on circumstances. The number of emissions stations is customer driven and is fluid based on applications received and processed.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

Changes are designed to update and clarify information.

**NA**

**GOAL E:  
Regulatory  
Services**

**Objective E.3:**  
Regulatory  
Services

**Strategy  
E.3.2:**  
Regulatory  
Service  
Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Services Compliance

**Output Explanatory Measure E.3.2.7: Vehicle Inspection: Number# of Active Vehicle Inspection Stations Supervised**

**Short Definition:** The number of active inspection stations supervised represents the total number of official-certified stations whose license-status is active. Inspection stations are assigned to Regulatory Services Division field technicians-auditors who perform periodic monitoring and auditing functions monthly to ensure station compliance with the division's inspection rules and regulations.

**Purpose/Importance:** ~~This measure shows potential trends of increases or decreases within the activity. It assists in the allocation of resources and determines the need for specific enforcement actions.~~

**Source/Collection of Data:** Data is collected through the use of a database queries.

**Method of Calculation:** ~~Each month, a query of this database prepares a report. This A query compiles and summarizes into a monthly report of all the active certified stations whose with an "Active" status within the time parameters of the request. licenses have not been suspended or revoked during that month. The yearly count includes all stations certified for any part of the year.~~

**Data Limitations:** ~~Although the measure parameters are well defined, accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating applications, renewing applications, and suspending and revoking licenses. The availability of this information is limited to special mainframe report programming; therefore, it requires a high skill level for report access. The number of stations is customer driven and is fluid based upon the number of applications received and processed.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

Changes are designed to update and clarify information.

**NA**

**GOAL E:  
Regulatory  
Services**

**Objective E.3:**  
Regulatory  
Services

**Strategy  
E.3.2:**  
Regulatory  
Service  
Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Services Compliance

**Output Explanatory Measure E.3.2.8: Vehicle Inspection: Number of Active Inspectors Supervised**

**Short Definition:** The number of active inspectors supervised is the total number of official station inspectors whose license status is active. ~~These station inspectors serve at unique station locations.~~ Regulatory Services Division field technicians auditors are assigned the responsibility for periodically monitoring and auditing the inspectors' activity monthly for compliance with the division's Vehicle Inspection Rules and Regulations program.

**Purpose/Importance:** ~~This measure tracks inspector movement and is intended to show developing trends within the population of vehicle inspectors. This measure assists the Department in determining the allocation of resources. It is a critically important tool in assessing training needs and determining when corrective actions can be most effectively implemented. It also helps identify specific needs for enforcement action.~~

**Source/Collection of Data:** Data is collected through the use of database queries.

**Method of Calculation:** The number of inspectors is calculated by an automated count of the database of those inspectors in an "Active" status. ~~Since status changes are entered daily, this results in an accurate monthly total of all active certified inspectors. This data is compiled, screened, and then summarized into monthly reports used for comparisons. The yearly total is an adjusted count including all inspectors certified for any part of the year.~~

**Data Limitations:** ~~Measure parameters are well defined. Accurate reporting of information data ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating applications, renewing applications, and suspending and revoking licenses. This information availability is limited to special mainframe report programming which demands a higher skill level for access. The number of inspectors is customer driven, and is fluid based upon the number of applications received and processed.~~

**Calculation Type:** Non-Cumulative  
**New Measure:** No  
**Desired Performance:** Higher than target  
**Key:** No

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

Changes are designed to update and clarify information.

**NA**

**GOAL E: Regulatory Services**

**Objective E.3:**  
Regulatory Services

**Strategy E.3.2:**  
Regulatory Service Compliance

GOAL E: Regulatory Services  
Objective E.3: Regulatory Services  
Strategy E.3.2: Regulatory Service Compliance

~~**Output Measure E.3.2.9: Vehicle Inspection: Number of Station & Inspector Enforcement Actions**~~

~~**Short Definition:** The number of enforcement actions issued to state-certified vehicle inspectors and vehicle inspection stations.~~

~~**Purpose/Importance:** This measure is intended to track the level of compliance by certified vehicle inspectors and vehicle inspection stations within the program. This measure assists in determining the effectiveness of allocated resources for enforcement actions. It is an important measure to determine if corrective and enforcement actions implemented are effective, and whether additional measures should be initiated.~~

~~**Source/Collection of Data:** Each vehicle inspection technician prepares a weekly report listing all activities to include all enforcement actions, warnings, and charges prepared against both individual vehicle inspectors and inspection stations.~~

~~**Method of Calculation:** A report of all enforcement actions by type is compiled from the AIS database via Structured Query Language (SQL) query. This provides a numerical count of all enforcement actions by type code. These numbers added together produce a total number of enforcement actions by month.~~

~~**Data Limitations:** This data is limited by the accuracy of the reporting of information by VI personnel. It ultimately depends on the experience, skill, and efficiency of personnel responsible for filing weekly reports and the field supervisors who review those reports for accuracy. The retrieval of this information is further limited to special mainframe report programming which demands a high skill level for accessing the information in the proper format.~~

~~**Calculation Type:** Cumulative~~  
~~**New Measure:** No~~  
~~**Desired Performance:** Higher than target~~  
~~**Key:** No~~

RSD Division  
Merri Sheahan  
Marisa Fehrenbach

**Request Deletion**  
This measure as written appears to seek an outcome that implies the agency looks to increase the number of disciplinary actions, which could perpetuate the belief that the agency sets quotas. This information is also currently being counted in measure E.3.2.4 Number of Administrative Cases Resolved.

NA

## **Part 2. Supplemental Elements**

### **Schedule B: Performance Measure Definitions**

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Eliminate high threat organizations through criminal enterprise investigations and prosecutions. The elimination of a criminal organization requires that its criminal operations be rendered ineffective by apprehending essential members.
<b>Strategy:</b>	Pro-active approach of identifying, targeting and eliminating high threat organizations, integrating the Department's intelligence, patrol and investigative capabilities with local and federal partners to maximize the impact on organized crime activity in the state. High threat organizations include: Mexican cartels, transnational gangs, violent street gangs, human trafficking organizations, violent regional drug trafficking organizations, major identity theft and money laundering organizations and organizations involved in white collar or property crimes.

**Output Measure:      Number of Arrests for Narcotics Violations (Key)**

**Definition:**

The total number of individuals arrested for a felony or misdemeanor offense by a commissioned officer within the Criminal Investigations Division (CID), arrests for narcotics offenses investigated by CID, and offenses that occurred when CID assisted other agencies.

**Purpose/Importance:**

This is one Measure of the activities of the Criminal Investigations Division.

**Source/Collection of Data:**

The number of arrests is obtained from weekly activity reports submitted by field investigators.

**Method of Calculation:**

The total number of arrests is collected from weekly/monthly activity reports for an overall total.

**Data Limitations:**

The accuracy of the count is dependent on manual data entry processes

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure: Number of Arrests for Motor Vehicle Theft (Key)**

**Definition:**

The total number of individuals arrested for a felony or misdemeanor offense by a commissioned officer within the Criminal Investigations Division (CID), arrests for vehicle theft offenses investigated by CID, and offenses that occurred when CID assisted other agencies.

**Purpose/Importance:**

The total number of individuals arrested for a felony or misdemeanor offense by a commissioned officer within the Criminal Investigations Division (CID), arrests for vehicle theft offenses investigated by CID, and offenses that occurred when CID assisted other agencies.

**Source/Collection of Data:**

The number of arrests is obtained from weekly activity reports submitted by field investigators.

**Method of Calculation:**

The total number of arrests is collected from weekly/monthly activity reports for an overall total.

**Data Limitations:**

The accuracy of the count is dependent on manual data entry processes

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Number of CID Arrests – Not Narcotics/Vehicle Theft (Key)**

**Definition:**

The total number of individuals arrested for a felony or misdemeanor offense, other than narcotics or vehicle theft violations, by a commissioned officer within the Criminal Investigations Division (CID), arrests for offenses investigated by CID, and offenses that occurred when CID assisted other agencies.

**Purpose/Importance:**

The CID is a criminal investigative branch of DPS. Commissioned officers have the authority to make arrests, as directed by warrants, and without a warrant under conditions authorized by law.

**Source/Collection of Data:**

Every individual arrested for a felony or misdemeanor offense, other than narcotics or vehicle theft violations, by CID to include arrests for offenses that were investigated by CID and arrests that occurred when CID assisted other

agencies is obtained manually from weekly activity reports submitted by field investigators.

**Method of Calculation:**

The total number of arrests, other than narcotics or vehicle theft violations, by CID, arrests by other agencies where CID provided intelligence that led to an arrest and where CID assisted an agency in an arrest is retrieved manually from the weekly activity reports.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Eliminate high threat organizations through criminal enterprise investigations and prosecutions. The elimination of a criminal organization requires that its criminal operations be rendered ineffective by apprehending essential members.
<b>Strategy:</b>	Reduce and prevent crime through highway interdiction including the use of aircraft. Train all commissioned Highway Patrol personnel in criminal/gang interdiction. Plan and coordinate high-visibility enforcement operations. Coordinate with other states' domestic highway enforcement efforts. Criminal interdiction is also supported through aircraft operations including aviation support to the various law enforcement and public safety entities throughout the state.

**Output Measure:      Number of Aircraft Hours Flown**

**Definition:**

This Measure identifies the total number of flight hours expended for law enforcement or emergency flights. The flight hours include all the missions flown by DPS pilots in DPS-assigned aircraft. This excludes administrative flight time flown for other agencies at the request of the Texas Department of Transportation.

**Purpose/Importance:**

The Aircraft Section is tasked to provide aviation support to the various law enforcement and public safety services and sections of the Department.

Additionally, aviation support is provided to county and city law enforcement agencies throughout the state. Support is in the form of law enforcement or emergency aircraft hours flown on a variety of support missions. The missions include: criminal search, criminal surveillance, criminal photography, transport of witnesses and prisoners, transport of special teams and equipment, support of SWAT operations, search for lost persons, search for downed aircraft, search for victims, disaster reconnaissance, rescues, medical transport of victims, transport of medical supplies, transport of emergency supplies, support of appropriate traffic law enforcement activities and other law enforcement and public safety missions.

**Source/Collection of Data:**

The source and collection of the data comes from the agency's travel logs. The agency keeps the original and electronic copy via database.

**Method of Calculation:**

A summation of actual flight hours as reported on travel logs as required by Government Code, Title 10, Chapter 2205, Texas Department of Transportation.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:**

**Amount of Marijuana Seized by DPS throughout the State of Texas**

**Definition:**

The amount of marijuana (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:**

This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing marijuana shipments from reaching their intended destinations.

**Source/Collection of Data:**

Data is collected from records maintained by the Post Seizure Analysis Team (PSAT).

**Method of Calculation:**

The sum of the weight of marijuana (measured in pounds) seized is totaled each week by the Post Seizure Analysis Team (PSAT). Weekly totals are summed to determine a quarterly total.

**Data Limitations:**

Totals may fluctuate based on a

**Calculation Type:**

Cumulative

variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure: Amount of Cocaine Seized by DPS throughout the State of Texas**

**Definition:**

The amount of cocaine (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:**

This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing drug shipments from reaching their intended destinations.

**Source/Collection of Data:**

Data is collected from records maintained by the Post Seizure Analysis Team (PSAT).

**Method of Calculation:**

The sum of the weight of cocaine (measured in pounds) seized is totaled each week by the Post Seizure Analysis Team (PSAT). Weekly totals are summed to determine a quarterly total.

**Data Limitations:**

Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure: Amount of Heroin Seized by DPS throughout the State of Texas**

**Definition:**

The amount of heroin (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:**

This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing drug shipments from reaching their intended destinations in the United States.

**Source/Collection of Data:**

Data is collected from records maintained by the Post Seizure Analysis Team (PSAT).

**Method of Calculation:**

The sum of the weight of heroin (measured in pounds) seized is totaled each week by the Post Seizure Analysis Team (PSAT). Weekly totals are summed to determine a quarterly total.

**Data Limitations:**

Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:** Amount of Methamphetamine Seized by DPS throughout the State of Texas

**Definition:**

The amount of methamphetamine (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:**

This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing methamphetamine shipments from reaching their intended destinations in the United States.

**Source/Collection of Data:**

Data is collected from records maintained by the Post Seizure Analysis Team (PSAT).

**Method of Calculation:**

The sum of the weight of methamphetamine (measured in pounds) seized is totaled each week by Post Seizure Analysis Team (PSAT). Weekly totals are summed to determine a quarterly total.

**Data Limitations:**

Totals may fluctuate based on a

**Calculation Type:**

Cumulative

variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure: Dollar Value of Currency Seized by DPS throughout the State of Texas**

**Definition:**

The amount of currency (in dollars) seized and kept by DPS law enforcement elements throughout the State of Texas.

**Purpose/Importance:**

This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing shipments of currency (largely the return to Mexico of profits from the sales of illegal drugs) from reaching their intended destination and funding continued illicit activity.

**Source/Collection of Data:**

Data is collected from records maintained by the Post Seizure Analysis Team (PSAT).

**Method of Calculation:**

The sum of currency (in dollars) seized and kept by DPS law enforcement is totaled each week by the Post Seizure Analysis Team (PSAT).

**Data Limitations:**

Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure: Number of Weapons Seized by DPS throughout State**

**Definition:**

The total number of weapons seized and kept by DPS law enforcement elements throughout Texas.

**Purpose/Importance:**

This Measure is intended to assist with appraising the impact of DPS' enforcement efforts on preventing shipments of illicit weapons from reaching their intended destination.

**Source/Collection of Data:**

Data is collected from records maintained by the Post Seizure Analysis Team (PSAT).

**Method of Calculation:**

The sum of the number of weapons seized and kept is totaled each week by the Post Seizure Analysis Team (PSAT).

**Data Limitations:**

Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of criminals, smugglers and/or drug trafficking organizations.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Prevent, disrupt, and defeat terrorist operations within Texas before attacks occur.
<b>Strategy:</b>	Protect the state and its interests from terrorist attacks by providing proactive intelligence information and operations to combat terrorist attacks.

**Output Measure:** **Percentage Commissioned Officers Completed "Basic" Counterterrorism Training**

**Definition:**

The Department's Intelligence and Counterterrorism Division, in conjunction with the Education, Training, and Research Bureau, has developed a counterterrorism competency profile for commissioned officers. This measures the percentage of commissioned officers who have completed that specialized training.

**Purpose/Importance:**

Providing counterterrorism training to the Department’s commissioned officers is critical to the success of the State’s homeland security goals.

**Source/Collection of Data:**

Education, Training, and Research Bureau training records.

**Method of Calculation:**

Dividing the number of commissioned officers who have completed the training of the “Basic” counterterrorism competency profile by the total number of commissioned officers within the Department.

**Data Limitations:**

None

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:**

**Percentage Officers Completed Improvised Explosive Device Training**

**Definition:**

The Department’s Intelligence and Counterterrorism Division, in conjunction with the Education, Training, and Research Bureau, has developed a competency profile that identifies improvised explosive device (IED) training requirements for commissioned officers.

**Purpose/Importance:**

Counterterrorism is a responsibility of all DPS commissioned officers. Providing those officers IED training is critical to their safety and increases the capability of DPS personnel to recognize potential terrorist activity and prevent terrorist acts.

**Source/Collection of Data:**

Education, Training, and Research Bureau training records.

**Method of Calculation:**

Dividing the number of commissioned officers who have completed the IED training requirements by the total number of commissioned officers within the Department.

**Data Limitations:**

None

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Prevent, disrupt, and defeat terrorist operations within Texas before attacks occur.
<b>Strategy:</b>	Provide appropriate security for state officials, capitol visitors, visiting dignitaries, and property.

**Efficiency Measure: Average Cost of Providing Security Service per Building**

**Definition:**

The average cost of providing DPS commissioned and non-commissioned personnel and contract security workers to protect areas serviced by the Department of Public Safety.

**Purpose/Importance:**

Measures the cost to provide commissioned officers, security workers, or contract security workers for state buildings, officials, state employees, and visiting public.

**Source/Collection of Data:**

The cost is the total amount expended on the Security Program Strategy. The number of buildings is a manual count of facilities within the Capitol Complex and any facilities outside the complex that are served by the Security Program (e.g., State Aircraft Pooling Board, DPS Headquarters, DPS Tactical Training Center).

**Method of Calculation:** This Measure is determined by dividing the actual expenditures by the number of buildings serviced by the Security Program Strategy.

**Data Limitations:**

None

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Provide investigative expertise and resources to identify and arrest high threat criminals and solve major cases and violent crimes.

**Outcome Measure:**     **Annual Texas Index Crime Rate (Key)**

**Definition:**

The total number of index crimes (murder, rape, robbery, aggravated assault, burglary, theft, and motor vehicle theft) divided by the total Texas population. That result is then divided by 100,000 to obtain the crime index rate per 100,000 population.

**Purpose/Importance:**

This Measure is used to gauge fluctuations in the overall volume and rate of crime known by Texas law enforcement agencies.

**Source/Collection of Data:**

Data is submitted to the Texas Uniform Crime Reporting (UCR) Program on a monthly basis. The UCR staff verifies the data, and then enters it into the Texas UCR database.

**Method of Calculation:**

The crime index is figured by taking the total number of crimes committed in the above mentioned categories, dividing that number by the total Texas population, and taking that figure and dividing it by 100,000.

**Data Limitations:**

The number and accuracy of index crimes is dependent upon the timely reporting of all law enforcement agencies in Texas.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

**Outcome Measure:**     **Number of High Threat Criminals Arrested**

**Definition:**

Total number of High-Threat criminals apprehended.

**Purpose/Importance:**

Texas communities are kept safe by removing the most dangerous criminals from the streets. DPS elements, including Texas Rangers, Criminal Investigations Division, and Texas Highway Patrol, directly contribute to this outcome by conducting both routine & specialized operations and investigations targeting high-threat criminals. High threat criminal offenders may be involved in serial crimes, organized criminal enterprises, or in single incident crimes. Examples of such crimes might be: serial murderers, rapists, arsonists, robbers, fugitives, and sex offenders.

**Source/Collection of Data:**

The Texas Ranger Division’s TR-1 reporting system, Criminal Investigation Division’s CLERIS reporting system, and Texas Highway Patrol Division’s reporting system will be the sources of this data collection.

**Method of Calculation:**

Data obtained from each of the above division’s reporting systems will be tabulated into a total number of high threat criminals arrested during the reporting period.

**Data Limitations:**

This Measure is influenced by the efforts of personnel outside DPS, to include prosecutors and other law enforcement agencies at the Federal, State, and local levels.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Prevent, disrupt, and defeat terrorist operations within Texas before attacks occur.
<b>Strategy:</b>	Provide investigative expertise and assistance to local law enforcement agencies in the identification, arrest, and conviction of subjects responsible for major and/or violent crimes. Target investigations against offenses involving political, public, law enforcement, and other types of corruption related criminal offenses within the Texas Penal Code.

**Output Measure:**      **Number of Arrests by Texas Rangers (Key)**

**Definition:**

The total number of persons taken into custody by a Ranger as reflected in the database.

**Purpose/Importance:**

A Ranger has the authority to make arrests, as directed by warrants, and without a warrant under conditions authorized by law.

**Source/Collection of Data:**

The DPS has a reporting system that is maintained within Microsoft Access. As Rangers conduct investigations, make arrests, and write criminal reports, the program automatically tabulates those statistics. This information is uploaded into the company and Headquarters database where it calculates the totals for that respective company as well as totals for the entire division.

**Method of Calculation:**

The total number of arrests by Rangers is retrieved via a data query from the Microsoft Access Database.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Increase transparency to secure border appropriations.
<b>Objective:</b>	Increase transparency to secure border appropriations.
<b>Strategy:</b>	Networked intelligence functions dedicated to securing the Texas border region – Border Security Operations Center, Operation Drawbridge, Joint Information Center.

**Output Measure:**      **Total Number of Interagency Law Enforcement Ops Coordinated by BSOC (Key)**

**Definition:**

The total number of interagency law enforcement operations coordinated by the Border Security Operations Center (BSOC).

**Purpose/Importance:**

The Texas Rangers are the lead coordinating agency for the State and for border sector unified commands in planning and coordinating interagency law

enforcement operations regarding border security. The BSOC along the border collect and disseminate intelligence information generated from partnerships established with other law enforcement organizations participating in border operations. Law enforcement operations that integrate the efforts of multiple agencies at the Federal, State, and local levels have proven to be effective in disrupting, deterring, and interdicting border-related criminal activity.

**Source/Collection of Data:**

This data will be captured and compiled at the Border Security Operations Center (BSOC).

**Method of Calculation:**

The total number of operations coordinated through the BSOC.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:**

**Number of Tactical Marine Unit Patrol Hours**

**Definition:**

The number of hours on riverine and maritime border security patrol conducted by the Tactical Marine Unit along the Texas border with Mexico and along the Intracoastal Waterways.

**Purpose/Importance:**

This measure is a total of all riverine and maritime border security patrol hours conducted by the Tactical Marine Unit along the Texas border with Mexico and along the Intracoastal Waterways. It measures the amount of time spent by the Tactical Marine Unit in their enforcement efforts to assist in the prevention of terrorism, human trafficking and drug trafficking.

**Source/Collection of Data:**

The number of maritime border security patrol hours is gathered directly from weekly boat log reports submitted by the Tactical Marine Unit to THP Headquarters. The boat logs capture the time of launch and recovery for each boat to compile the amount of patrol hours conducted in support of border security.

**Method of Calculation:**

A summation of all maritime border security patrol hours as reported on boat logs.

**Data Limitations:**

Untimely submission of boat logs

**Calculation Type:**

Cumulative

could impact accuracy.

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure: Total Number of Weapons Seized by LEAs in the Border Region**

**Definition:**

The total number of weapons seized by, and subsequently forfeited to law enforcement agencies (LEAs) in the border region and/or transiting the Texas-Mexico border.

**Purpose/Importance:**

This measure is intended to assist with appraising the impact of border security law enforcement efforts on preventing illegal shipments of weapons from reaching their intended destination and on preventing the transport of illegal weapons by individuals. Weapons may be used to support criminal activity in the United States or Mexico.

**Source/Collection of Data:**

Data is collected from the reports completed by each Joint Operations and Intelligence Center (JOIC) and submitted as part of the weekly Border Operations Sector Assessment (BOSA) report to the Border Security Operations Center (BSOC). Weapon seizures are part of this weekly report.

**Method of Calculation:**

The sum of weapons seized and subsequently forfeited is totaled each week by the BSOC and included in the BOSA report. Weekly totals are summed to determine a quarterly total.

**Data Limitations:**

The data is limited by the number of Federal, State, and local law enforcement agencies submitting seizure reports. Participants are limited by resources necessary to generate the reports. Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of drug trafficking organizations in transporting weapons.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:** **Total Dollar Value of Currency Seized by LEAs in the Border Region**

**Definition:**

The total dollar value of currency seized by, and subsequently forfeited to, law enforcement agencies (LEAs) in the border region and/or transiting the Texas-Mexico border.

**Purpose/Importance:**

This measure is intended to assist with appraising the impact of border security law enforcement efforts on preventing shipments of currency (largely the return to Mexico of profits from the sales of illegal drugs) from reaching their intended destination and funding continued illicit activity.

**Source/Collection of Data:**

Data is collected from the reports completed by each Joint Operations and Intelligence Center (JOIC) and submitted as part of the weekly Border Operations Sector Assessment (BOSA) report to the Border Security Operations Center (BSOC).

**Method of Calculation:**

The sum of currency seized and subsequently forfeited is totaled each week by the BSOC and included in the BOSA report. Weekly totals are summed to determine a quarterly total.

**Data Limitations:**

The data is limited by the number of Federal, State, and local law enforcement agencies submitting seizure reports. Participants are limited by resources necessary to generate the reports. Totals may fluctuate based on a variety of factors including the effectiveness of law enforcement operations and the effectiveness of drug trafficking organizations in transporting weapons.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect the public through improved highway safety and public safety communications.
<b>Objective:</b>	Enforce traffic and criminal laws, investigate motor vehicle traffic crashes, and provide a visible police presence along more than 223,000 miles of rural highways across the state.

**Outcome Measure: Annual Texas Highway Traffic Death Rate (Key)**

**Definition:**

The ratio of the number of persons killed in motor vehicle highway traffic crashes per one hundred million vehicle miles driven on Texas highways (expressed as a ratio).

**Purpose/Importance:**

This ratio measures the impact of the law enforcement agencies' efforts and other variables on the general motor vehicle highway traffic crash problem. Reducing death, injury, and economic loss relating to traffic crashes is the primary purpose for which the Texas Highway Patrol (THP) Division exists.

**Source/Collection of Data:**

Highway vehicle miles traveled are estimated by the Texas Department of Transportation (TxDOT) and are based on Automated Traffic Records (ATR). The number of highway traffic fatalities is collected from Peace Officer's Crash Report by Texas Department of Transportation (TxDOT) in accordance with the provisions of the Transportation Code, Chapter 550, Subchapter D, Written Crash Reports.

**Method of Calculation:**

The number of fatalities for a given time period serves as the numerator. The denominator is derived by taking the number of highway vehicles miles travelled and dividing that number by 100,000,000. The numerator is divided by the denominator to yield the number of fatalities per 100,000,000 miles travelled by drivers in Texas.

**Data Limitations:**

Highway vehicle miles traveled are based upon estimates provided by TxDOT.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

**Outcome Measure: Serious Traffic Crash Rate**

**Definition:**

A serious crash is defined as a crash that results in a serious injury. The rate relates to the number of serious crashes per 100 million miles traveled.

**Purpose/Importance:**

Crash data is the primary source for statistics used in evaluating the effectiveness of safety programs, determining the traffic death rate, and obtaining funding to support traffic safety. This data is critical to state and local transportation project planning and prioritization, highway and railroad crossing safety evaluation, supporting federal funding requests, tort claim support, and to the Texas Attorney General for defending DPS and other state agencies.

**Source/Collection of Data:**

The number of serious crashes is collected from Texas Peace Officers' Crash Reports in which the investigating officer has indicated a serious injury occurred as a result of the traffic crash. Highway vehicle miles traveled are estimated by the Texas Department of Transportation (TxDOT) and are based on Automated Traffic Records (ATR).

**Method of Calculation:**

The number of serious crashes for a given time period serves as the numerator. The denominator is derived by taking the number of highway vehicles miles travelled and dividing that number by 100,000,000. The numerator is divided by the denominator to yield the number of serious crashes per 100,000,000 miles travelled by drivers in Texas.

**Data Limitations:**

Failure of law enforcement agencies to submit crash reports and data provided by TxDOT.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Prevent, disrupt, and defeat terrorist operations within Texas before attacks occur.
<b>Strategy:</b>	Concentrate enforcement efforts in areas with high traffic crash rates. Focus efforts on all traffic violations within the Texas Transportation and Penal Codes. Educate the public on safety issues. Encourage voluntary compliance through increased visibility. Coordinate with other states' domestic highway enforcement efforts.

**Output Measure: Number of Highway Patrol Service Hours on Routine Patrol (Key)**

**Definition:**

The number of hours Highway Patrol Service troopers spend conducting routine patrol duties looking for violations of the traffic and criminal laws and investigating traffic crashes.

**Purpose/Importance:**

This measure addresses the actual time Highway Patrol Service troopers spend on-the-road intervening in driver behavior, law violations, suspicious behavior, and vehicle conditions that contribute to the frequency and/or severity of traffic crashes. The term “trooper” as used herein includes all commissioned Highway Patrol Service employees looking for violations of traffic and criminal laws.

**Source/Collection of Data:**

Information relating to this measure is entered directly from the weekly reports submitted by Highway Patrol Service troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS). The term “trooper” as used herein includes all commissioned Highway Patrol Service employees looking for violations of traffic and criminal laws.

**Method of Calculation:**

Actual count of hours spent on patrol extracted from the THP AIS database. This measure involves Highway Patrol Service trooper activity from all parts of Texas. Because of the current processes required to enter trooper activity data, actual data can only be reported 30 to 60 days subsequent to the end of the quarter. This timeframe is generally after the ABEST reporting deadline. As a result, the Department will enter/report the actual Measure if the data has been processed by the ABEST deadline or a zero if it has not been processed. In those cases where a zero is entered/reported, the Department will update the measure as soon as the data has been received and processed. The term “trooper” as used herein includes all commissioned Highway Patrol Service employees looking for violations of traffic and criminal laws.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure: Number of Traffic Law Violator Contacts (Key)**

**Definition:**

The number of highway patrol citations (arrests) and warnings issued to violators of the traffic laws.

**Purpose/Importance:**

This measure addresses the actual on-the-road interventions by commissioned Highway Patrol Service troopers in driver behavior and vehicle conditions that contribute to the frequency and/or severity of traffic crashes. The term “trooper” as used herein includes all commissioned Highway Patrol Service employees issuing citations or warnings to violators of traffic laws.

**Source/Collection of Data:**

Information relating to this measure is entered directly from the citations and warnings issued by DPS troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS). The term “trooper” as used herein includes all commissioned Highway Patrol Service employees issuing citations or warnings to violators of traffic laws.

**Method of Calculation:**

Actual count of charges filed and warnings issued to violators of the law extracted from the THP AIS database. This measure involves Highway Patrol Service trooper activity from all parts of Texas. Because of the current processes required to enter traffic violator data, actual data can only be reported 30 to 60 days subsequent to the end of the quarter. This timeframe is generally after the ABEST reporting deadline. As a result, the Department will enter/report the actual Measure if the data has been processed by the ABEST deadline or a zero if it has not been processed. In those cases where a zero is entered/reported, the Department will update the measure as soon as the data has been received and processed. The term “trooper” as used herein includes all commissioned Highway Patrol Service employees issuing citations or warnings to violators of traffic laws.

**Data Limitations:**

The accuracy of the count is dependent on manual data entry processes.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Efficiency Measure:      Number of Traffic Crashes Investigated**

**Definition:**

The number of traffic crashes investigated by DPS troopers.

**Purpose/Importance:**

Handling the initial emergency, obtaining or providing care for the injured, and preventing the situation from becoming worse are the paramount needs associated with DPS troopers’ response to traffic crashes. Investigating traffic crashes in an effort to identify causative factors relating to traffic law violations,

vehicle equipment and conditions, and roadway conditions and design are also important factors in formulating remedies for problems and deterrents to violations are critical to any traffic safety program.

**Source/Collection of Data:**

Information relating to traffic crashes investigated by DPS troopers is entered directly from the accident investigation reports submitted by the troopers into the Texas Highway Patrol (THP) Automated Information System (AIS).

**Method of Calculation:**

Actual count as extracted from the THP AIS database.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Prevent, disrupt, and defeat terrorist operations within Texas before attacks occur.
<b>Strategy:</b>	Reduce the number of Commercial Motor Vehicle (CMV) related crashes. Plan and coordinate commercial vehicle enforcement activities, including fixed location operations, on highways with high CMV related crash rates. Focus enforcement efforts on hazardous moving, equipment, and driver violations. Increase inspections of commercial vehicles to determine compliance with applicable state and federal safety regulations.

**Output Measure:**      **Number of Commercial Vehicle Enforcement Hours on Routine Patrol (Key)**

**Definition:**

The number of hours Commercial Vehicle Enforcement (CVE) employee spends conducting routine activities to ensure commercial vehicle safety, looking for violations of the traffic and criminal laws and investigating traffic crashes.

**Purpose/Importance:**

This Measure is a total of all the enforcement time by CVE employees. It measures the amount of time spent by Commercial Vehicle Enforcement employees in their enforcement efforts to ensure commercial motor vehicle

safety and aggressively reduce commercial vehicle related injury and fatal crashes.

**Source/Collection of Data:**

Information relating to this measure is entered directly from the weekly reports submitted by CVE employees into the Texas Highway Patrol (THP) Automated Information Services (AIS).

**Method of Calculation:**

Actual count of hours spent on routine duties extracted from the THP AIS database. This measure involves CVE employee activity from all parts of Texas. Because of the current processes required to enter trooper activity data, actual data can only be reported 30 to 60 days subsequent to the end of the quarter. This timeframe is generally after the ABEST reporting deadline. As a result, the Department will enter/report the actual Measure if the data has been processed by the ABEST deadline or a zero if it has not been processed. In those cases where a zero is entered/reported, the Department will update the measure as soon as the data has been received and processed.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:**

**Percentage of Commercial Vehicle Drivers Placed Out-of- Service**

**Definition:**

The annual percentage rate for the number of commercial vehicle drivers placed out-of-service by certified personnel of Texas Law enforcement agencies Texas Law enforcement agencies as a result of roadside inspections.

**Purpose/Importance:**

This measure is the percentage of commercial vehicle drivers that were inspected for compliance with Federal Motor Carrier Safety Regulations and Hazardous Material Regulations and then placed out-of-service. This measure can then be benchmarked against the national out-of-service rates as maintained by the Federal Motor Carrier Safety Administration and will be indicative of the overall effectiveness of the Commercial Vehicle Enforcement Program in the State of Texas.

**Source/Collection of Data:**

Inspection and out-of-service activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database.

**Method of Calculation:**

A total of all activities is queried from the CVE-3 Inspection application database to determine the total number of commercial vehicle drivers placed out of service. The percentage is calculated by summing the number of commercial vehicle drivers placed out-of- service and dividing that by the total number of roadside inspections conducted on vehicle drivers, and then multiplying by 100.

**Data Limitations:**

The data is representative of the number of commercial vehicles that are inspected and the driver is found to be in violation of federal or state law by certified personnel of Texas Law enforcement agencies. The number of out-of-service drivers detected could increase periodically due to special emphasis task force operations on specific segments of the trucking industry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

**Output Measure:**

**Number of Commercial Vehicle Drivers Placed Out of Service**

**Definition:**

Number of commercial vehicle drivers placed out-of-service by certified personnel of Texas law enforcement agencies as a result of roadside inspections.

**Purpose/Importance:**

This measure is the number of commercial vehicle drivers that were inspected for compliance with Federal Motor Carrier Safety Regulations and Hazardous Material Regulations and then placed out-of-service.

**Source/Collection of Data:**

Inspection and out-of-service activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database.

**Method of Calculation:**

A total of all activities is queried from the CVE-3 Inspection application database to determine the total number of commercial vehicle drivers placed out of service.

**Data Limitations:**

The data is representative of the

**Calculation Type:**

Cumulative

number of commercial vehicles that are inspected and the driver is found to be in violation of federal or state law by certified personnel of Texas law enforcement agencies. The number of out-of-service drivers detected could increase periodically due to special emphasis task force operations on specific segments of the trucking industry.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:      Number of Weight Violation Citations**

**Definition:**

The total of all citations (arrests and warnings) for weight violations by Commercial Vehicle Enforcement (CVE) employees which were a result of traffic stops and roadside inspections of these vehicles.

**Purpose/Importance:**

This Measure is a total of commercial vehicles found to be in non-compliance with state weight statutes by CVE employees. It is important because overweight vehicles cause excessive damage to roadways and are generally unsafe. Additionally, vehicles detected operating at weights greater than their vehicle registration are immediately required to increase their registered weight and pay additional highway use fees.

**Source/Collection of Data:**

These activities are recorded on an inspection report (CVE 3) and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database.

**Method of Calculation:**

A total of all activities are queried from the SIDS database to determine the total level of this activity. The query is run at the end of each quarter to determine the total level of activity.

**Data Limitations:**

The data is indicative of the CVE employees' emphasis on ensuring compliance with applicable state weight statutes by the motor carrier industry. The data does not Measure the compliance by the industry.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:      Number of Commercial Vehicles Inspected**

**Definition:**

The total of vehicles inspected by Texas Law enforcement agencies which was a result of traffic stops and roadside screening of these vehicles.

**Purpose/Importance:**

This Measure is a total of all commercial vehicles inspected by HP and CVE employees. It is important because unsafe vehicles cause excessive damage to roadways and are unsafe to the motoring public causing numerous injuries and deaths each year.

**Source/Collection of Data:**

These activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database.

**Method of Calculation:**

A total of all activities are queried from the CVE-3 Inspection application database to determine the total level of this activity.

**Data Limitations:**

The data is indicative of the Texas Law enforcement agencies emphasis on ensuring compliance with the applicable Federal Motor Carrier Safety statutes by the motor carrier industry. The data does not Measure compliance by the industry.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Efficiency Measure:      Number of Commercial Vehicle Traffic Law Violator Contacts (Key)**

**Definition:**

The total of all citations (arrests and warnings) issued by Commercial Vehicle Enforcement (CVE) employees which were a result of traffic stops and roadside inspections of commercial vehicles.

**Purpose/Importance:**

This measure is a total of all the enforcement violations detected by Commercial Vehicle Enforcement employees. It measures the amount of activity performed

by Commercial Vehicle Enforcement employees in their enforcement efforts to ensure commercial vehicle safety.

**Source/Collection of Data:**

These activities are recorded on roadside enforcement documents and are either electronically transmitted or submitted for data entry into the Texas Highway Patrol's (THP) State Inspection Database System (SIDS) or the Automated Information Services (AIS).

**Method of Calculation:**

Total of all activities are queried from the CVE-3 Inspection application database and AIS databases to determine the level of this activity.

**Data Limitations:**

The data is representative of the violations and safety defects detected by Commercial Vehicle Enforcement employees. The number of violations may fluctuate according to economic factors within the trucking industry. A sharp economic downturn or increased activity could result in a higher occurrence of safety violations due to motor carriers neglecting vehicle maintenance and focusing on economic profitability.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Efficiency Measure: Actual Cost of Commercial Vehicle Inspections**

**Definition:**

The average cost of performing commercial vehicle inspections.

**Purpose/Importance:**

This measure indicates the average cost for Commercial Vehicle Enforcement (CVE) employees to ensure the motor carrier industry's compliance with the Federal Motor Carrier Safety Regulations, the Federal Hazardous Materials Regulations, and state traffic and safety statutes.

**Source/Collection of Data:**

The cost is determined by the actual amount of funds expended annually by the Commercial Vehicle Enforcement (CVE) Strategy and the number of commercial vehicle inspections performed, which are recorded in the CVE-3 Inspection application database.

**Method of Calculation:**

The actual amount of total funds expended annually by the Commercial Vehicle Enforcement (CVE) Strategy serves as the numerator. The number of commercial vehicle inspections performed serves as the denominator. The numerator is divided by the denominator and expressed as an average cost.

**Data Limitations:**

None

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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**Explanatory Measure: Commercial Vehicles Placed Out of Service**

**Definition:**

The total of all commercial vehicles placed out-of-service by certified personnel of Texas Law enforcement agencies which were a result of roadside inspections of commercial vehicles.

**Purpose/Importance:**

This Measure is a total of all the commercial vehicles detected with significant safety defects by certified personnel of Texas Law enforcement agencies. It reflects the motor carrier industry's compliance with the Federal Motor Carrier Safety Regulations and the Federal Hazardous Materials Regulations. The activity reflects the significant safety defects discovered by certified enforcement personnel in their efforts to ensure commercial vehicle safety.

**Source/Collection of Data:**

These activities are recorded on roadside inspection reports and are either electronically transmitted or submitted for data entry into the Texas Highway Patrol's (THP) CVE-3 Inspection application database.

**Method of Calculation:**

A total of all activities are queried from the CVE-3 Inspection database to determine the level of this activity.

**Data Limitations:**

The data is representative of the commercial vehicles with significant safety defects detected by certified enforcement personnel. The number of violations may fluctuate according to economic factors within the trucking industry. A sharp economic downturn or increased activity could result in a higher occurrence of safety violations due to motor carriers neglecting vehicle maintenance and

**Calculation Type:**

Non-Cumulative

focusing on economic profitability.

**New Measures:**  
No

**Target Attainment:**  
Lower than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Protect Texas from terrorist attacks, organized criminal activity, public corruption and violent criminals by eliminating high threat organizations, enhancing border and highway security, and conducting investigations of high threat criminals.
<b>Objective:</b>	Ensure all first responders throughout the state can communicate among different disciplines during natural or manmade disasters or large scale events.
<b>Strategy:</b>	Provide public safety communications and field support service to department personnel. Support the communications and technical assistance needs of first responders throughout the state. Provide and disseminate emergency information to citizens. Provide leadership in the planning and implementation of voice, data, and video interoperability.

**Output Measure:**      **Number of Stranded Motorist Hotline Calls Answered**

**Definition:**

Total number of calls from the public answered on the toll-free Stranded Motorist Hotline.

**Purpose/Importance:**

To adequately Measure staffing for this function and provide timely assistance to the motoring public.

**Source/Collection of Data:**

The total numbers will be collected monthly from the automatic call distribution reports.

**Method of Calculation:**

Total number of incoming calls answered on the Stranded Motorist Hotline extracted from automatic call distribution reports.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Respond promptly to emergencies and disasters and administer a comprehensive emergency-management program.
<b>Objective:</b>	Reduce death, injury, and economic loss by providing guidance and assistance for the development, maintenance, and enhancement of emergency preparedness, response, recovery and mitigation programs as required by statute.

**Outcome Measure: Percentage of Local Governments with Current Emergency Operations Plan**

**Definition:**

Percentage of local governments with current emergency operations plans and annexes.

**Purpose/Importance:**

Effective local emergency planning is believed to improve preparedness, facilitate response, and reduce death, injury, and economic loss in Texas due to disasters. Technical reviews of local emergency operations plans allow the division to validate their existence and currency and identify opportunities to enhance emergency management target capabilities in the next strategic planning period.

**Source/Collection of Data:**

The preparedness of local governments is rated based on the status of local emergency planning in terms of completeness and currency. TDEM maintains a database of local emergency planning accomplishments, which is updated when new or revised planning documents are submitted to TDEM by local jurisdictions.

**Method of Calculation:**

TDEM receives copies of local emergency planning documents daily, reviews these materials, and provides feedback to the originator. TDEM generates reports of local emergency planning accomplishments monthly and reports results quarterly. The numerator is the number of jurisdictions under a current emergency operations plan. The denominator is the total number of jurisdictions in the state. The numerator is divided by the denominator, and the result is expressed as a percentage.

**Data Limitations:**

While the Texas Division of Emergency Management (TDEM) can offer training courses, provide assistance, and help write local plans, the ultimate decision to prepare and maintain an emergency management plan rests with the local jurisdiction.

**Calculation Type:**

Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure:      Number of Local Governments Receiving State Response Assistance**

**Definition:**

The number of jurisdictions receiving state response for emergencies and disasters.

**Purpose/Importance:**

The Texas Division of Emergency Management (TDEM) is responsible for assisting local officials in meeting response needs during emergencies and disasters. Aid may include coordinating personnel, equipment, or supply assistance, providing advice, or obtaining technical assistance. Response assistance may be coordinated in personal visits or through electronic communications.

**Source/Collection of Data:**

TDEM District Coordinators (DCs) maintain activity logs of incidents to which they respond. The State Operations Center (SOC) operates an electronic incident management system that maintains data on emergency incidents reported to the SOC and the response actions taken with respect to those incidents. DC activity logs and the SOC incident database are reviewed monthly and incidents are classified by type for use in future planning. The records of DC responses to local emergencies and disasters are combined with the SOC incident response data and multiple responses to the same local request for assistance are eliminated in order to calculate the number of local governments assisted each month.

**Method of Calculation:**

The count is the number of local governments receiving assistance each month. Repeat assistance rendered to the same jurisdiction will be counted as well.

**Data Limitations:**

Emergencies and disasters may be caused by natural hazards, failures of technology, and deliberate acts. The number, type, and frequency of these events vary greatly from year to year and are obviously beyond the control of the Texas Division of Emergency Management (TDEM).

**Calculation Type:**

Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Lower than target

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**Outcome Measure: Number of Public Entities with Open Hazard Mitigation Grants**

**Definition:**

The number of public entities with open hazard mitigation projects funded by Federal mitigation grants administered by DPS.

**Purpose/Importance:**

Through Texas Division of Emergency Management (TDEM), FEMA has funded hundreds of hazard mitigation projects to eliminate hazards or reduce their impact in cities and counties in Texas over the last decade. This performance Measure is intended to show the closure activity level of open hazard mitigation programs. Effective local mitigation planning and implementation of hazard mitigation projects has proven effective in reducing death, injury, and economic loss.

**Source/Collection of Data:**

The TDEM Mitigation Section maintains project files for all active mitigation projects for three different programs: Pre-Disaster Mitigation (PDM), Hazard Mitigation Grant Program (HMGP) and Recurring Flood Claims (RFC). Some projects are completed in a year or less, but many mitigation projects may require several years to complete. The Mitigation Section maintains a continuously updated spreadsheet of active mitigation projects based on its mitigation project files. The active project data which will be used to calculate this measure is the same data that the Mitigation staff uses to develop its required quarterly grant reports. There is a formal closing process for all mitigation grants.

**Method of Calculation:**

TDEM's Mitigation Section will use its mitigation project database and supporting project files to obtain a count of active grants for all three mitigation projects cited above. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

**Data Limitations:**

(TDEM) administers an extensive set of Federal hazard mitigation grant programs in Texas. Local governments must apply for these grants to obtain grant funding and the decision to apply rests with local officials. The Federal Emergency Management Agency (FEMA) determines which proposed hazard mitigation projects are approved for grant awards, and determines the overall level of mitigation grant funding for various grant programs. The Hazard Mitigation Grant Program (HMGP) is activated

**Calculation Type:**

Non-Cumulative

after major disasters; if a state experiences new disasters during a particular year, the HMGP grants will increase.

**New Measures:**  
No

**Target Attainment:**  
Lower than target

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**Outcome Measure:**      **Number of Public Entities with Open Disaster Recovery Grants (Key)**

**Definition:**

The number of public entities with open disaster recovery projects funded by Federal grants administered by DPS.

**Purpose/Importance:**

Through TDEM, FEMA has funded thousands of disaster recovery projects for local governments, school districts, state agencies, and other eligible entities to repair damage to public buildings, rebuild destroyed infrastructure, replace equipment which has been damaged or destroyed, and reimburse local and state emergency organizations for expenses incurred in responding to major disasters. Funding for individual disaster recovery programs has ranged from several million dollars to more than a billion dollars for Hurricane Ike in 2008. This performance Measure is intended to show the activity level of open disaster recovery programs.

**Source/Collection of Data:**

The TDEM Recovery Section maintains project files for all active disaster recovery projects. Some projects are short-term and may be completed in a year or less, but major disaster recovery may require several years to complete. The Recovery Section maintains continuously updated records of active disaster recovery using management software and spreadsheets. The active project data that will be used to calculate this measure is the same data that the Recovery staff uses to develop its required quarterly grant reports to FEMA. There is a formal grant closing process for all recovery grants.

**Method of Calculation:**

TDEM's Recovery Section will use its project management software and supporting project files to obtain a count of active grants for all active recovery projects. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

**Data Limitations:**

The Texas Division of Emergency Management (TDEM) administers an extensive set of Federal disaster recovery grant programs in Texas. Local governments and state agencies must apply to FEMA, not DPS, for

**Calculation Type:**

Non-Cumulative

these grants and the decision to apply rests with local officials and agency heads. The Federal Emergency Management Agency (FEMA) determines which disaster recovery projects are approved for grant awards, and determines the overall level of recovery grant funding for various grant programs. TDEM administers these grants, monitors progress on approved projects, reimburses grant recipient for authorized project expenses, inspects projects and audits financial data, and provides quarterly reports to FEMA on active projects. The Grant Program is activated after major disasters; if a state experiences new disasters during a particular year, the grants will increase.

**New Measures:**  
No

**Target Attainment:**  
Lower than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Respond promptly to emergencies and disasters and administer a comprehensive emergency-management program.
<b>Objective:</b>	Reduce death, injury, and economic loss by providing guidance and assistance for the development, maintenance, and enhancement of emergency preparedness, response, recovery and mitigation programs as required by statute.
<b>Strategy:</b>	Provide emergency management funding, training, and preparedness assistance and guidance to state agencies and local government.

**Explanatory Measure: Number of Active Homeland Security Grant-funded Projects**

**Definition:**

The number of active projects funded by Federal homeland security grants administered by the Texas Homeland Security State Administrative Agency (THSSAA) which is a component of the Department of Public Safety (TxDPS).

**Purpose/Importance:**

Through TxDPS, the US Department of Homeland Security (DHS) has provided funding for thousands of grant projects to improve state and local capabilities to

deter, prevent, detect, prepare for, respond to, and recover from deliberate acts of terrorism, technological accidents, and natural disasters.

**Source/Collection of Data:**

The THSSAA maintains homeland security project and financial data for all homeland security grant programs in a secure on-line electronic grant management system operated by a contractor.

**Method of Calculation:**

The number of active homeland security grant funded projects is calculated by use of a report generated from the grant management system. The report is run by grant year for all active grant years and the data downloaded from the grant management system into an excel spreadsheet.

**Data Limitations:**

Local governments, urban areas, state agencies, and other entities must apply for Federal homeland security grants to obtain funding; the decision to apply rests with the agencies and organizations involved. All grants have specific eligibility requirements that applicants must meet. The Department of Homeland Security determines the overall level of funding for grant programs based on funds appropriated by Congress to DHS for those programs. DHS also determines the allocations to states and territories for individual grants programs, which varies from year to year.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Respond promptly to emergencies and disasters and administer a comprehensive emergency-management program.
<b>Objective:</b>	Reduce death, injury, and economic loss by providing guidance and assistance for the development, maintenance, and enhancement of emergency preparedness, response, recovery and mitigation programs as required by statute.
<b>Strategy:</b>	Review and coordinate emergency and disaster response operations in the field.

**Output Measure:**      **Number of Emergency Incidents Coordinated (Key)**

**Definition:**

The number of emergency incidents coordinated.

**Purpose/Importance:**

The Texas Division of Emergency Management (TDEM) is responsible for monitoring emergency incidents on a statewide basis and coordinating state resource and advisory assistance, if needed.

**Source/Collection of Data:**

The Texas Division of Emergency Management maintains an operational database and inputs information on reported/coordinated incidents into the database.

**Method of Calculation:**

The total number of emergency incidents coordinated is reconciled and reported from a query of database information and manual records (source documents).

**Data Limitations:**

The number, type, and frequency of disaster events are obviously beyond our control.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Respond promptly to emergencies and disasters and administer a comprehensive emergency-management program.
<b>Objective:</b>	Reduce death, injury, and economic loss by providing guidance and assistance for the development, maintenance, and enhancement of emergency preparedness, response, recovery and mitigation programs as required by statute.
<b>Strategy:</b>	Process and monitor all requests and applications for disaster recovery and hazard mitigation through measures such as building safely within floodplains and engineering infrastructures to withstand disasters.

**Output Measure:**      **Amount of Disaster Recovery Funding Provided to Eligible Sub Grantees**

**Definition:**

The amount of Federal disaster recovery grant funding provided to grantees during a state fiscal year.

**Purpose/Importance:**

This performance Measure is intended to show the level of financial support made available to local governments, school districts, state agencies, and other eligible entities to undertake disaster recovery projects to repair, rebuild, or replace infrastructure and resources adversely impacted by disasters. Funding disaster recovery projects for governmental entities is essential for restoring essential public services in the aftermath of disasters. This is vital because Texas experiences more major disasters than any other state.

**Source/Collection of Data:**

Most recovery grant programs operate on a reimbursement basis; grantees are reimbursed for their eligible costs expended on approved projects. The TDEM Recovery Section maintains electronic files of the recovery grants it administers and supporting project files and also has access to a FEMA disaster grant information system. The payments data required for this measure is extracted from the Recovery and Funds Management Section grant payment records, which are also used to generate quarterly reports to FEMA.

**Method of Calculation:**

The number and amount of recovery grant payments made during each month is extracted from payment records maintained by the TDEM Recovery and Support Sections, cross-checked for accuracy, and totaled. Results of the Measure are reported monthly for use in internal reports. The Division provides results for this Measure to DPS on a quarterly basis for use in reporting to the LBB.

**Data Limitations:**

The Federal Emergency Management Agency funds the vast majority of disaster recovery programs administered by TDEM. Funding for disaster recovery programs varies greatly from year to year because recovery programs are authorized for major disasters. If no new disasters occur, no new funding is authorized. However, previously authorized funding for ongoing projects continues until these are completed. In addition, the rules and regulations governing eligibility for these programs, and authorized program activities change periodically. These factors significantly affect this output, but are beyond the

**Calculation Type:**

Cumulative

agency's control.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:**      **Amount of Hazard Mitigation Grant Funding Provided Eligible Sub-Grantees**

**Definition:**

The amount of hazard mitigation grant funding provided to grantees during the state fiscal year by TDEM.

**Purpose/Importance:**

This performance Measure is intended to show the level of financial support made available to local governments and state agencies to undertake hazard mitigation projects to prevent disasters or reduce the severity of their impact. Effective mitigation planning and implementation of hazard mitigation projects throughout the State can significantly reduce death, injury, and economic loss in Texas.

**Source/Collection of Data:**

Mitigation grant programs operate on a reimbursement basis; grantees are reimbursed for their eligible costs expended on approved mitigation projects. The TDEM Mitigation Section maintains electronic files of the mitigation grants it administers and supporting mitigation project files. The payments data required for this Measure is extracted from the Mitigation grant payments database, which is also used to generate quarterly reports to FEMA.

**Method of Calculation:**

The number and amount of mitigation grant payments made during each month is extracted from the Mitigation payments database, cross-checked for accuracy and totaled. Results of the Measure are reported monthly for use in internal reports. The Division provides results for this Measure to DPS on a quarterly basis.

**Data Limitations:**

The Federal Emergency Management Agency funds hazard mitigation grant programs administered by TDEM. The Division currently administers three mitigation programs: the Pre-Disaster Mitigation (PDM), the Hazard Mitigation Grant Program (HMGP), and the Recurring Flood Claims (RFC) program. Funding for individual mitigation programs varies greatly from year to year. In addition, the rules and regulations governing eligibility for these programs, and

**Calculation Type:**

Cumulative

authorized program activities change periodically. These factors significantly affect this output, but are beyond the agency's control.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Efficiency Measure:** **Percentage of the State Population Covered by Hazard Mitigation Plans (Key)**

**Definition:**

The percentage of the state population living in a county or jurisdiction with a FEMA approved hazard mitigation plan.

**Purpose/Importance:**

Effective mitigation planning throughout the State can significantly reduce death, injury, and economic loss in Texas. Other benefits include the identification of known natural hazards and projects that would lessen the harm to residents and their property from future disasters. A significant benefit of a plan includes the eligibility of local governments to apply for hazard mitigation federal grant funding.

**Source/Collection of Data:**

The TDEM Mitigation Section maintains data about the jurisdictions covered by current FEMA approved mitigation action plans. The Section continually updates this information as plans are approved or expire. The Section obtains census data from the U.S. Census Bureau.

**Method of Calculation:**

TDEM's Mitigation Section will use its data about jurisdictions covered by FEMA approved mitigation plans cross-referenced with State census data to determine a percentage of the population covered.

**Data Limitations:**

FEMA funds hazard mitigation grant programs administered by TDEM. Of the three grant programs funded by FEMA, only the Hazard Mitigation Grant Program (HMGP) and the Pre-Disaster Mitigation program funds mitigation action plans. Funding for individual mitigation programs varies greatly from year to year. There is no State or FEMA requirement to have a mitigation action plan. As these plans takes substantial resources and time to complete, a jurisdiction may opt not to write a plan. Many jurisdictions do

**Calculation Type:**

Non-Cumulative

opt to write one usually motivated by the federal eligibility to apply for HMGP grants. These factors significantly affect this measure, but are beyond the agency's control.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Explanatory Measure: Number of Non-federally Funded Recovery Requests**

**Definition:**

Number of requests submitted to the Governor for recovery assistance by TDEM Recovery that did not result in a Stafford Act declaration, and therefore had no federal funding provided.

**Purpose/Importance:**

This measure tracks assistance provided by TDEM Recovery to local jurisdictions that need state involvement to assist recovery efforts, for which no federal management funding was available. Funding for disaster recovery administration for large scale disasters is often covered by federal declarations. However, multiple incidents happen each year in Texas where local jurisdictions need assistance with their recovery efforts from the state and funding for those activities must be covered by the State.

**Source/Collection of Data:**

TDEM Recovery Section maintains a Recovery Incident Database which tracks requests and whether or not they were federally declared.

**Method of Calculation:**

The total number of non-federally funded recovery requests is determined through a query of the TDEM Recovery Section Recovery Incident Database.

**Data Limitations:**

Occasionally federal declarations are made months after the local jurisdictions initiates a request for state assistance, such as with last year's wildfires. In these cases, adjustments in the current quarter would have to be made to offset prior quarter number changes.

**Calculation Type:**

Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Lower than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.
<b>Objective:</b>	Provide critical continuing education and training in a secure environment, with safe vehicles and essential technology, and vital counseling and advocacy services to crime victims and employees. Ensure quality, timely, and essential crime laboratory and crime record history services to law enforcement agencies, criminal justice partners, and citizens.

**Outcome Measure: Percentage of Sex Offender Notifications Mailed within Ten Days**

**Definition:**

The percentage of community postcard notifications mailed within the target date of ten (10) calendar days from when the Department received notification by law enforcement that a high-risk sex offender has moved into the notification area.

**Purpose/Importance:**

The percentage gives an accounting of the notifications that are mailed pursuant to statutory requirements. It is important that the public be notified in a timely fashion when a high-risk sex offender has moved into their neighborhood. The notification can make the public aware of the presence of a high-risk sex offender in their neighborhood and allow them to take proper precautions for when they or their children come into contact with the offender.

**Source/Collection of Data:**

Notification of when a high-risk sex offender has moved is collected from the Texas Sex Offender Registration Database.

**Method of Calculation:**

The number of notifications mailed by the target date serves as the numerator. The denominator is the number of notifications that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The date the agency receives notification by law enforcement that a high-risk offender has moved into a notification area and confirmation of the offender's risk level is counted as day zero, the subsequent date is counted as day one, etc.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of

**Calculation Type:**

Non-Cumulative

data entry.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure: Percentage of Crime Laboratory Reporting Accuracy**

**Definition:**

The percentage of all laboratory reports issued to law enforcement entities in which there is no indication that incorrect information has been reported and no quality action plan has been initiated. When incorrect information, such as a substantive error that results in a wrong finding, is identified in an issued laboratory report, a new laboratory report is issued and a quality action plan, which includes an analysis as to why incorrect information was reported, is initiated.

**Purpose/Importance:**

This Measure is intended to reflect the high quality of the Crime Laboratory services to the criminal justice system.

**Source/Collection of Data:**

Data is collected from the case files and the number of quality action plans initiated.

**Method of Calculation:**

The number of correct reports issued without a quality action plan initiated serves as the numerator. The denominator is the number of reports issued. The numerator is divided by the denominator and expressed as a percentage.

**Data Limitations:**  
Manual processes are involved.

**Calculation Type:**  
Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure: Percentage Blood Alcohol Evidence Processed within 30 Days**

**Definition:**

The percentage of blood alcohol content (BAC) cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

**Purpose/Importance:**

This Measure is intended to demonstrate the timeliness of providing blood alcohol content laboratory services to the criminal justice system.

**Source/Collection of Data:**

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

**Method of Calculation:**

The number of BAC cases analyzed and reported by the target date serves as the numerator. The denominator is the number of BAC cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Outcome Measure: Percentage of Drug Evidence Processed Within Thirty (30) Days**

**Definition:**

The percentage of drug cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

**Purpose/Importance:**

This Measure is intended to demonstrate the timeliness of providing drug laboratory services to the criminal justice system.

**Source/Collection of Data:**

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

**Method of Calculation:**

The number of drug cases analyzed and reported by the target date serves as the numerator. The denominator is the number of drug cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Outcome Measure: Percentage of DNA Evidence Processed Within 90 Days**

**Definition:**

The percentage of DNA cases analyzed and laboratory reports issued to law enforcement entities within a target date of Ninety (90) calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

**Purpose/Importance:**

This Measure is intended to demonstrate the timeliness of providing drug laboratory services to the criminal justice system.

**Source/Collection of Data:**

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

**Method of Calculation:**

The number of DNA cases analyzed and reported by the target date serves as the numerator. The denominator is the number of DNA cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
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<b>Objective:</b>	Provide critical continuing education and training in a secure environment, with safe vehicles and essential technology, and vital counseling and advocacy services to crime victims and employees. Ensure quality, timely, and essential crime laboratory and crime record history services to law enforcement agencies, criminal justice partners, and citizens.
<b>Strategy:</b>	Provide quality and timely forensic science services to agency personnel and local law enforcement agencies.

**Output Measure: Number of Breath Alcohol Tests Supervised (Key)**

**Definition:**

Number of breath tests supervised includes all tests conducted on evidential breath alcohol test instruments under the supervision of DPS forensic Scientists-Technical Supervisors in more than 200 primarily rural counties. The tests are conducted by more than 3000 breath test operators who are employed by the Department, police departments, sheriff's offices, Texas Parks and Wildlife Department, Texas Alcoholic Beverage Commission and various other state, local and federal law enforcement agencies.

**Purpose/Importance:**

The tests supervised are the product of the Department's breath alcohol testing program and are used as evidence in both criminal and civil courts and the lab exam tests are used to demonstrate the proficiency of the breath test operators.

**Source/Collection of Data:**

This comes from breath test data collected directly from the breath test instrument's computer software via telephone modem to DPS technical supervisors and then transferred electronically to DPS Headquarters on a monthly basis.

**Method of Calculation:**

Actual count of all breath tests under the supervision of DPS technical supervisors. Actual counts do not include invalid or incomplete tests.

**Data Limitations:**

All breath test operators are proficiency tested in the two month period of September through October. This creates a spike in the number of breath tests supervised in the first quarter. Despite this spike all tests are supervised and processed. Also, the actual counts do not include invalid or incomplete tests.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Number of Drug Cases Completed (Key)**

**Definition:**

The number of drug cases completed by the DPS Crime Laboratories. "Completed" means the drug case is analyzed and the controlled substance identified and reported by a DPS Crime Laboratory. Completed includes drug cases where there is no controlled substance present or identified.

**Purpose/Importance:**

The Measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

**Source/Collection of Data:**

In DPS Crime Laboratories, upon completion of analysis and report of each drug case, the case is shown as completed into a database. The number of completed drug cases analyzed is tabulated monthly and annually then reported to laboratory management.

**Method of Calculation:**

Simple addition of cases completed.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:**      **Number of Offender DNA Profiles Completed (Key)**

**Definition:**

The total number of convicted offender DNA profiles for which DNA analysis has been conducted and the profile entered into the Combined DNA Index System (CODIS).

**Purpose/Importance:**

This Measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

**Source/Collection of Data:**

The CODIS software has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.

**Method of Calculation:**

The sum of all the profiles uploaded during the reporting period is determined by the CODIS software based on the definition provided for a complete profile and the range of calendar dates input when generating the report.

**Data Limitations:**

Offender profiles are analyzed as "batches" of samples and uploaded periodically, rather than being continuously uploaded as each profile is completed. There may be a one to two week period between the time when a batch is completed and the

**Calculation Type:**

Cumulative

time when those profiles are uploaded to the state database.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:      Number of Blood Alcohol and Toxicology Cases Completed**

**Definition:**

The total number of blood alcohol and toxicology cases completed by the Crime Laboratories. The blood and urine samples are primarily from driving under the influence (DUI) offenses.

**Purpose/Importance:**

The Measure is intended to reflect the volume of service the Crime Laboratory Service provides to insuring traffic safety.

**Source/Collection of Data:**

In DPS Crime Laboratories, when the toxicology or blood alcohol analysis is completed and reported, the case is logged on a computerized database. This database includes the subject's name, offense date and county, and the results of the analysis. Monthly, this number of completed cases is counted and reported to laboratory management.

**Method of Calculation:**

Simple addition of cases completed.

**Data Limitations:**  
None

**Calculation Type:**  
Cumulative

**New Measures:**  
No

**Target Attainment:**  
Lower than target

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**Efficiency Measure:      Average Cost of Supervising a Breath Alcohol Test (Key)**

**Definition:**

The average cost of supervising a breath alcohol test used to help establish the efficiency of the Breath Alcohol Laboratory is determined by dividing the Breath Alcohol Laboratories budgets by the number of breath alcohol tests supervised by the Department employed Technical Supervisors.

**Purpose/Importance:**

This measure demonstrates the efficiency of the Breath Alcohol Test Program in supervising breath alcohol testing for law enforcement agencies.

**Source/Collection of Data:**

Test data is electronically stored in the breath alcohol testing instruments when a test is conducted. At least monthly this data is downloaded to the Technical

Supervisors' computers and then uploaded to a server at headquarters where it is compiled. The figure used to calculate the average cost of supervising a breath alcohol test is the sum of the Breath Alcohol Laboratory's assigned budgets, not including the ignition interlock budget.

**Method of Calculation:**

The number of breath alcohol tests supervised by the Department employed Technical Supervisors is divided into the sum of the Breath Alcohol Laboratory's budgets, not including the ignition interlock budget.

**Data Limitations:**

Approximately 60% of the tests supervised result from arrests made by agencies other than the Department. Consequently, the Breath Alcohol Laboratory has a limited role in the number of individuals arrested and tested on evidential breath alcohol instruments under their supervision which directly affects the average cost of supervising a breath alcohol test.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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<b>Objective:</b>	Provide critical continuing education and training in a secure environment, with safe vehicles and essential technology, and vital counseling and advocacy services to crime victims and employees. Ensure quality, timely, and essential crime laboratory and crime record history services to law enforcement agencies, criminal justice partners, and citizens.
<b>Strategy:</b>	Provide accurate records and documents in a timely manner to citizens to support law enforcement and other criminal justice partners.

**Output Measure:           Number of Criminal History Inquiries Processed**

**Definition:**

Inquiries are processed from criminal history data upon receipt from an authorized noncriminal justice agency or entity. Requests submitted via hard copy fingerprint cards are not included and are contained in another Output Measure. Electronic and letterhead inquiries based on individual's name, sex, race, and date of birth are included in this measure.

**Purpose/Importance:**

This Output Measure is very important because it provides an indication of the increasing interest in using the criminal history database for background screening of individuals for licensing, employment and volunteerism. This number, when compared with the number of inquiries, is an indication of the efficiency of the method used to process inquiries as well as the efficiency of the personnel doing the process. It may also indicate how comprehensive the contents of the system database are. Deficiencies in any of these areas will usually generate increase numbers of complaints and/or a declining interest in the system.

**Source/Collection of Data:**

Data is obtained by counting the total numbers of inquiries processed and confirmed by the total number of responses to the inquiring entities. Manual inquiries are counted by logging the inquiries manually. Electronic inquiries are counted by electronic logs within the mainframe for inquiries received directly at the Crime Records Service, as well as electronic logs received from the Website vendor for the Web inquiries.

**Method of Calculation:**

Tally the number of inquiries and subsequent responses by month and year.

**Data Limitations:**

The ability to process inquiries will depend on the number of inquiries received and the ability of the respective systems to handle the number of electronic inquiries received.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
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<b>Objective:</b>	Provide critical continuing education and training in a secure environment, with safe vehicles and essential technology, and vital counseling and advocacy services to crime victims and employees. Ensure quality, timely, and essential crime laboratory and crime record history services to law enforcement agencies, criminal justice partners, and citizens.
<b>Strategy:</b>	Ensure crime victims are afforded rights granted by the Code of Criminal Procedure and provide assistance in obtaining available services. Provide support, education, referral, and grief counseling services to victims and their families.

**Output Measure:      Number of Victims Served**

**Definition:**

The number of persons who, as the result of a crime or trauma that caused personal injury, emotional harm, or financial loss, received assistance from employees assigned to this function.

**Purpose/Importance:**

This Output Measure demonstrates the number of crime victims that received any type of service from our program. This data is a funding requirement for our other Victim Assistance Grant and our Victim of Crime Act grant. Failure to meet output goals could jeopardize the grant funding and adversely affect future funding.

**Source/Collection of Data:**

The Psychological Services bureau maintains excel spreadsheets with this data.

**Method of Calculation:**

Each counselor completes a monthly report in excel format, which includes the number of victims served. Our administrative assistant then collates the information into excel spreadsheets to specify the activity on each grant and for the program as a whole.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.
<b>Objective:</b>	Enhance public safety through the licensing of competent drivers, the removal of unsafe drivers and vehicles from roadways, and promoting vehicle training and safety initiatives. Provide quality, timely, and essential services to law enforcement, criminal justice partners, and eligible customers.

**Outcome Measure: Percentage of Accurate Licenses Issued**

**Definition:**

The percentage of licenses produced and mailed that are accurate and do not require reissue due to a clerical or technical programming error. A license includes the following: identification cards; driver licenses; concealed handgun licenses; concealed handgun instructor licenses; private security company and school licenses; individual private security licenses; vehicle services inspector licenses; and vehicle services station licenses. Reissuance occurs when a license is reproduced and mailed due to incorrect data. It does not include preemptive, internal quality control measures utilized before a license is issued to the customer.

**Purpose/Importance:**

This measure is intended to demonstrate the accuracy of licenses issued.

**Source/Collection of Data:**

Employees will manually identify and document when a private security company license, private security school license, or an individual private security license is reissued due to a clerical or technical programming error. The following system programs will identify when all other licenses are reissued due to a clerical or technical programming error: Driver License System (DLS) for identification cards and driver licenses; License to Carry (LTC) for concealed handgun licenses and concealed handgun instructor licenses; and the electronic reporting database for motor vehicle inspector licenses and vehicle services station licenses.

**Method of Calculation:**

The number of licenses produced and mailed that do not require reissuance serves as the numerator. The total number of licenses issued serves as the denominator. The numerator is divided by the denominator and expressed as a percentage.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure: Percentage of DL & ID Cards Mailed Within 14 Days**

**Definition:**

The percentage of original, duplicate, or renewal driver licenses and identification cards (DLs/IDs) produced and mailed within a target date of fourteen (14) calendar days from the time a customer has completed application requirements for a DL/ID at either a field driver license office, online, or headquarters.

**Purpose/Importance:**

This measure is intended to demonstrate the timeliness of DL/ID processing. It also provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The Driver License System (DLS) program records the date of a customer's complete application for a DL/ID and it records the mail date and time stamp for when a DL/ID is mailed to the customer.

**Method of Calculation:**

The number of licenses mailed by the target date serves as the numerator. The denominator is the number of licenses that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The day a customer completes an application is counted as day zero, the subsequent day is counted as day one, etc.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure: Percentage of Driver Records Mailed Within 14 Days**

**Definition:**

The percentage of driver records produced and mailed within a target date of fourteen (14) calendar days from the time the Department receives a qualified application by mail or fax.

**Purpose/Importance:**

This measure is intended to demonstrate the timeliness of driver record application processing. It also provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

Driver record applications received by mail or fax are processed manually by employees. Employees record the date the driver record application form is received at the first point-of-entry with the Department, and the Driver License System (DLS) program records the date the record is produced and mailed.

**Method of Calculation:**

The number of driver records mailed by the target date serves as the numerator. The denominator is the number of driver records that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The date an application is received is counted as day zero, the subsequent date is counted as day one, etc.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Outcome Measure:** Percentage Driver License/ID Applications Completed Within 45 Minutes (Key)

**Definition:**

The percentage of original non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of forty-five (45) minutes from when the customer walks in the door joins the queue in a driver license office. This measurement does not include the time to take any written or driving examination(s).

**Purpose/Importance:**

This is an indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The time from which a customer enters the queue in a driver license office to the time the customer completes an original application for a non-commercial driver license or identification card, excluding any written or driving exams, is tracked by an automated queuing system in large offices.

**Method of Calculation:**

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

**Data Limitations:**

Because the queuing systems can only start to measure wait time after a customer receives a ticket, the system cannot account for any time the customer spends in the office prior to getting in line. Another limitation is that not all offices have a queuing system, and therefore data collection is limited to those offices with the system.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Outcome Measure: Percentage Renewal DL & IDs Applications Completed in 30 Minutes**

**Definition:**

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of thirty (30) minutes from when the customer joins the queue in a driver license office.

**Purpose/Importance:**

This is an indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The time from which a customer enters the queue in a driver license office to the time the customer completes an original application for a non-commercial driver license or identification card, excluding any written or driving exams, is tracked by an automated queuing system in large offices.

**Method of Calculation:**

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

**Data Limitations:**  
Indicator of customer service quality.  
This measure also provides a needs-  
assessment for equipment, training,  
and staffing.

**Calculation Type:**  
Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure: Percentage of Accurate Payments Issued**

**Definition:**

The percentage of payments issued to vendors that are accurate and do not require reissue due to incorrect payee data or amount. Payments to vendors include state warrants, interagency transfers, and Automated Clearing House transactions. Reissue occurs when the amount or payee data is incorrect. It does not include reissue when a warrant was lost by a payee.

**Purpose/Importance:**

This measure is intended to demonstrate the accuracy of payments issued to state vendors and payees.

**Source/Collection of Data:**

Uniform Statewide Accounting System and internal accounting system reports will be used to identify cancelled payments and staff will manually note a reason code for the cancellation.

**Method of Calculation:**

The number of payments issued to vendors that do not require reissuing due to incorrect payee data or amount serves as the numerator. The denominator is the total number of payments. The numerator is divided by the denominator and expressed as a percentage.

**Data Limitations:**  
Manual processes are involved.

**Calculation Type:**  
Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Outcome Measure: Percentage of Driver Responsibility Program Surcharges Collected (Key)**

**Definition:**

The amount of surcharge assessments collected compared to the amount of surcharges assessments billed for the Driver Responsibility Program. The surcharge is an administrative fee.

**Purpose/Importance:**

To reflect the level of compliance with the requirements placed on drivers by the Driver Responsibility Program.

**Source/Collection of Data:**

The Department will compare the amount of funds deposited to the State Comptroller of Public Accounts to the amount of surcharges billed by the Driver Responsibility Program.

**Method of Calculation:**

(Amount of surcharge assessments collected / Amount of surcharge assessments billed) \* 100, calculated monthly and reported quarterly.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Objective:</b>	Enhance public safety through the licensing of competent drivers, the removal of unsafe drivers and vehicles from roadways, and promoting vehicle training and safety initiatives. Provide quality, timely, and essential services to law enforcement, criminal justice partners, and eligible customers.
<b>Strategy:</b>	Provide accurate records and documents in a timely manner to Texas residents.

**Output Measure:**      **Number of Total Examinations Administered (Key)**

**Definition:**

The number of driver vision, knowledge, skills, and comprehensive examinations conducted by driver license examiners for the issuance of a learner's permit, a provisional driver license, a driver license, motorcycle license, or a commercial driver license.

**Purpose/Importance:**

This Measure is used to demonstrate the demand for examinations for the issuance of a Texas driver license. It also provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

Each time a test is administered, the results (pass, fail, or waived) are captured and stored in the test history within the Driver License System (DLS) program.

**Method of Calculation:**

The sum of the number of examinations administered per reporting period.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:**

**Number of Driver Licenses and Identification Cards Mailed**

**Definition:**

The number of original, renewal, and duplicate driver licenses and identification cards (DLs/IDs) produced and mailed to citizens of the State of Texas. This includes commercial, non-commercial, and occupational driver licenses.

**Purpose/Importance:**

This Measure provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The Driver License System (DLS) program records the number of DLs/IDs produced and mailed.

**Method of Calculation:**

The sum of the number of DLs/IDs produced and mailed calculated monthly and reported annually.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:**

**Number of Driver Records Issued**

**Definition:**

The number of driver records produced and mailed to law enforcement, governmental agencies, attorneys, courts, and the general public. Requests for a driver record may be received by mail, fax, or online transaction.

**Purpose/Importance:**

This Measure provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The Driver License System (DLS) program records the number of DLs/IDs produced and mailed.

**Method of Calculation:**

The sum of the number of driver records issued calculated monthly and reported annually.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Number of Driver Records Maintained**

**Definition:**

The number of driver records maintained. The number includes both active and inactive driver license history files and includes items such as applications, photos, thumb prints, proofs of identity, suspensions, etc.

**Purpose/Importance:**

This Measure provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The Driver License System (DLS) program generates a monthly report to calculate cumulative statistics for the total number of records on file. Records are established in the field offices and through data entry at headquarters.

**Method of Calculation:**

The sum of the number of driver records maintained calculated monthly and reported annually.

**Data Limitations:**

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**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Number of Non-Driving Related Enforcement Actions Initiated**

**Definition:**

The number of non-driving related enforcement actions initiated.

Enforcement actions include all suspensions, revocations, cancellations, disqualifications, denials, and prohibitions resulting from violations of the law that are not related to unsafe driving, such as failure to pay required fees, failure to maintain financial responsibility, possession of drugs, human smuggling, delinquent child support, and minor in possession of alcohol offenses.

**Purpose/Importance:**

This Measure demonstrates fulfillment of legislative mandates and support provided to law enforcement and other business partners including the Texas Department of Insurance, the Office of the Attorney General, and judicial entities. It also provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The Driver License System (DLS) records the number of enforcement actions initiated.

**Method of Calculation:**

The sum of the number of non-driving related enforcement actions initiated calculated monthly and reported annually.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:      Number of Criminal Investigations Generated**

**Short Definition:**

The number of criminal investigations generated by driver license personnel while processing applicants for a driver license or identification card or generated through the Image Verification System (IVS). Criminal investigations include the number of alerts made by driver license personnel to law enforcement resulting in a criminal arrest, intelligence report, or fraud investigation.

**Purpose/Importance:**

This Measure demonstrates the amount of criminal activity detected by driver license personnel and demonstrates the support that is provided to law enforcement agencies.

**Source/Collection of Data:**

Data is manually entered onto a field activity report and is subsequently entered into and retrieved from the Automated Information Services (AIS) database. It is also collected from the Image Verification Case Management System.

**Method of Calculation:**

The sum of the number of criminal investigations generated calculated monthly and reported annually.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Efficiency Measure: Avg # DLs, ID Cards, & Driver Records Produced per Assigned FTE**

**Definition:**

The average number of driver licenses, identification cards, and driver records produced per applicable full-time equivalent (FTE) employee assigned to the Driver License Division. This includes all services associated with a driver license, identification card, or driver record, including the issuance process, the production and mailing process, and administrative support functions related to these products.

**Purpose/Importance:**

This Measure is an indicator of the efficiencies associated with producing a driver license, identification card, or driver record. It provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The number of these products (driver licenses, identification cards, and driver records) produced is gathered from the Driver License System (DLS) program. The number of employees is gathered from applicable FTEs assigned to the Driver License Division.

**Method of Calculation:**

(Number of driver licenses, identification cards, and driver records produced / Number of assigned FTEs) calculated monthly and reported annually. The sum of the number of driver licenses, identification cards and driver records produced serves as the numerator. The denominator is the number of full-time equivalent employees assigned to the Driver License Division. The numerator is divided by the denominator to yield the average number of driver licenses, identification cards and driver records produced per assigned FTE.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.
<b>Objective:</b>	Enhance public safety through the licensing of competent drivers, the removal of unsafe drivers and vehicles from roadways, and promoting vehicle training and safety initiatives. Provide quality, timely, and essential services to law enforcement, criminal justice partners, and eligible customers.
<b>Strategy:</b>	License qualified drivers and remove privileges from unsafe drivers. Promote vehicle safety and remove unsafe vehicles from the road through an effective vehicle inspection program. Contribute to road safety and crime prevention through implementation of quality public education programs.

**Output Measure:      Vehicle Inspection: Number of Vehicles Failing Safety Inspections**

**Definition:**

The number of vehicles failing the vehicle safety inspection conducted in approved, privately owned and operated garages and repair shops designated by the division.

**Purpose/Importance:**

This measure is the total number of vehicles that were inspected and rejected for noncompliance with Texas Transportation Code, Compulsory Inspection of Vehicles, Chapter 548. The data is representative of the number of vehicles that are inspected and found to have safety defects by certified inspectors.

**Source/Collection of Data:**

Inspections are recorded into the VIC (Vehicle Inspection Connection) database and TIMS (Texas Information Management System) database.

**Method of Calculation:**

A total of all vehicles found in non-compliance during the fiscal year.

**Data Limitations:**

Data is dependent upon accurate reporting of rejections by the certified inspectors.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

**Output Measure:        Number of Driver Improvement Actions Initiated**

**Definition:**

The number of enforcement actions initiated as a result of unsafe driving, the total number of drivers referred to the Medical Advisory Board (MAB), and the total number of drivers required to obtain an ignition interlock device. Enforcement actions include all suspensions, revocations, cancellations, disqualifications, denials, and prohibitions resulting from unsafe driving offenses such as driving while intoxicated (DWI) and habitual traffic violators.

**Purpose/Importance:**

This Measure is used to detect trends concerning driver safety, and the identification of problem drivers. It also provides a needs-assessment for equipment, training, and staffing.

**Source/Collection of Data:**

The Driver License System (DLS) program records the number of enforcement actions initiated as well as the number of cases referred to MAB and the number of ignition interlock devices required.

**Method of Calculation:**

The sum of the number of driver improvement actions initiated is calculated monthly and reported annually.

**Data Limitations:**

Manual processes are involved.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:        # Motorcycle/ATV Public Information/Educational Items Distributed**

**Definition:**

The total number of items distributed by the Motorcycle Safety Unit promoting motorcycle safety, motorist's awareness of motorcycles, and All-Terrain Vehicle safety.

**Purpose/Importance:**

The Motorcycle Safety Unit provides knowledge relating to the safe operation of motorcycles, and motorists awareness of motorcycles, to the citizens of Texas as required by Texas Transportation Code, Chapter 662. The Motorcycle Safety Unit promotes the All-Terrain Vehicle operator education and certification program and related information as addressed in Texas Transportation Code, Chapter 663.

**Source/Collection of Data:**

The data source for the number of motorcycle and All-Terrain Vehicle Public Information and Educational items distributed is the filled requests for material

received from the entities offering motorcycle operator training and from motorcycle dealerships, rider organizations, schools, other governmental entities, and the general public.

**Method of Calculation:**

Motorcycle Safety Unit staff manually calculates the total from the material requests.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.
<b>Objective:</b>	Administer regulated programs through the issuance of licenses or registrations and improvement of processes and technology. Initiate enforcement actions against criminal and administrative violations for concealed handgun licensing, metals registration, narcotics regulation, private security, and motor vehicle services.

**Outcome Measure:**     **Concealed Handguns: % of Original Licenses Issued Within 60 Days (Key)**

**Definition:**

The percentage of original Concealed Handgun Licenses (CHL) placed in the mail within 55 issued within 60 calendar days of receiving a complete application. The program utilizes a 55 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 60 calendar days of receipt of the completed application. Fifty five calendar days represents the target date.

**Purpose/Importance:**

The percentage gives an accounting of original concealed handgun licenses that are issued pursuant to statutory requirements. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

The number of original licenses mailed by the target date is the numerator. The denominator is derived from the number of original licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Outcome Measure:** **Concealed Handguns: % of Renewal Licenses Issued within 40 Days (Key)**

**Definition:**

The percentage of renewal Concealed Handgun Licenses (CHL) placed in the mail within 40-calendar days of receiving a complete application. The program utilizes a 40 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 45 calendar days of receipt of the completed application. Forty calendar days represents the target date.

**Purpose/Importance:**

The percentage gives an accounting of renewal of Concealed Handgun Licenses that are issued pursuant to statutory requirement. This measure identifies the actual impact or public benefit of the division’s actions and aids in determining whether the division’s resources are adequate to meet statutory requirements.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

The number of renewal licenses mailed by the target date is the numerator. The denominator is derived from the number of renewal licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

No

Higher than target

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**Outcome Measure: Private Security : # of Registered Individuals with Recent Violations**

**Definition:**

The total number of registered individuals at the end of the reporting period who have incurred a violation within the current and preceding two years (three years total).

**Purpose/Importance:**

Registering individuals helps ensure that they meet legal standards for professional education and practice, which is a primary Private Security Program goal. This measure is important because it indicates how effectively the Private Security Program activities deter violations of professional standards established by statute and rule.

**Source/Collection of Data:**

The division's database program and hard copy records are the source of disciplinary actions and registered population. Collection will be through reports generated that provide not only a count, but also a listing of the disciplinary actions for backup. The Private Security division manager is responsible for data involving disciplinary action and the registered population. The measure's data is stored in the division's oversight report files.

**Method of Calculation:**

The count is the total number of individuals currently registered by Private Security who have incurred a violation within the current and preceding two years.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.
<b>Objective:</b>	Administer regulated programs through the issuance of licenses or registrations and improvement of processes and technology. Initiate enforcement actions against criminal and administrative violations for concealed handgun licensing, metals registration, narcotics regulation, private security, and motor vehicle services.
<b>Strategy:</b>	Issue license and registrations in a timely manner in accordance with statutory or internal timeframes; track the volume of license and registration holders; calculate applicable costs in relation to the volume of license and registration holders.

**Output Measure:      Vehicle Inspection: Number of Station Licenses Issued**

**Definition:**

The number of original and renewal vehicle inspection station licenses issued after a complete application has been received, and after a profile has been created, and activated.

**Purpose/Importance:**

Knowing the number of licenses issued allows the division to accurately determine the total number of stations supervised.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

Count of the number of original and renewal station licenses for which the license issuance date is issued within the reporting time period.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure: Number of Controlled Substances Prescription Reports Requested**

**Definition:**

Data containing controlled substance prescriptions generated and reported by pharmacists, and requested by authorized recipients.

**Purpose/Importance:**

One measure of the activities of the Controlled Substances Program.

**Source/Collection of Data:**

Data is collected through database queries.

**Method of Calculation:**

The total number of requests through the use of database queries during the reporting period.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

---

**Output Measure: Number of Original and Renewal Handgun Licenses Issued (Key)**

**Definition:**

Number of original and renewal concealed handgun licenses issued after a complete application has been received and approved for issuance.

**Purpose/Importance:**

This number gives an actual accounting of the number of original and renewal handgun licenses issued upon receipt of a complete application and successful passing of a background check resulting in the issuance of a concealed handgun license.

**Source/Collection of Data:**

Data collected based on actual original handgun licenses issued. Data is collected through the use of database queries.

**Method of Calculation:**

Total number of original and renewal concealed handgun licenses issued during the reporting period.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure: Number of Original/Renewal Metals Registration Certificates Issued**

**Definition:**

Number of original and renewal registration certificates issued after a complete application has been received.

**Purpose/Importance:**

This number gives an actual accounting of the number of original and renewal registration certificates issued. This measure represents the number of metals recycling entities the division is responsible for regulating.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

Total number of original registrations issued during the reporting period.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure: Number of Original & Renewal Private Security Licenses & Reg Issued**

**Definition:**

Number of original and renewal licenses issued to companies and registrations issued to individuals after a complete application has been received.

**Purpose/Importance:**

The measure indicates the volume of companies and individuals seeking to provide services regulated under the Private Security Act.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

Total number of original and renewal licenses issued during the reporting period.

**Data Limitations:**

The accuracy of the count is

**Calculation Type:**

Cumulative

dependent on manual processes of data entry.

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:**      **Number of Original and Renewal Controlled Substances Registrations Issued**

**Definition:**

The number of original or renewal applications processed for the Controlled Substances Program that result in Controlled Substances certificates. This program involves the registration and issuance of certificates to all persons or institutions that manufacture, distribute, analyze, or dispense controlled substances.

**Purpose/Importance:**

This number gives an actual accounting of the number of original and renewals registration certificates issued. This measure represents the number of controlled substances registrants that the division is responsible for regulating.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

Manual count of registration applications received and number of original and renewal controlled substances registration certificates issued.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Output Measure:**      **Number of Chemical and Lab Apparatus Permits Issued**

**Definition:**

The number of permits issued for precursor chemicals and laboratory apparatus. This involves the permitting of all persons who sell, transfer, receive, or otherwise furnish a precursor chemical or laboratory apparatus.

**Purpose/Importance:**

Verify permittee's compliance with the requirements of the Texas Controlled Substances Act.

**Source/Collection of Data:**

The data is collected from permit applications and permits issued. Data is collected through the use of database queries.

**Method of Calculation:**

The accuracy of the count is dependent on manual processes of data entry.

**Data Limitations:**

None. The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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**Efficiency Measure: Concealed Handguns: Average Number of Days to Issue an Original License**

**Definition:**

The average number of days between the submission of a complete application and the mailing of an original concealed handgun license.

**Purpose/Importance:**

This average will enable the bureau to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process original CHL licenses.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

The number of days between the application date and mailing date is calculated for each original concealed handgun license issued within the reporting period and an average is derived by dividing the sum of all the days by the number of original licenses issued during the reporting period. The application date is counted as day zero; the subsequent date is counted as day one, etc.

**Data Limitations:**

The accurate application submission and license mailing dates are required to determine this measure.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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**Efficiency Measure: Concealed Handguns: Average Number of Days to Issue a Renewal License**

**Definition:**

The average number of days between the submission of a complete application and the mailing of a renewal concealed handgun license.

**Purpose/Importance:**

This average will enable the service to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process concealed handgun renewal licenses.

**Source/Collection of Data:**

Data is collected based on the actual date a complete renewal application is received for a concealed handgun license, and the date the license is mailed to the licensee.

**Method of Calculation:**

The number of days between the complete application date and mailing date is calculated for each renewal concealed handgun license issued within the reporting period and an average is derived by dividing the sum of all the days by the number of renewal licenses issued during the reporting period. The complete application date is counted as day zero; the subsequent date is counted as day one, etc.

**Data Limitations:**

The accurate application submission and license mailing dates are required to determine this measure.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Lower than target

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**Explanatory Measure: Number of Official Prescription Pad Orders Processed**

**Definition:**

The number of pads (100 official prescription forms) ordered by physicians for Schedule II controlled substances.

**Purpose/Importance:**

To ensure compliance with the controlled substance prescription regulations and to determine whether criminal activity has occurred.

**Source/Collection of Data:**

Order cards from physicians.

**Method of Calculation:**

The total number of pads ordered and collected from weekly/monthly activity reports for an overall total.

**Data Limitations:**  
The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**  
Non-Cumulative

**New Measures:**  
No

**Target Attainment:**  
Higher than target

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**Explanatory Measure: Number of Inspection Certificates Issued to Vehicles**

**Definition:**

The number of inspection certificates issued to vehicles provides an accurate account of inspection certificates physically issued. It depicts program activity generated through various inspection station sales outlets. This measure accounts for each certificate sold to station locations as part of the final distribution network by being physically issued to a vehicle.

**Purpose/Importance:**

The purpose of this measurement is to accurately track distribution of certificates generated within the program and whether sales activity in comparison to network distributions reflects true market conditions. This aids in determining whether marketing strategies need to be adjusted or changed. It is important because it assists in determining if statutory requirements and enforcement standards are being met.

**Source/Collection of Data:**

This information is derived from weekly station log reports filed by certified station personnel and submitted to Headquarters personnel for processing. The data is recorded in an Excel spreadsheet and document management imaging system designed to monitor information processed from station report logs. The information is screened and reconciled against weekly station reports. Each transaction is tracked separately then compiled, screened, and summarized into a monthly cumulative report for comparison to previous months and years..

**Method of Calculation:**

The total number inspection certificates issued is calculated by an automated count of the database systems; Excel spreadsheet (compiles manual tabulations of safety inspections), mainframe database, document management imaging system (compiles information from safety inspections) and the Vehicle Inspection Database (automatically compiles information from emission inspections). DPS is in the process of developing a system that will automatically store, retrieve, and generate reports from all systems mentioned. The data from each system is screened and then summarized into monthly totals. The yearly total is an adjusted count. It includes all certificates issued, reported stolen or missing during the year.

**Data Limitations:**

These measurements accurately define the activity parameter. Reporting of this information physically depends on Department personnel ensuring that stations are monitored appropriately for certificate distribution. Certificate availability to the public is currently dependent on experienced, skilled, and efficient station personnel responding to distribution demands of our citizens. The system information is limited to queries within the Mainframe database, spreadsheets, and the document management imaging system. It relies entirely on the timely processing and mailing in of station log reports. All systems have to be routinely polled and compared against each other to promote accuracy.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Explanatory Measure: Number of Vehicles Inspected for Emission Levels****Definition:**

The number of vehicles inspected with exhaust analysis through required vehicle emissions inspection and maintenance programs is the total number of vehicles which have undergone emissions testing as a result of a statutory requirement.

**Purpose/Importance:**

This Measure is used to track the level of compliance with the enhanced Inspection/ Maintenance (I/M) Program contained in the revised State Implementation Plan (SIP) submitted by Texas Natural Resources Conservation Commission (TNRCC) to the U.S. Environmental Protective Agency (EPA). This I/M Program is designed to reduce hydrocarbon (HC), carbon monoxide (CO), and oxides of nitrogen (NOx) emissions in ozone nonattainment areas. This program will result in clean air for the citizens of the state and prevent possible federal sanctions. This measurement assists in determining the effectiveness of allocated resources in program compliance.

**Source/Collection of Data:**

Every vehicle emissions inspection and maintenance facility is required to use a state-approved vehicle exhaust analyzer. When a vehicle undergoes an emissions test, the analyzer transmits this data including the vehicle

identification number (VIN) and vehicle license number to a contractor. The contractor maintains a central Vehicle Identification Database (VID) and statewide network for collecting, processing, transmitting, monitoring, and reporting vehicle emissions-related data.

**Method of Calculation:**

On a monthly basis, the contract database is queried using standard Structured Query Language (SQL). These reports show the total number of vehicles which have undergone emissions testing in any time frame or other user selected criteria.

**Data Limitations:**

The VID contains some entry errors. The database retains invalid records; however, they are placed in an invalid record file. Data is limited by analyzer communication problems and inspector entry errors.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.
<b>Objective:</b>	Administer regulated programs through the issuance of licenses or registrations and improvement of processes and technology. Initiate enforcement actions against criminal and administrative violations for concealed handgun licensing, metals registration, narcotics regulation, private security, and motor vehicle services.
<b>Strategy:</b>	Provide continuous improvement and professional regulatory oversight in all areas of responsibility. Administer the regulated programs assigned to the department: Concealed Handgun Licensing, Metals Registration, Narcotics Regulation, Private Security Licensing, and Vehicle Inspection Services. Review applications and deny those not qualified for registration or licensure. Conduct audits of licensed or registered operations to ensure compliance with applicable state or federal regulations. Analyze gathered information to detect potential regulatory criminal or administrative violations. Conduct investigations to confirm or rule out potential regulatory criminal or administrative violations. Initiate appropriate criminal or administrative enforcement action in response to confirmed violations.

**Output Measure: Number of Regulatory Services Criminal Investigations Resolved (Key)**

**Definition:**

The total number of criminal cases disposed of during the reporting period. Cases resolved include cases arising from complaints received from the public, as well as cases initiated by division investigators.

**Purpose/Importance:**

The measure shows the workload associated with resolving criminal cases.

**Source/Collection of Data:**

The division's database program and hard copy records are the source of criminal case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The program manager is responsible for all the measure data. The data is stored in the division's oversight report files.

**Method of Calculation:**

The total number of criminal cases resolved during the reporting period.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Number of Vehicle Services Station & Inspector Certifications Suspended/Revoked**

**Definition:**

The number of station and inspector certifications suspended or revoked represents the total number of active stations certified inspectors whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked. These stations and inspectors, unique in location, are assigned to Regulatory Services field technicians in each respective region who are responsible for monitoring their activity for compliance.

**Purpose/Importance:**

This measure is intended to track the level of station and inspector compliance within the program. It assists in determining the effective allocation of resources used and identifies certain needs in enforcement action. It is important because it helps determine if corrective and enforcement actions are effective and whether additional measures need to be initiated.

**Source/Collection of Data:**

Each inspector is entered into an Excel spreadsheet, Access database, and Mainframe database. Each database is monitored and maintained by the Suspensions and Hearings section and are centrally located within DPS. This information is screened against other files containing suspension and revocation actions. Each inspector is tracked individually and data is compiled, screened, and summarized into reports used for comparison of previous years and to monitor trends that may be developing in a particular region or station.

**Method of Calculation:**

The number of station and suspended or revoked inspector certifications is calculated by an automated count of the database systems. This data is compiled, screened, and then summarized into a monthly report used for comparisons. The yearly total is an adjusted count including all active certified stations and inspectors whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked for any part of the year.

**Data Limitations:**

The measure parameters are well defined. Accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating timely investigative reports pertaining to suspending and revoking licenses. The availability of this information is limited to queries within the Mainframe and Access databases which rely entirely on the timely filing of field investigative reports. All systems have to be routinely polled and compared for accuracy.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:**

**Number of Vehicle Inspection Covert and Compliance Audits Performed**

**Definition:**

Number of covert and compliance audits performed represents the number of visits made to inspection stations by RSD field auditors to perform covert and overt audits of overall station compliance with division requirements.

**Purpose/Importance:**

This measure is intended to track RSD field auditors, as well as ensuring program compliance. Periodic audit records of each station, performance audits, overt audits, and quality control audits will be performed. This measure

assists in determining the allocation of resources. It is an important tool in accessing specific needs for enforcement action and determining corrective action at the most effective time.

**Source/Collection of Data:**

The data source for compliance audits comes from the Station/Inspector compliance audit application that exists in both the Vehicle Inspection Connection (VIC) (safety counties) and Texas Information Management System (TIMS) (emissions testing counties) data systems. The calculation requires the gathering of numbers from two distinct data systems, both of which contain similar fields that combined represent all of the inspection stations within the state.

**Method of Calculation:**

The total number of compliance audits conducted is the count from both VIC and TIMS of the total number of compliance audits submitted to the systems for a specific time period.

**Data Limitations:**

Measurement parameters are well defined in the audit application of TAVIS and TIMS. Accurate reporting ultimately depends on the experience and skill of personnel responsible for data entry of application information.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:** **Number of Administrative Cases Resolved by the Regulatory Services Division**

**Definition:**

The total number of administrative cases resolved by (RSD) during the reporting period.

**Purpose/Importance:**

The measure shows the workload associated with resolving complaints.

**Source/Collection of Data:**

The division's database program and hardcopy records are the source of administrative case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The program manager is responsible for all the measure data. The data is stored in the division's oversight report files. A precise explanation of the means by which reports will be compiled is not possible at this time. A new licensing software program is currently being reassessed to determine its capabilities, applications, and limitations. The query

methodology to be used to configure data for reporting measures is simply unknown at this time.

**Method of Calculation:**

Cases resolved are administrative cases where: 1) there is a determination of no violation; 2) an administrative violation is found and resolutions include re-educations, warnings, reprimands, fines, settlement agreements, the case is set for a State Office of Administrative Hearing, or the licensee is contesting the division's determination.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure:**

**Controlled Substances – Number of Controlled Substance Prescriptions Reported (Key)**

**Definition:**

The number of Schedule II, III, IV, and V prescriptions processed and reported to the Department.

**Purpose/Importance:**

To ensure compliance pertaining to Schedule II, III, IV and V controlled substances regulations and to determine whether criminal activity has occurred.

**Source/Collection of Data:**

The data is obtained when registrants send a hard copy or electronic information obtained from the cashed prescription to Texas Prescription Program.

**Method of Calculation:**

The manual tabulation of Schedule II, III, IV, and V prescriptions received in the Texas Prescription Program and processed into the database.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Number of Vehicle Emission Facilities Supervised**

**Definition:**

The number of stations which inspect vehicles under the enhanced vehicle emissions testing program in counties within the state that have been designated as nonattainment counties under the Federal Clean Air Act by the U.S. Environment Protection Agency (EPA).

**Purpose/Importance:**

This Measure is used to comply with the enhanced inspection/maintenance (I/M) program contained in the revised State Implementation Plan (SIP) submitted by Texas Natural Resources Conservation Commission (TNRCC) to the U.S. EPA. This I/M program is designed to reduce hydrocarbon (HC), carbon monoxide (CO), and nitrogen dioxide as well as nitrous oxide (NOx) emissions that will result in clean air for the citizens of the state and prevent possible federal sanctions.

**Source/Collection of Data:**

Every vehicle emissions inspection and maintenance facility is required to use a state-approved vehicle exhaust analyzer. This analyzer transmits this data including the facility identification number via a communications program using a modem over telephone lines to a contractor. This contractor maintains a sophisticated central database and statewide network for collection, processing, transmission, monitoring, and reporting vehicle emissions-related data.

**Method of Calculation:**

The number of state-certified and DPS-supervised vehicle emissions inspection and maintenance facilities will be attained monthly from the contract database via standard computer reports. This count can be manually verified by a check of the paper records filed on certification approvals, revocations and suspensions, and resignations.

**Data Limitations:**

The only limitation on the number of vehicle emissions inspection and maintenance facilities is the basic design of the program. This program is based on the certification of private commercial endeavors whose decision is voluntary and based on their financial motivation; therefore, facility numbers will fluctuate based on circumstances.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Vehicle Inspection: Number of Active Vehicle Inspection Stations Supervised**

**Definition:**

The number of active inspection stations supervised represents the total number of official stations whose license status is active.. Inspection stations are assigned to Regulatory Services Division field technicians who perform monitoring and auditing functions monthly to ensure station compliance with the division’s inspection rules and regulations.

**Purpose/Importance:**

This measure shows potential trends of increases or decreases within the activity. It assists in the allocation of resources and determines the need for specific enforcement actions.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

Each month, a query of this database prepares a report. This query compiles and summarizes into a monthly report all the active certified stations whose licenses have not been suspended or revoked during that month. The yearly count includes all stations certified for any part of the year.

**Data Limitations:**

Although the measure parameters are well defined, accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating applications, renewing applications, and suspending and revoking licenses. The availability of this information is limited to special mainframe report programming; therefore, it requires a high skill level for report access.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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**Output Measure: Vehicle Inspection: Number of Active Inspectors Supervised**

**Definition:**

The number of active inspectors supervised is the total number of official station inspectors whose license status is active. These station inspectors serve at unique station locations. Regulatory Services Division field technicians are assigned the responsibility for monitoring and auditing the inspectors’ activity monthly for compliance with the division’s Vehicle Inspection Rules and Regulations.

**Purpose/Importance:**

This measure tracks inspector movement and is intended to show developing trends within the population of vehicle inspectors. This measure assists the Department in determining the allocation of resources. It is a critically important tool in assessing training needs and determining when corrective actions can be most effectively implemented. It also helps identify specific needs for enforcement action.

**Source/Collection of Data:**

Data is collected through the use of database queries.

**Method of Calculation:**

The number of inspectors is calculated by an automated count of the database. Since status changes are entered daily, this results in an accurate monthly total of all active certified inspectors. This data is compiled, screened, and then summarized into monthly reports used for comparisons. The yearly total is an adjusted count including all inspectors certified for any part of the year.

**Data Limitations:**

Measure parameters are well defined. Accurate reporting of information data ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating applications, renewing applications, and suspending and revoking licenses. This information availability is limited to special mainframe report programming which demands a higher skill level for access.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Output Measure:**

**Vehicle Inspection: Number of Station & Inspector Enforcement Actions**

**Definition:**

The number of enforcement actions issued to state certified vehicle inspectors and vehicle inspection stations.

**Purpose/Importance:**

This measure is intended to track the level of compliance by certified vehicle inspectors and vehicle inspection stations within the program. This measure assists in determining the effectiveness of allocated resources for enforcement actions. It is an important measure to determine if corrective and enforcement actions implemented are effective, and whether additional measures should be initiated.

**Source/Collection of Data:**

Each vehicle inspection technician prepares a weekly report listing all activities to include all enforcement actions, warnings, and charges prepared against both individual vehicle inspectors and inspection stations.

**Method of Calculation:**

A report of all enforcement actions by type is compiled from the AIS database via Structured Query Language (SQL) query. This provides a numerical count of all enforcement actions by type code. These numbers added together produce a total number of enforcement actions by month.

**Data Limitations:**

This data is limited by the accuracy of the reporting of information by VI personnel. It ultimately depends on the experience, skill, and efficiency of personnel responsible for filing weekly reports and the field supervisors who review those reports for accuracy. The retrieval of this information is further limited to special mainframe report programming which demands a high skill level for accessing the information in the proper format.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Explanatory Measure: Number of RSD Complaints Resulting in Disciplinary Action**

**Definition:**

The number of complaints received during the reporting period that resulted in disciplinary action.

**Purpose/Importance:**

The measure is intended to show the extent to which RSD exercises its disciplinary authority

**Source/Collection of Data:**

The division’s database program and hardcopy records are the source of complaint data and collection will be through reports generated.

**Method of Calculation:**

The total number of complaints received during the reporting period that resulted in disciplinary action. Disciplinary action includes re-education, agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution, and/or fines.

**Data Limitations:**

Disciplinary actions occurring within a reporting period, such as civil penalty payments, may be delayed due to mail transit time.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

---

**Explanatory Measure: Number of Active Certified Ignition Interlock Device (IID) Service Centers**

**Definition:**

The number of active certified ignition interlock device (IID) active service centers

**Purpose/Importance:**

This measure the number of stations requiring inspection. It assists in the allocation of resources.

**Source/Collection of Data:**

An Excel spreadsheet maintained by the Regulatory Services Division (RSD).

**Method of Calculation:**

The number of stations with certificates that are not expired suspended or revoked.

**Data Limitations:**

The accuracy of the number of service centers is dependent upon the entry of the facility into the spreadsheet when it is certified. The specific data relevant to individual facilities is dependent upon the accuracy of the information provided on the application.

**Calculation Type:**

Non-Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

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<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Provide accurate and timely administration services and support to all divisions of the Department, as well as external partners.
<b>Objective:</b>	Provide accurate and timely services to all divisions of the Department, as well as law enforcement, criminal justice partners, and the public by improving the delivery of information and products, cultivating efficiencies, and providing effective administrative support and facilities.
<b>Strategy:</b>	Support senior leadership and oversight of the department's operations by the Director, Deputy Directors, Chief of Staff, the Public Information Office, the Project Management Office, the Office of Audit and Inspection, the Office of General Counsel, the Inspector General, Procurement, Psychological Services, and the Office of Dispute Resolution.

**Output Measure:      Number of Motorist Assists**

**Definition:**

The number of motorist assists conducted by DPS Highway Patrol troopers.

**Purpose/Importance:**

Providing assistance to the public is one of the most vital roles of a DPS trooper. Providing assistance is one way of interacting with the public in a positive light when no law violation has been committed. The troopers assure the safety of the person by their direct actions and presence or provide the necessary conduit for more specialized assistance.

**Source/Collection of Data:**

Information relating to motorist assists by DPS Highway Patrol troopers is entered directly from the weekly reports submitted by the troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and sub-district locations across the state.

**Method of Calculation:**

Actual count extracted from the THP AIS database.

**Data Limitations:**

None

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

<b>Agency:</b>	Texas Department of Public Safety
<b>Goal:</b>	Provide accurate and timely administration services and support to all divisions of the Department, as well as external partners.
<b>Objective:</b>	Provide accurate and timely services to all divisions of the Department, as well as law enforcement, criminal justice partners, and the public by improving the delivery of information and products, cultivating efficiencies, and providing effective administrative support and facilities.
<b>Strategy:</b>	Provide education and training to commissioned employees, based on proactive research, to meet an ever-changing threat environment. Recruit high-quality applicants to enter commissioned officer training.

**Output Measure:      Number of Qualified Trooper-Trainee Applicants Recruited**

**Definition:**

The number of applicants that meet the minimum trooper-trainee qualifications during Step 1 of the application process.

**Purpose/Importance:**

Assists in measuring the effectiveness of DPS recruiting program processes and techniques.

**Source/Collection of Data:**

Recruiters input applicant data information into a recruiting database.

**Method of Calculation:**

Total number of qualified applicants received in a fiscal year.

**Data Limitations:**

The accuracy of the count is dependent on manual processes of data entry.

**Calculation Type:**

Cumulative

**New Measures:**

No

**Target Attainment:**

Higher than target

**Part 2. Supplemental Elements**

**Schedule C: Historically Underutilized Business Plan**

# TEXAS DEPARTMENT OF PUBLIC SAFETY

5805 N LAMAR BLVD • BOX 4087 • AUSTIN, TEXAS 78773-0001

512/424-2000

[www.dps.texas.gov](http://www.dps.texas.gov)



STEVEN C. McCRAW  
DIRECTOR  
DAVID G. BAKER  
ROBERT J. BODISCH, SR.  
DEPUTY DIRECTORS



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RANDY WATSON

December 1, 2015

Texas Comptroller of Public Accounts  
Attn: Statewide HUB Program

The attachments represent the Texas Department of Public Safety (DPS) submission of its Historically Underutilized Business (HUB) information required to comply with the reporting requirements of the 84<sup>th</sup> Texas Legislative Session General Appropriations Act, Article IX, Secs. 7.06 and 7.07.

- HUB Assessment Reports for FY 2014 and FY 2015 (Note: each fiscal year data is submitted separately)
- HUB portion of the agency Strategic Plan for Fiscal Years 2015-2019 demonstrating performance and the intent to maintain future compliance with Texas Gov't Code §2161.123; outlining the agency's good faith efforts to meet or exceed the agency-specific HUB goals; and increasing the use of HUB businesses in the agency's procurements.

The HUB Strategic Plan is responsive to the requirements under Secs. 7.07 (a)(1) and (a)(3)(E)-(F). DPS refers to the 2009 Texas Disparity Study conducted by the Comptroller of Public Accounts, Texas Procurement and Support Services Division (TPASS), for the information requested in Sec. 7.07 (a)(3)(A)-(D). DPS HUB goals and strategic plan reflect the methodology from the 2009 Disparity Study's findings and results and more recent updates to that Study.

The activities in Sec. 7.07 (3)(A)-(D) are associated with conducting a disparity study. These reporting requirements were also included in Rider 18 (A)-(D) of the Comptroller of Public Accounts funding bill pattern from the 83<sup>rd</sup> Texas Legislative Session. TPASS addressed these reporting activities in its response to the State Auditor's Office (SAO) Report No. 15-006, October 2014, Page 83-84 (see excerpt below). DPS is in agreement with the below TPASS statement and furthermore notes that the agency has not been appropriated any funds to conduct future disparity study activities nor does the agency currently have the expertise, information required, or resources to sufficiently conduct these activities.

*C. We did not include Items (a) through (d) of Rider 18 in the assessment instrument. This decision was based on the fact that state agencies and institutions of higher education have neither sufficient resources nor the required information to perform quarterly tasks identified in items (a) through (d). Conducting items (a), (b), and (c) requires access to "Availability" data. In that respect, one must have an exhaustive list of all Ready, Willing, and Able minority (not limited to HUB vendors) and non-Minority vendors in Texas to be able to perform those tasks. Conducting "statistical disparities by race, ethnicity, and gender" in "firms earning" and "in the area of utilization of women-and minority owned*

*firms” and “in commercial construction” is a very complex task which requires a high level of statistical expertise and collection of relevant data through surveys and interviews, which would be nearly impossible to conduct on a quarterly basis. Likewise, item (d), which requires an analysis of “anecdotal testimony of disparate treatment ... [of] business owners,” is a lengthy and costly process and practically impossible to conduct on a quarterly basis. Anecdotal data for recording “disparate treatment as presented by business owners” must be collected through public hearings, focus groups, and statewide surveys of business owners. The process of collecting anecdotal testimonies is often lengthy and extremely costly, and it requires a high level of expertise and resources. These tasks are commonly performed when conducting a disparity study and may take a year or longer to complete. In that respect, items (a), (b), (c), and (d) listed in Rider 18 can be performed by conducting a new statewide Disparity Study or updating the Texas Disparity Study-2009, which we already have underway.*

DPS is committed to complying with all of the State’s HUB program’s requirements and is available to answer any questions.

Sincerely,

Jessica Ballew  
Agency HUB Coordinator  
Deputy Assistant Director  
Policy and Planning  
Administration Division  
Texas Department of Public Safety

**Quarterly Assessment of HUB Related Activities**

Agency/IHE Name:	Texas Department of Public Safety		
Agency/IHE Number:	405	Quarter:	4th
Fiscal Year:	14		

**NOTE: The following assessment is about HUB related activities during the above referenced period in your Agency/Institution**

**1-Your Agency/IHE HUB Goals:**

Procurement Category	Goal	Performance
Heavy Construction	6.0%	1.31%
Building Construction	20.6%	18.24%
Special Trade Construction	17.0%	33.47%
Professional Services	12.6%	122.47%
Other Services	20.7%	12.21%
Commodities	21.0%	10.94%

**2- Prime Contract Activities**

**2a-Prime Contract: Total expenditure during this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	\$ -	\$ -	\$ -	\$ -	\$ 4,968.75	\$ -	\$ -	\$ 374,873.92	\$ 4,968.75
Building Construction	\$ 24,026.60	\$ 2,203,567.86	\$ 703,965.93	\$ -	\$ 217,320.98	\$ -	\$ -	\$ 14,203,364.90	\$ 3,148,881.37
Special Trade Construction	\$ 76,053.92	\$ 569,342.43	\$ 1,133,596.07	\$ 106,748.00	\$ 277,947.80	\$ -	\$ -	\$ 4,400,257.09	\$ 2,163,688.22
Professional Services	\$ -	\$ -	\$ -	\$ 106,748.00	\$ 6,048.75	\$ -	\$ -	\$ 3,578,446.18	\$ 6,048.75
Other Services	\$ 125,324.24	\$ 5,405,939.98	\$ 851,065.49	\$ 23,375.00	\$ 5,407,911.75	\$ -	\$ -	\$ 86,413,459.68	\$ 11,813,616.46
Commodities	\$ 198,665.25	\$ 569,049.93	\$ 549,655.98	\$ 4,475.00	\$ 7,836,518.43	\$ -	\$ -	\$ 84,607,371.96	\$ 9,158,364.59
<b>Total</b>	\$ 424,070.01	\$ 8,747,900.20	\$ 3,238,283.47	\$ 134,598.00	\$ 13,750,716.46	\$ -	\$ -	\$ 193,577,773.73	\$ 26,295,568.14

**2b-Prime Contract: Number of HUB/non-HUB vendors (ongoing and new) utilized this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	0	0	0	0	2	0	0	12	2
Building Construction	3	3	13	0	8	0	0	113	50
Special Trade Construction	11	3	48	3	5	0	0	428	147
Professional Services	0	0	0	0	1	0	0	173	1
Other Services	26	53	37	1	175	0	0	4674	435
Commodities	30	40	47	3	283	0	0	6102	539
<b>Total</b>	70	99	145	7	474	0	0	11502	1174

**3- Subcontract Activities**

**3a-Subcontract: Total expenditure during this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,365,550.00	\$ -
Building Construction	\$ -	\$ -	\$ 16,287.86	\$ -	\$ 83.50	\$ -	\$ -	\$ 20,428.69	\$ 16,371.36
Special Trade Construction	\$ -	\$ -	\$ 7,785.30	\$ 3,805.07	\$ 22,292.22	\$ -	\$ -	\$ 3,999,816.81	\$ 33,382.59
Professional Services	\$ 344,498.95	\$ -	\$ 1,292,397.75	\$ -	\$ 2,261,534.94	\$ -	\$ -	\$ 159,398.73	\$ 4,383,864.14
Other Services	\$ 3,064.48	\$ 49.51	\$ 103,610.15	\$ -	\$ 67,213.03	\$ -	\$ -	\$ 12,548,808.00	\$ 176,937.17
Commodities	\$ 48,088.94	\$ 3,692.59	\$ 168,080.20	\$ 464.83	\$ 820,977.69	\$ -	\$ -	\$ (5,271,589.37)	\$ 1,095,091.49
<b>Total</b>	\$ 395,652.37	\$ 3,742.10	\$ 1,587,661.26	\$ 4,269.90	\$ 3,172,101.38	\$ -	\$ -	\$ 7,277,218.63	\$ 5,705,646.75

**3b-Subcontract: Number of HUB/non-HUB vendors (ongoing and new) utilized this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	0	0	0	0	0	0	0	0	0
Building Construction	0	0	17	0	5	0	0	27	39
Special Trade Construction	0	0	14	5	48	0	0	762	86
Professional Services	4	0	4	0	4	0	0	156	20
Other Services	7	2	63	0	186	0	0	30501	331
Commodities	289	27	465	2	953	0	0	41877	2521
<b>Total</b>	300	28	66	7	1191	0	0	73323	2997

**4-New Vendors: Number of vendors (prime and sub) utilized in this quarter which were not used during the last 2 Years.**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	2	0	0	0	0	0	0	2	4
Building Construction	3	0	20	0	8	0	0	34	119
Special Trade Construction	3	0	35	8	45	0	0	153	132
Professional Services	13	0	4	0	6	0	0	38	223
Other Services	64	10	92	0	277	0	0	8085	478
Commodities	122	26	218	7	677	0	0	8213	1592
<b>Total</b>	<b>138</b>	<b>36</b>	<b>369</b>	<b>15</b>	<b>1013</b>	<b>0</b>	<b>0</b>	<b>16525</b>	<b>2548</b>

**5- Sponsored or participated in local and statewide settings to encourage HUB participation in state procurement activities.**

Event/Activity	Number of Events Hosted or Attended	
	Hosted	Attended
Economic Opportunity Forum	1	17
Annual Meeting/Setting	0	0
Advocacy Group Meeting (i.e., TAAACC, TAMACC, etc.)	0	0
Other (Please explain) HUB Discussion Workgroup (HDW) Meetings, Internal HUB Forums, SACC Meeting,	28	4

**6- Mentor-Protégé Program:**

Active Mentor-Protégé Program	Ongoing	Added Current Fiscal Year
Number of Programs	7	1

**7- HUB program staffing:**

HUB Staffing	Allocated	Current
Staff size	2	2

**8-Work Related Activities Conducted by HUB Program Staff:**

HUB Program Personnel	% of Weekly Hrs. with HUB	% of Weekly Hrs. with Purchasing	% of Weekly Hrs. with Contract
Staff -1 (Director of Procurement and Contract Services/HUB Coordinator)	15%	15%	15%
Staff -2 (HUB Program Liaison)	75%	20%	5%
Staff -3			
Staff -4			
Staff -5			
Staff -6			
Staff -7			
Staff -8			
Staff -9			
Staff -10			
Staff -11			
Staff -12			

**9- Justification for not reaching the intended goals and other remarks.**

TXDPS is administering a number of internal improvements to help meet statewide and/or department-specific HUB goals. TXDPS will initiate an aggressive outreach effort to educate HUBs about the procurement process. In addition, TXDPS will develop and implement an internal HUB Plan to assist with the continuous implementation, coordination, oversight, and management of the TXDPS HUB Program initiatives in accordance with the HUB statute, rules and/or policies throughout TXDPS.

Other areas of progress include:

- Promoting HUB usage within department's procurement card programs;
- Conducting post-award meetings with contractors to discuss the requirements related to the HUB Subcontracting Plan and monthly reporting;
- Advertising TXDPS contract opportunities on the Electronic State Business Daily (ESBD) and attending external outreach events.

Finally, utilize additional staff resources throughout TXDPS, which will be necessary to assist with the following functions:

- Enhancing outreach efforts internally and externally by promoting access, awareness, and accountability through education and training;
- Enhancing minority and woman-owned business participation in Department-sponsored HUB Forums where exhibitors may participate in trade-related conferences;
- Enhancing TXDPS HUB reporting capabilities;
- Expanding TXDPS mentor-protégé program vision to maximize the state's resources through cooperation and assistance from other public entities and corporate businesses; and
- Promoting and increasing awareness of subcontracting opportunities in TXDPS contracts, which are identified in contractors' HUB Subcontracting Plans; and
- DPS has restructured its Procurement & Contract Services Division to create two new HUB positions, to be filled immediately.

### Quarterly Assessment of HUB Related Activities

Agency/IHE Name:	Texas Department of Public Safety		
Agency/IHE Number:	405		
Fiscal Year:	15	Quarter:	4

**NOTE: The following assessment is about HUB related activities during the above referenced period in your Agency/Institution**

**1-Your Agency/IHE HUB Goals:**

Procurement Category	Goal	Performance
Heavy Construction	11.2	16.63%
Building Construction	21.1	2.73%
Special Trade Construction	32.9	8.23%
Professional Services	23.7	20.37%
Other Services	26	4.75%
Commodities	21.1	4.12%

**2- Prime Contract Activities**

**2a-Prime Contract: Total expenditure during this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	\$ -	\$ -	\$ -	\$ -	\$ 64,519.50	\$ -	\$ -	\$ 336,138.90	\$ 64,519.50
Building Construction	\$ -	\$ 3,278.95	\$ 186,927.98	\$ -	\$ -	\$ -	\$ -	\$ 6,780,502.27	\$ 190,206.93
Special Trade Construction	\$ 82,183.05	\$ 36,224.25	\$ 434,506.50	\$ 8,250.00	\$ 98,279.94	\$ -	\$ -	\$ 7,355,655.53	\$ 659,443.74
Professional Services	\$ -	\$ -	\$ 16,412.00	\$ -	\$ -	\$ -	\$ -	\$ 4,113,652.97	\$ 16,412.00
Other Services	\$ 95,578.52	\$ 3,895,624.70	\$ 505,574.23	\$ 24,750.00	\$ 4,926,334.42	\$ -	\$ 10,000.00	\$ 225,592,086.37	\$ 9,457,861.87
Commodities	\$ 302,660.28	\$ 838,482.03	\$ 197,167.25	\$ -	\$ 8,186,964.30	\$ -	\$ 225,480.00	\$ 226,862,744.62	\$ 9,750,753.86
<b>Total</b>	\$ 480,421.85	\$ 4,773,609.93	\$ 1,340,587.96	\$ 33,000.00	\$ 13,276,098.16	\$ -	\$ 235,480.00	\$ 471,040,780.66	\$ 20,139,197.90

**2b-Prime Contract: Number of HUB/non-HUB vendors (ongoing and new) utilized this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	0	0	0	0	1	0	0	10	1
Building Construction	0	1	7	0	0	0	0	45	8
Special Trade Construction	2	1	13	1	11	0	0	202	28
Professional Services	0	0	1	0	0	0	0	115	1
Other Services	9	14	13	1	34	0	1	1250	72
Commodities	6	7	9	0	43	0	1	635	66
<b>Total</b>	17	23	43	2	89	0	2	2257	176

**3- Subcontract Activities**

**3a-Subcontract: Total expenditure during this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	\$ -	\$ -	\$ -	\$ -	\$ 2,092.00	\$ -	\$ -	\$ -	\$ 2,092.00
Building Construction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Special Trade Construction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Professional Services	\$ -	\$ -	\$ -	\$ -	\$ 825,031.31	\$ -	\$ -	\$ -	\$ 825,031.31
Other Services	\$ 39,610.25	\$ 26,334.00	\$ 160,911.36	\$ 74,655.00	\$ 1,412,684.34	\$ -	\$ -	\$ -	\$ 1,714,194.95
Commodities	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	\$ 39,610.25	\$ 26,334.00	\$ 160,911.36	\$ 74,655.00	\$ 2,239,807.65	\$ -	\$ -	\$ -	\$ 2,541,318.26

**3b-Subcontract: Number of HUB/non-HUB vendors (ongoing and new) utilized this quarter**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	0	0	0	0	1	0	0	1	1
Building Construction	0	0	0	0	0	0	0	0	0
Special Trade Construction	0	0	0	0	0	0	0	0	0
Professional Services	0	0	3	0	3	0	0	6	6
Other Services	14	30	60	10	49	0	0	143	163
Commodities	0	0	0	0	0	0	0	0	0
<b>Total</b>	14	30	63	10	53	0	0	150	170

**4-New Vendors: Number of vendors (prime and sub) utilized in this quarter which were not used during the last 2 Years.**

Procurement Category	African American	Asian American	Hispanic American	Native American	Non-minority Woman	Disabled Veteran		Non-HUB	HUB Total
						Included in HUB Groups	Not Included in HUB Groups		
Heavy Construction	0	0	0	0	1	0	0	1	1
Building Construction	0	0	0	0	0	0	0	0	0
Special Trade Construction	1	0	6	0	2	0	0	10	9
Professional Services	0	0	0	0	0	0	0	2	0
Other Services	2	4	3	0	10	0	1	49	20
Commodities	1	2	4	0	10	0	1	48	18
<b>Total</b>	4	6	13	0	23	0	2	110	48

**5- Sponsored or participated in local and statewide settings to encourage HUB participation in state procurement activities.**

Event/Activity	Number of Events Hosted or Attended	
	Hosted	Attended
Economic Opportunity Forum (Co-Sponsored Event)	1	26
Annual Meeting/Setting	20	1
Advocacy Group Meeting (i.e., TAAACC, TAMACC, etc.)	0	4
Other (Pre-Bid, SACC, HDWG & Legislative Subcommittee Meetings)	12	6

**6- Mentor-Protégé Program:**

Active Mentor-Protégé Program	Ongoing	Added Current Fiscal Year
Number of Programs	4	1

**7- HUB program staffing:**

HUB Staffing	Allocated	Current
Staff size	3	2

**8-Work Related Activities Conducted by HUB Program Staff:**

HUB Program Personnel	% of Weekly Hrs. with HUB	% of Weekly Hrs. with Purchasing	% of Weekly Hrs. with Contract
Staff -1(Director of Procurement and Contract Services/HUB Coordinator)	5%	20%	60%
Staff -2 (HUB Program Liaisons)	75% each	20% each	5% each

**9- Justification for not reaching the intended goals and other remarks.**

The DPS HUB Program is dedicated to improving awareness of procurement opportunities by sponsoring a Department HUB Vendor Fair in October 2015. The HUB Liaisons will continue to develop and improve the Outreach Program through internal/external agency webpages, marketing, vendor forums and building relationships with Minority, Trade, and Veterans organizations. The DPS HUB Program will implement an extensive internal training program for procurement staff, end-users and vetted vendors. The HUB Program is evaluating and updating policies and procedures for purchasing and contracts staff to increase opportunities for HUBs through the bidding process. The DPS HUB Program has developed a vendor management program for the agency's electronic procurement system, which allows vendors to pre-register with DPS and encourages vendor registration on the CMBL and/or HUB Directory. The DPS HUB Program will continue to foster effective mentor-protégé relationships within the vendor community.

# **HISTORICALLY UNDERUTILIZED BUSINESS STRATEGIC PLAN**

**FOR FISCAL YEARS 2015-2019**



**TEXAS DEPARTMENT  
OF  
PUBLIC SAFETY**

*July 7, 2014*

# HISTORICALLY UNDERUTILIZED BUSINESS STRATEGIC PLAN

The Texas Department of Public Safety (DPS) administers programs to encourage participation by Historically Underutilized Businesses (HUBs) in all contracting and subcontracting by DPS. The DPS HUB Program Office is designed to enhance the ability of HUBs to compete for DPS contracts, increase awareness of HUBs within the agency, ensure meaningful HUB participation in the procurement process, and assist DPS in achieving its HUB goals.

Each state agency is required to include in its strategic plan a HUB Plan.

### *Goal*

The goal of the DPS HUB Strategic Plan is to promote fair and competitive business opportunities that maximize the inclusion of minority-owned businesses and women-owned businesses that are certified HUBs in the procurement and contracting activities of DPS.

### *Objective*

DPS strives to meet or exceed the Statewide Annual HUB Utilization Goals and/or agency-specific goals that are identified each fiscal year in the procurement categories related to DPS' current strategies and programs.

### *Outcome Measures*

In accordance with the Texas Government Code, §2161.123, Texas Administrative Code, Title 34, Rule §20.13, and the State's Disparity Study, state agencies are required to establish their own HUB goals based on scheduled fiscal year expenditures and the availability of HUBs in each procurement category.

In procuring goods and services through contracts, DPS will make a good faith effort to meet or exceed the statewide goals, as described in Table 5, and/or agency-specific goals for HUB participation for the contracts that the agency expects to award in a fiscal year.

**Figure 5  
Statewide HUB Goals by Procurement Categories**

<b>PROCUREMENT CATEGORIES</b>	<b>STATEWIDE UTILIZATION GOALS</b>
Heavy Construction	11.2%
Building Construction	21.1%
Special Trade Construction	32.7%
Professional Services Contracts	23.6%
Other Services Contracts	24.6%
Commodity Contracts	21%

Figure 5: Statewide HUB Goals by Procurement Categories

DPS will collectively use the following outcome measure to gauge progress:

- Total expenditures and the percentage of purchases awarded directly and indirectly through subcontracts to HUBs under the procurement categories.

Additional outcome measures may be used to track HUB utilization.

#### *DPS Strategies*

When feasible, if an internal HUB goal is higher than the selected Statewide HUB Goal for the procurement/contract, DPS will consider setting the higher goal for its procurement/contract opportunities. Factors to consider will include:

- 1) HUB availability;
- 2) Current HUB usage;
- 3) Geographical location of the project;
- 4) Contractual scope of work;
- 5) Size of the contract; or
- 6) Other relevant factors not yet identified.

The DPS will also maintain and implement policies and procedures, in accordance with the HUB rules, to guide the department in increasing the use of HUBs by contracting directly and/or indirectly through subcontracting.

DPS will employ several additional strategies, such as:

- Tracking the number of contracts awarded to certified HUBs as a result of DPS outreach efforts;
- Obtaining assurances that contractors will make a good-faith effort to subcontract with HUBs identified in its subcontracting plan and maintain the commitment throughout the contract;
- Using available HUB directories, the internet, minority or women trade organizations or development centers to solicit bids;
- Maintaining a HUB Program Office, including a full-time HUB Coordinator and HUB Liaison at the DPS headquarters for effective coordination; and
- Developing and implementing an internal HUB Program Plan and providing updates to the DPS Director and other Executive Management pertaining to DPS HUB Program activities, reports, related initiatives, and projects.

#### *Output Measures*

DPS will collectively use and individually track the following output measures to gauge progress:

- Total number of HUBs solicited;
- Total number of bids received from HUBs;
- Total number of contracts awarded to HUBs;
- Total amount of HUB subcontracting expenditures;

- Total amount of HUB Procurement Card expenditures;
- Total number of mentor-protégé agreements;
- Total number of HUB Economic Opportunity Forums attended or co-hosted;
- Total number of Internal HUB Forums conducted;
- Total number of HUBs awarded a contract as a direct result of DPS outreach efforts; and
- Total number of HUBs provided assistance in becoming HUB certified.

Additional output measures which may be used by DPS:

- Total number of external outreach initiatives such as HUB forums attended and sponsored; and
- Total number of internal outreach initiatives such as agency HUB vendor presentations (Internal HUB Forums) and individual vendor meetings.

*HUB External Assessment*

According to the Comptroller of Public Accounts (CPA) fiscal year 2012 and 2013 Statewide Annual HUB Report, DPS awarded 11.01 percent in FY12 and 11.73 percent in FY13 of all contract funds to HUBs. Table 6 specifies details of the total fiscal year 2012 expenditures for DPS, outlining a combined total spend with HUBs directly and indirectly through subcontracting.

**Figure 6  
Fiscal Year 2012 and 2013 DPS Expenditures with Historically Underutilized Businesses**

<b>Fiscal Year</b>	<b>Total Expenditures</b>	<b>Total Spent with All Certified HUBs</b>	<b>Percent</b>
<b>FY12</b>	\$179,738,087	\$19,791,263	11.01%
<b>FY13</b>	\$180,843,259	\$21,216,289	11.73%

*Figure 6: FY 2012 and 2013 DPS Expenditures with HUBs*

DPS is administering a number of internal improvements to help meet statewide and/or department-specific HUB goals. DPS will initiate an aggressive outreach effort to educate HUBs about the procurement process. In addition, DPS will develop and implement an internal HUB Plan to assist with the continuous implementation, coordination, oversight, and management of the DPS HUB Program initiatives in accordance with the HUB statute, rules and/or policies throughout DPS.

Other areas of progress include:

- Promoting HUB usage within agencies’ procurement card programs;
- Conducting post-award meetings with contractors to discuss the requirements related to the HUB Subcontracting Plan and monthly reporting;
- Developing an online HUB resource page in the DPS website for vendor access;
- Building and fostering Mentor Protégé relationships between Prime Contractors and HUBs; and
- Advertising DPS contract opportunities on the Electronic State Business Daily (ESBD) and while attending external outreach events.

**Part 2. Supplemental Elements**

**Schedule D: Statewide Capital Planning**

# Integrated Campus Planning System

Texas Higher Education Coordinating Board

Public Safety, Texas Department of (405)

Please print the following certification form and return it to the Texas Higher Education Board.

**Master Plan Certification**

I have reviewed the data listed below and I certify that the data reported below is complete and accurate.

*Suzy B Whittenton*

**Institutional Contact**

Name: Suzy Whittenton  
 Title: Chief Financial Officer  
 Phone: 512-424-2075  
 E-Mail: suzy.whittenton@dps.texas.gov

**Capital Expenditure Plan (MP1) Summary Report (Fiscal Years 2017 - 2021)**

Project Name	Building Number	Building Name	Condition	Pri	GSF	E&G	Acres	CIP	Deferred Maintenance to be Addressed	Total Cost	Start Date	End Date
Border Security	0002			1	0	0		ON/A	\$0	\$41,450,410	9/2017	8/2019
Cyber Security	0004			2	0	0		ON/A	\$0	\$10,888,000	9/2017	8/2019
Public Safety Infrastructure	0006			3	0	0		ON/A	\$0	\$9,986,437	9/2017	8/2019
CVE Facility Enhancement	0003			4	0	0		ON/A	\$0	\$15,067,500	9/2017	8/2022
Construction of New CDL Lanes	0005			5	0	0		ON/A	\$0	\$6,426,000	9/2017	8/2022
Deferred Maintenance	0009			6	0	0		ON/A	\$13,700,000	\$13,700,000	9/2017	8/2022
CAPPS Financial	0008			7	0	0		ON/A	\$0	\$3,651,756	9/2017	8/2019
Construction Regional Headquarters San Antonio	0010			8	0	0		ON/A	\$0	\$75,154,456	9/2017	8/2022

**Totals by Project Type**

Project Type	Number of Projects	GSF	E&G	Acres	Total Cost
Addition		0	0	0	\$0
New Construction		3	0	0	\$96,647,956
Repair and Renovation		1	0	0	\$13,700,000
Land Acquisition		0	0	0	\$0
Infrastructure		0	0	0	\$0
Information Resources		4	0	0	\$65,976,603
Leased Space		0	0	0	\$0
Unspecified		0	0	0	\$0
<b>Totals</b>		<b>8</b>	<b>0</b>	<b>0</b>	<b>\$176,324,559</b>

**Summary of Planned Expenditures by Year**

Project Type	2017	2018	2019	2020	2021	Balance	Total Cost
Addition	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New Construction	\$0	\$96,647,956	\$0	\$0	\$0	\$0	\$96,647,956
Repair and Renovation	\$0	\$13,700,000	\$0	\$0	\$0	\$0	\$13,700,000
Land Acquisition	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Information Resources	\$0	\$45,941,304	\$20,035,299	\$0	\$0	\$0	\$65,976,603
Leased Space	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Unspecified	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Totals</b>	<b>\$0</b>	<b>\$156,289,260</b>	<b>\$20,035,299</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$176,324,559</b>

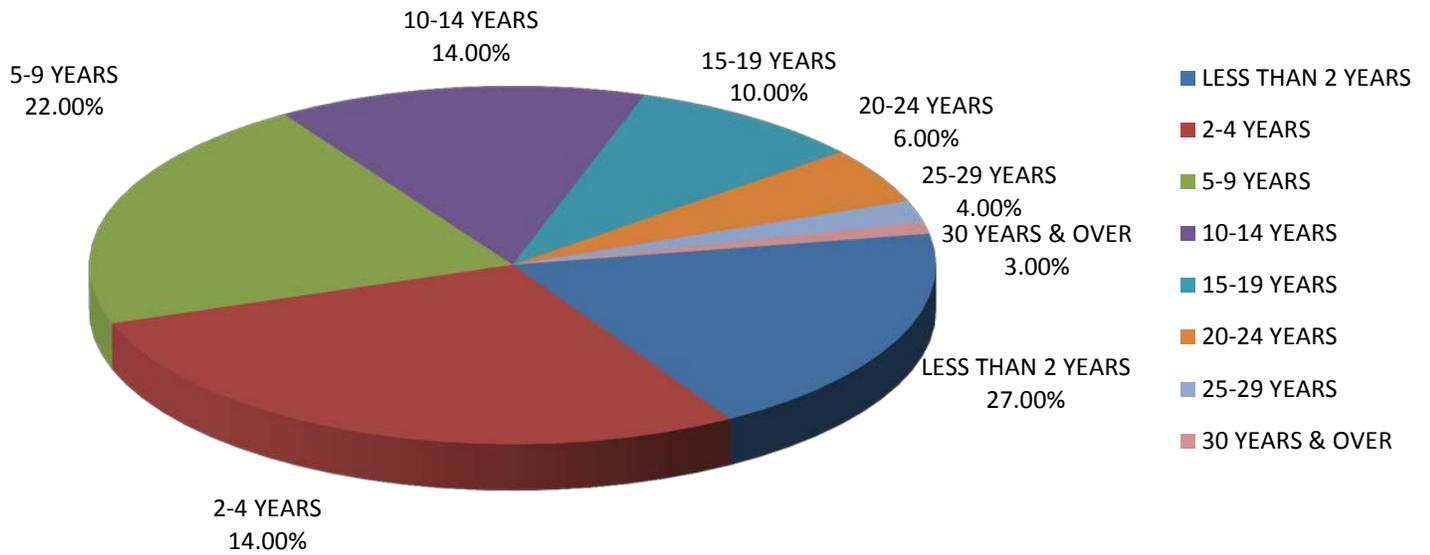
Totals by Funding Sources

Funding Source	Number of Projects	Total Cost
Auxiliary Enterprise Fund	0	\$0
Auxiliary Enterprise Revenues	0	\$0
Available University Fund	0	\$0
Designated Tuition	0	\$0
Energy Savings	0	\$0
Federal Funds	0	\$0
Federal Grants	0	\$0
General Revenue	0	\$0
Gifts/Donations	0	\$0
Higher Education Assistance Fund Proceeds	0	\$0
Housing Revenue	0	\$0
Lease Purchase other than MLPP	0	\$0
Legislative Appropriations	8	\$176,324,559
Master Lease Purchase Program	0	\$0
Other	0	\$0
Other Local Funds	0	\$0
Other Revenue Bonds	0	\$0
Performance Contracting Energy Conservation	0	\$0
Permanent University Fund	0	\$0
Private Development	0	\$0
Private Development Funds	0	\$0
Revenue Financing System Bonds	0	\$0
Student Fees	0	\$0
Tuition Revenue Bond Proceeds	0	\$0
Unexpended Plant Funds	0	\$0
Unknown Funding Source	0	\$0
Unspecified	0	\$0
<b>Totals</b>		<b>\$176,324,559</b>

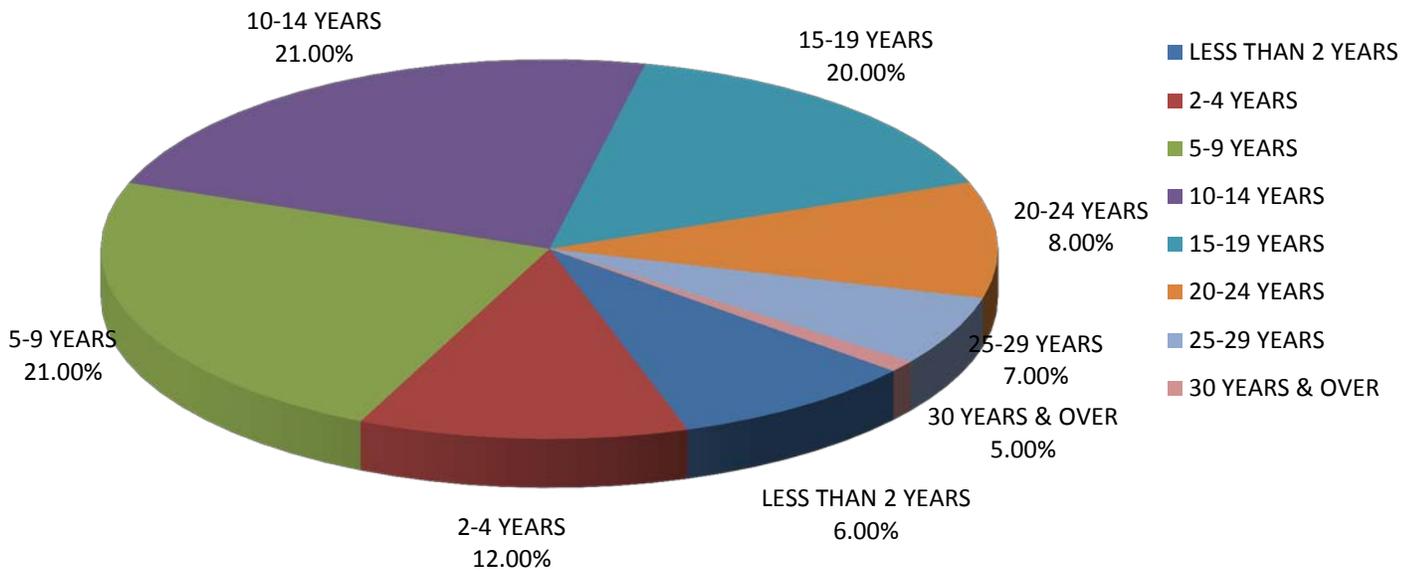
**Part 2. Supplemental Elements**

**Schedule F: Agency Workforce Plan**

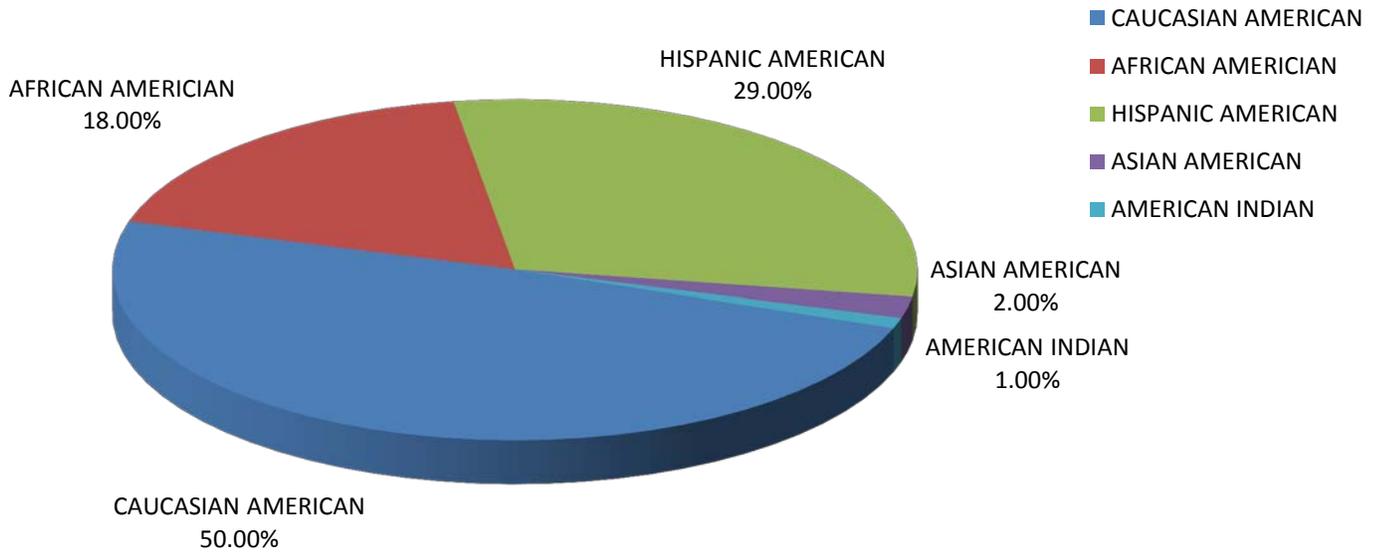
## TENURE FOR NONCOMMISSIONED



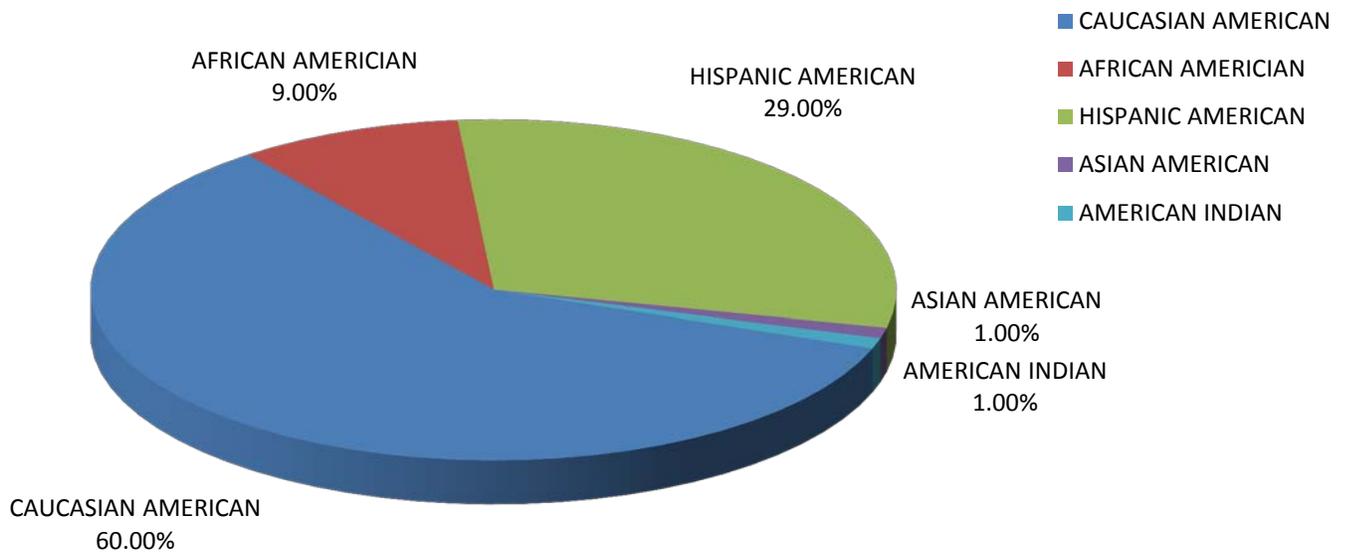
## TENURE FOR COMMISSIONED



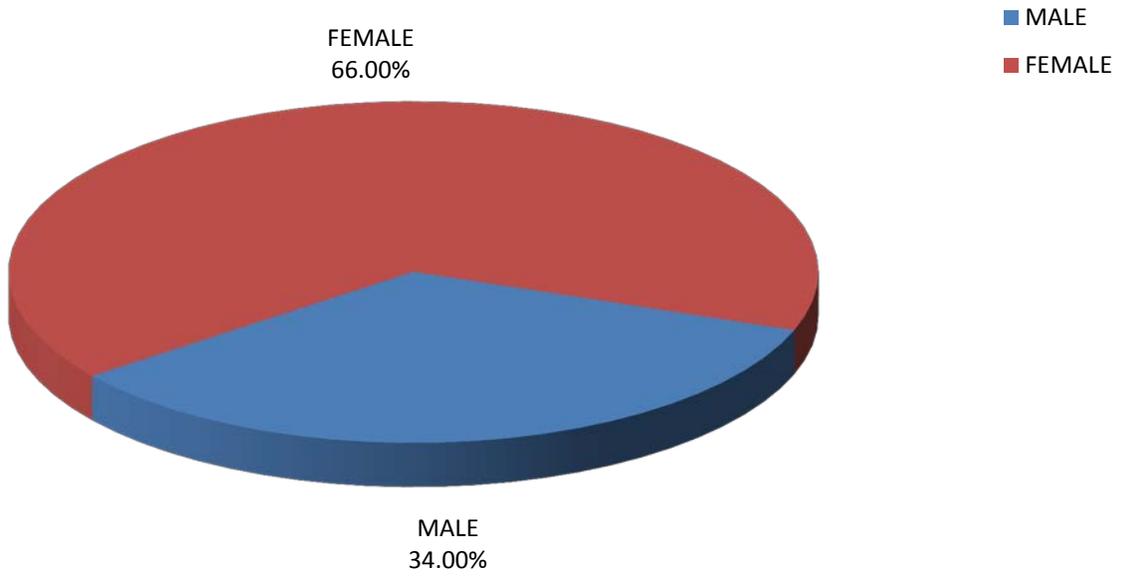
## ETHNICITY FOR NONCOMMISSIONED



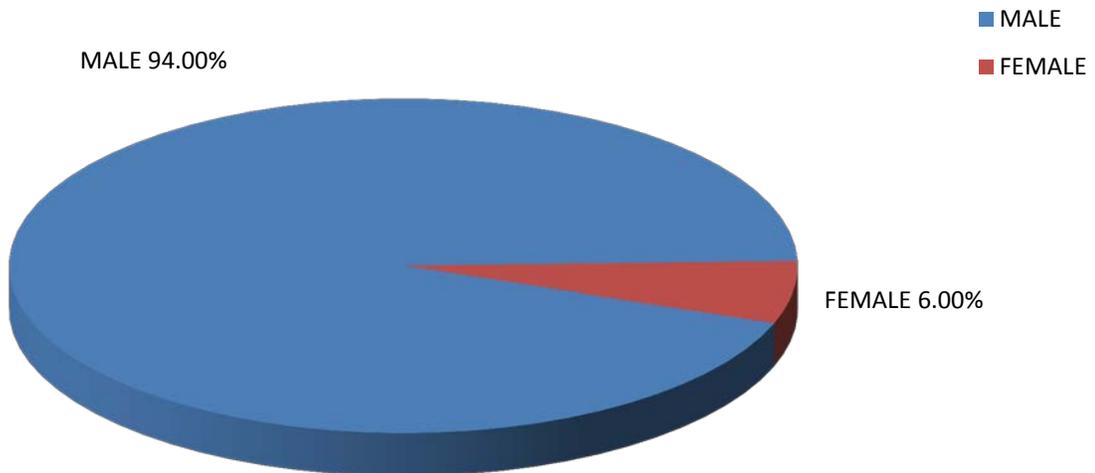
## ETHNICITY FOR COMMISSIONED



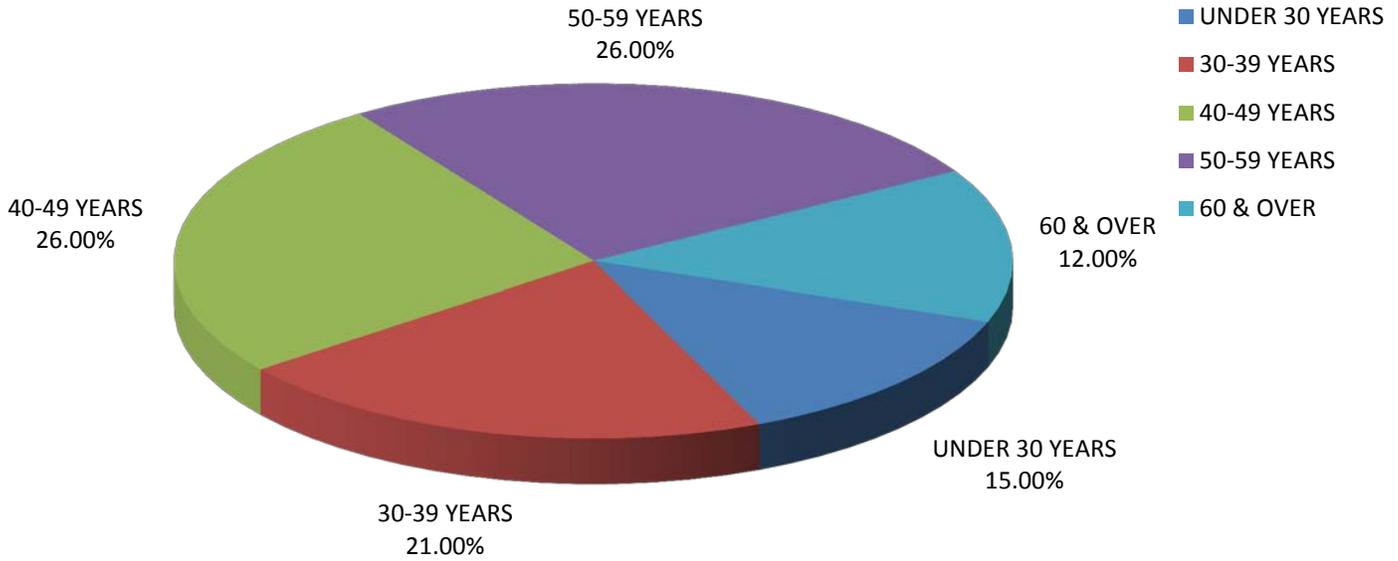
## GENDER FOR NONCOMMISSIONED



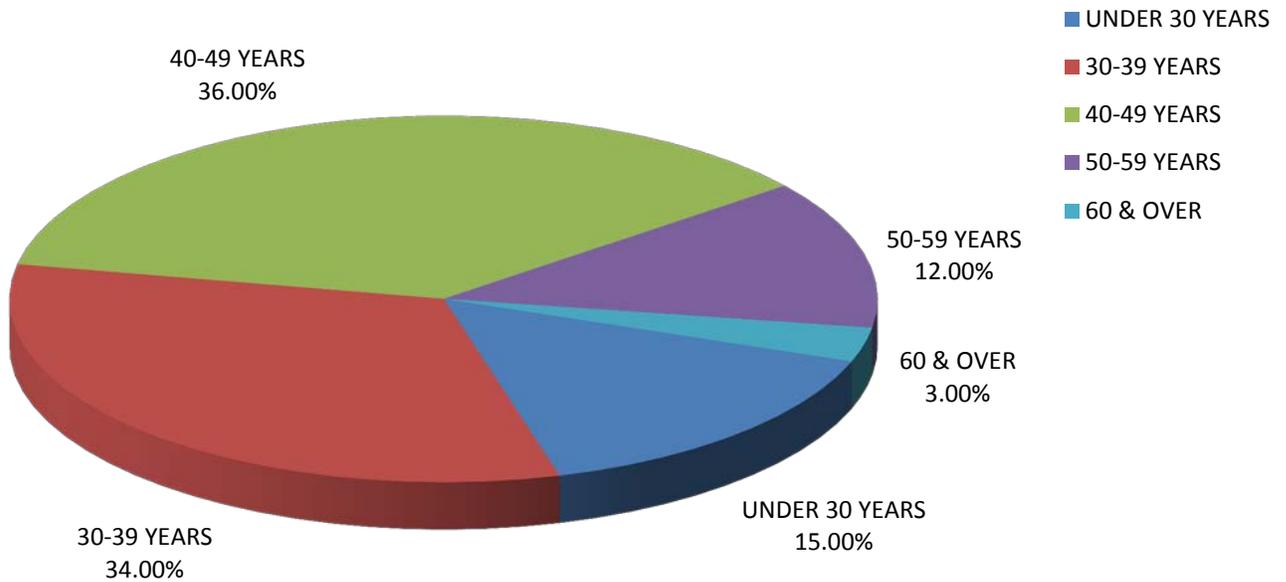
## GENDER FOR COMMISSIONED



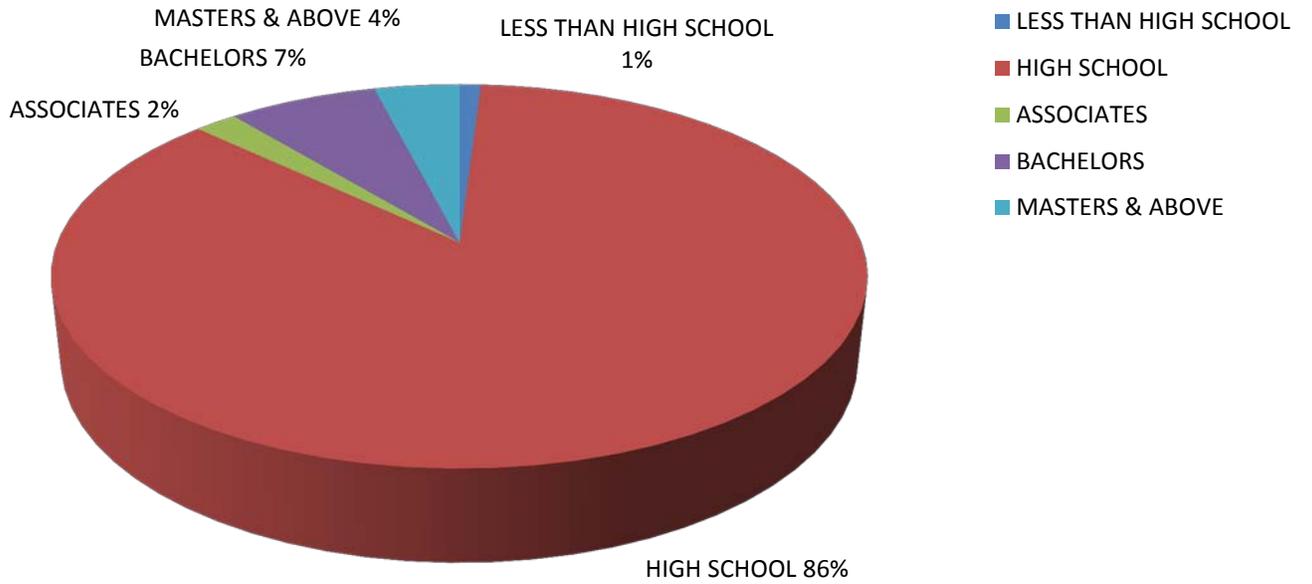
## AGE FOR NONCOMMISSIONED



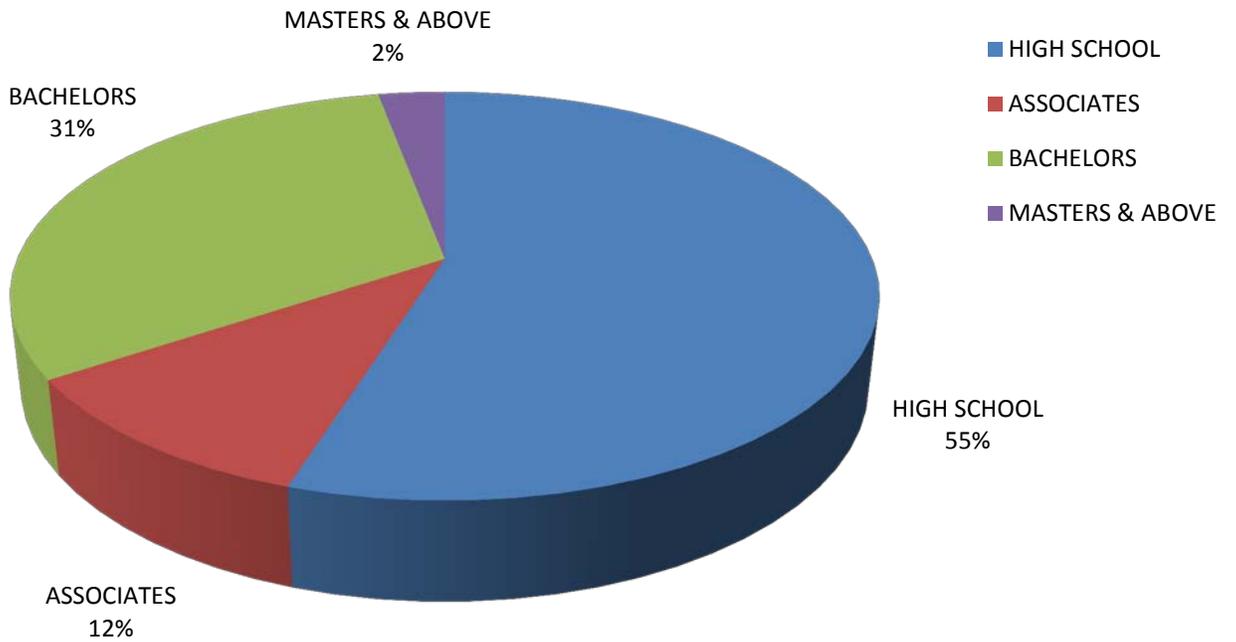
## AGE FOR COMMISSIONED



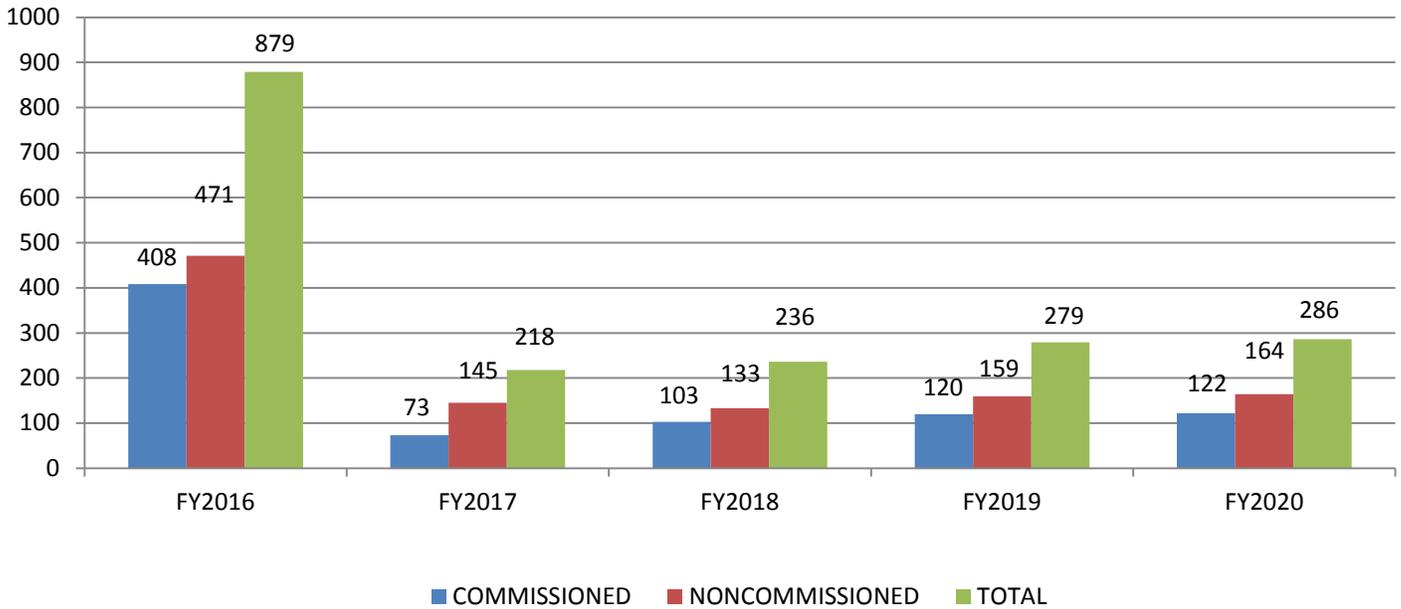
## EDUCATION LEVEL FOR NONCOMMISSIONED



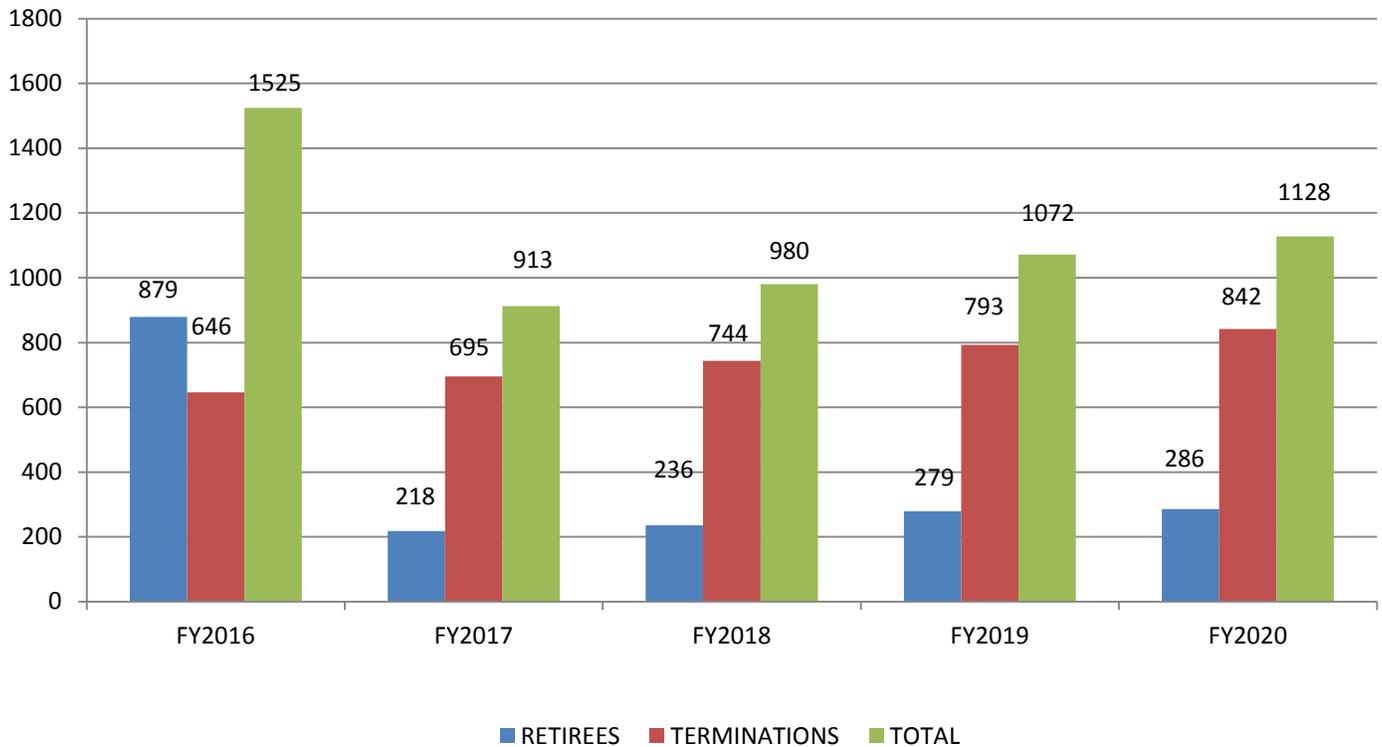
## EDUCATION LEVEL FOR COMMISSIONED



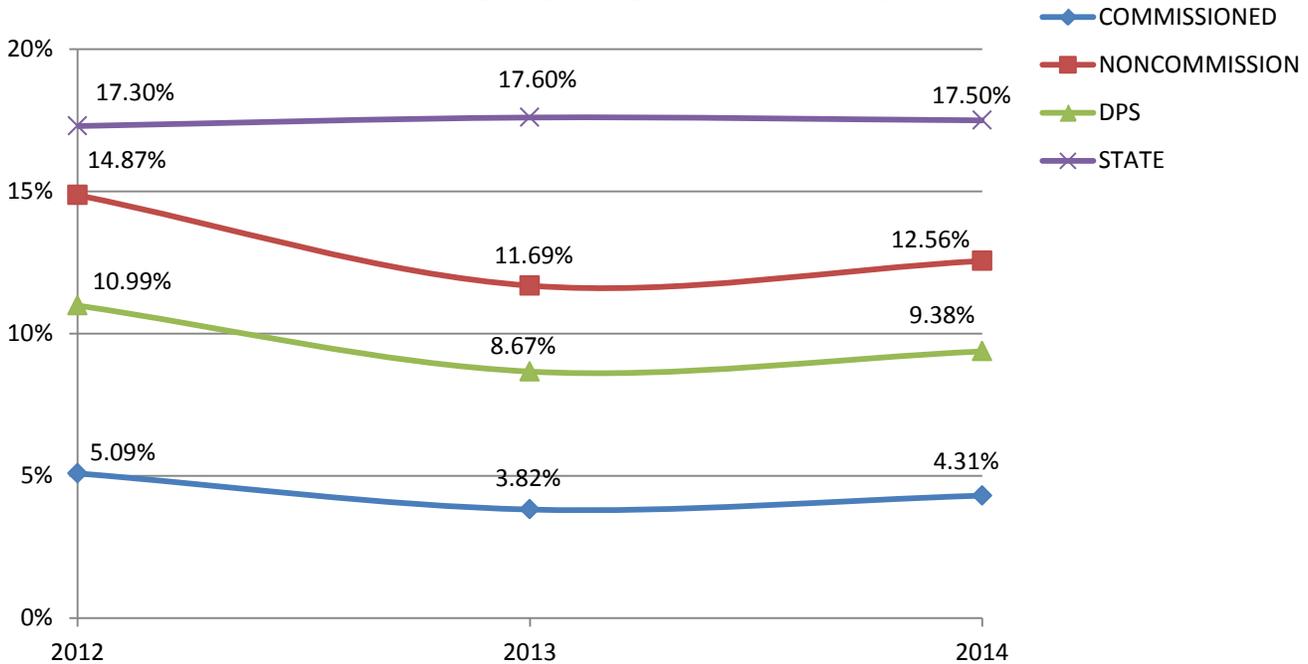
## PROJECTED # OF RETIREES BY FISCAL YEAR



## PROJECTED TURNOVER WITH RETIREES BY FISCAL YEAR



## DPS TURNOVER TRENDS



### Analysis:

1. Age – 60% of the Department’s employees are 40 years of age or older compared to the FY2014 state agency average of 60%.
2. Ethnicity – White: 53%; Hispanic: 30%; Black: 14%; Other: 3%. FY2014 state agency averages – White: 49%; Hispanic: 25%; Black: 23%; Other: 3%. DPS has 5% more Hispanics and 11% less blacks in its demographics than other state agencies and 4% less whites. In comparison to DPS’ FY2015-2019 report, the percentage of whites in DPS is trending down while the percentage of Hispanics is trending up, and the percentage of blacks has remained the same.
3. Education Level (highest attained) – Less than High School: less than 1%; High School: 74%; Associates: 6%; Bachelors: 17%; Masters or higher: 4%.
4. Gender – Male: 58%; Female: 42%. FY2014 state agency averages – Males: 43%; Female: 57%. DPS is a more male dominated agency than other state agencies which stems from its law enforcement mission.
5. Tenure – Less than 2 yrs: 15%; 2-4 yrs: 22%; 5-9 yrs: 22%; 10-14 yrs: 18%; 15 yrs or more: 23%. FY2014 state agency averages – Less than 2 yrs: 28%; 2-4 yrs: 19%; 5-9 yrs: 29%; 10-14 yrs: 11%; 15 yrs or more: 13%. On average, DPS has more tenured employees than other state agencies.
6. Retirement Eligibility – From FY2016 to FY2020, the trend lines for both commissioned and noncommissioned employees are higher from the 2015-2019 projections.
7. Projected Attrition – Attrition is projected to be higher than the 2015-2019 projections.
8. Turnover – DPS is about 8.2% lower than the FY2014 state turnover rate of 17.5% and 9.7% lower than the FY2014 turnover rate of 19.1% for Article V agencies (Public Safety & Criminal Justice).

## **Part 2. Supplemental Elements**

### **Schedule H: Assessment of Oversight Committees**

**ASSESSMENT OF ADVISORY COMMITTEES**  
**April, 2016**  
**405 Department of Public Safety**

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

<b>Committee Name:</b>	Advisory Oversight Community Outreach Committee		
<b>Number of Members:</b>	0		
<b>Committee Status (Ongoing or Inactive):</b>	Inactive	Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.	
<b>Date Created:</b>	9/1/2005	<b>Date to Be Abolished:</b>	
<b>Budget Strategy (Strategies) (e.g. 1-2-4)</b>		<b>Strategy Title (e.g. Occupational Licensing)</b>	
<b>Budget Strategy (Strategies)</b>		<b>Strategy Title</b>	

[State / Federal Authority](#)  
[State Authority](#)  
[State Authority](#)  
  
[State Authority](#)  
[Federal Authority](#)  
[Federal Authority](#)  
[Federal Authority](#)

Select Type	Identify Specific Citation
Statute	Government Code, Sec. 411.0197

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Committee Members' <u>Indirect</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Method of Financing	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
1 - General Revenue Fund	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0

Meetings Per Fiscal Year	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
	0	0	0

**Committee Description:** (Enter Committee Description and Justification for Continuation/Consequences of Abolishing) (1) document to the commission trade-related incidents involving department personnel; (2) develop recommendations and strategies to improve community relations, department personnel conduct, and the truck inspection process at this state 's ports of entry; and (3) act as ombudsman between the department and the communities located and residents residing in the area of the border of this state and the United Mexican States and between the department and the department 's personnel. Since the committee has been inactive since 2008, there is no direct impact abolishing the committee.

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

No

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

**ASSESSMENT OF ADVISORY COMMITTEES**  
**April, 2016**  
**405 DEPARTMENT OF PUBLIC SAFETY**

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:** Training Advisory Committee

**Number of Members:** 11

**Committee Status (Ongoing or Inactive):** Ongoing  
 Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

**Date Created:** 9/1/1999 **Date to Be Abolished:**

**Budget Strategy (Strategies) (e.g. 1-2-4):** 6.1.6 **Strategy Title (e.g. Occupational Licensing):** Training Academy and Development

**Budget Strategy (Strategies):**  
**Strategy Title:**

**State / Federal Authority**  
 State Authority  
 State Authority  
 State Authority  
 Federal Authority  
 Federal Authority  
 Federal Authority

Select Type	Identify Specific Citation
Statute	1701.252 Texas Occupations Code
Admin Code	215.7 Title 37 Texas Administrative Code, Part 7, Chapter 215

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

**Committee Members' Direct Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

**Committee Members' Indirect Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

**Method of Financing**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
1 - General Revenue Fund	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0

Expenses / MOFs Difference: \$0 \$0 \$0

**Meetings Per Fiscal Year**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
	2	1	1

**Committee Description:** The board is generally responsible for advising on the development of curricula and any other related duties that may be required by the commission. The board must, as specific duties: discharge its responsibilities and otherwise comply with commission rules; set policies and procedures for the academy with the consent of the chief administrator; advise on the need to study, evaluate, and identify specific training needs; advise on the determination of types, frequency, and location of courses to be offered; advise on the establishment of the standards for admission, prerequisites, minimum and maximum class size, attendance, and retention; and advise on the order of preference among employees or prospective appointees of sponsoring organizations and other persons, if any.

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

<a href="#">TITLE 37</a>	PUBLIC SAFETY AND CORRECTIONS
<a href="#">PART 7</a>	TEXAS COMMISSION ON LAW ENFORCEMENT
<a href="#">CHAPTER 215</a>	TRAINING AND EDUCATIONAL PROVIDERS
<a href="#">RULE §215.7</a>	Training Provider Advisory Board

---

- (a) All training providers approved by the commission must establish and maintain an advisory board, as required by §1701.252 of the Texas Occupations Code. The board must have at least three members who are appointed by the sponsoring organization. Board membership must not fall below a quorum for more than 30 days. A quorum of the advisory board is defined as a minimum of 51% of the voting membership.
- (b) The board may have members who are law enforcement personnel; however, one-third of the members must be public members, as defined in §1701.052 of the Texas Occupations Code, having the same qualification as any commissioner who is required by law to be a member of the general public. The chief administrator, or head of the sponsoring organization, and the designated training coordinator may only serve as ex-officio, non-voting members. Board members are required to successfully complete the commission developed advisory board training course within one year of appointment to an advisory board.
- (c) The chief administrator, or head of the sponsoring organization, may appoint a board chair, or the board may elect a board member to serve as the board chair. The board may elect other officers and set its own rules of procedure. A quorum must be present in order to conduct business.
- (d) A board must meet at least once each calendar year. More frequent meetings may be called by the board chair, the training coordinator, or the person who appoints the board.
- (e) A board will keep written minutes of all meetings. These minutes must be retained for at least five years and a copy forwarded to the commission upon request.
- (f) Board members will be appointed by the following authority:
- (1) for an agency academy, by the chief administrator as defined in §211.1 of this title;
  - (2) for a college academy, by the dean or other person who appoints the training coordinator;
  - (3) for a regional academy, by the head of the council of governments or other sponsoring entity holding the academy contract from names submitted by chief administrators from that area;
  - (4) for a contractual training provider, by the chief administrator; or
  - (5) for an academic alternative provider, by the dean or other person who appoints the training coordinator.
- (g) A member may be removed by the appointing authority.
- (h) A board is generally responsible for advising on the development of curricula and any other related duty that may be required by the commission.
- (i) The board must, as specific duties:
- (1) discharge its responsibilities and otherwise comply with commission rules;
  - (2) set policies and procedures for the academy with the consent of the chief administrator;
  - (3) advise on the need to study, evaluate, and identify specific training needs;
  - (4) advise on the determination of the types, frequency, and location of courses to be offered;
  - (5) advise on the establishment of the standards for admission, prerequisites, minimum and maximum class size, attendance, and retention; and

- (6) advise on the order of preference among employees or prospective appointees of the sponsoring organization and other persons, if any.
- (j) No person may be admitted to a training course without meeting the admission standards. The admission standards for licensing courses must be available for review by the commission upon request.
- (k) A board may, when discharging its responsibilities, request that a report be made or some other information be provided to them by a training or course coordinator.
- (l) The effective date of this section is November 1, 2014.
- 

**Source Note:** The provisions of this §215.7 adopted to be effective March 1, 2001, 26 TexReg 224; amended to be effective June 1, 2004, 29 TexReg 3812; amended to be effective June 1, 2006, 31 TexReg 2874; amended to be effective December 1, 2006, 31 TexReg 8729; amended to be effective July 6, 2009, 34 TexReg 4345; amended to be effective July 14, 2011, 36 TexReg 3933; amended to be effective February 1, 2014, 38 TexReg 9609; amended to be effective November 1, 2014, 39 TexReg 7934

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# TEXAS DEPARTMENT OF PUBLIC SAFETY

## Training Advisory Board

### August 20, 2014

#### Members present

Dr. David Butler (Chair)  
Deputy Assistant Director Dale Avant (Vice-Chair)  
Gerald Adams  
Deputy Assistant Director Chris Brannen  
Professor Michael Lauderdale  
Assistant Director Frank Woodall

#### Members not present

Major Jay Alexander  
Deputy Assistant Director John Bateman  
Deputy Assistant Director John Madden  
Director Steven McCraw  
Jim Orr  
Donna Starling  
Lieutenant Jason Taylor

#### Non-members present

Major Jason Hester  
Major Ron Joy  
Lieutenant Brian Petree  
Regina Sinnard (minutes)  
Oscar Ybarra

1. B-2014 Recruit School Update
  - a. B-2014 Recruit School started on July 13, 2014.
    - i. 154 individuals were invited.
    - ii. 148 accepted our invitation.
    - iii. 146 reported to the Training Academy.
    - iv. 2 failed the mandatory Physical Readiness Test; B-14 began with 144 recruits.
  - b. After Week 1, 129 recruits remained.
  - c. Currently in Week 6, 111 recruits remain.
  - d. Next week, recruits will receive duty assignments, and the school may lose a couple more recruits based on their placement.
  - e. This school's attrition rate is not any different than schools in past.
2. A-2015 Recruit School Update
  - a. Department is accepting applications until September 1, 2014.
  - b. All testing completed by September 17, 2014.
  - c. 2500 applications received which are 800 more than last school.
  - d. 1500 applications made it through pre-screening which is 400 more than last school.
  - e. The Department is requesting 1000 additional FTEs in next legislative session.
3. 9mm Testing Update
  - a. Testing continues due to concern in the Field.
  - b. Smith & Wesson has addressed front sight issues.
  - c. Ammunition issues have occurred with Winchester.
  - d. Troops will not be under armed or be required to change to 9mm.
  - e. Future recruit schools will be trained and carry 9mm.
  - f. Remington testing went badly. Round severely damaged.
  - g. Lieutenant Michael Nix is new Range Master.

4. Teen Driving Course
  - a. Education, Training and Research Division is working with Driver License Division on teen driving curriculum.
  - b. Training Staff at Emergency Vehicle Operations Center (“EVOC”) has created a teen driving course.
  - c. Initial class will be held for 12 students.
  - d. Students must have a driving permit and supply their own vehicle.
  - e. Students will complete obstacle courses while texting, wearing intoxication goggles and learn about skid recovery.
  - f. Future courses will be open to the public for community outreach.
5. Operation Strong Safety National Guard Training
  - a. Due to the surge on the Border and 1000 National Guardsman reporting to support, the Department has provided training on use of force, investigative interviewing, cadaver searches, vehicle and foot pursuit, etc.
  - b. Intelligence Counterterrorism is assisting with security briefings.
  - c. Highway Patrol is assisting with scenarios training.
  - d. Training is completed before any soldier reports to the Border.
6. Miscellaneous
  - a. Command College
    - i) Curriculum includes leadership, ethics and communication.
    - ii) Academic partnership almost finalized with possible 6-9 college hours.
    - iii) College will begin in January 2015, cover 4 months with 420 training hours.
    - iv) Student must successfully pass course to receive credit.
  - b. Tactical Training Center (“TTC”)
    - i) TTC building has been released to the Department.
    - ii) Building has no running water; oil was found in well water.
    - iii) Open House invitation will be sent out to Training Advisory Board members.
7. Date of Next Meeting
  - a. Wednesday, October 15, 2014 at 1:00pm

# TEXAS DEPARTMENT OF PUBLIC SAFETY

## Training Advisory Board

### June 4, 2015

#### Members present

Dr. David Butler (Chair)  
Deputy Assistant Director Dale Avant (Vice-Chair)  
Gerald Adams  
Deputy Assistant Director Chris Brannen  
Professor Michael Lauderdale  
Jim Orr  
Donna Starling  
Captain Jason Taylor  
Assistant Director Frank Woodall

#### Members not present

Major Jay Alexander  
Deputy Assistant Director John Bateman  
Deputy Assistant Director Ron Joy

#### Non-members present

Major Justin Chrane  
Regina Sinnard (minutes)

1. A-2015 152<sup>nd</sup> Recruit Training Class Graduation
  - a. A-15 Class is in the 21<sup>st</sup> week.
  - b. Graduation is scheduled for Friday, June 19, 2015 at Great Hills Church at 10am.
2. B-2015 153<sup>rd</sup> Recruit Training Class
  - a. B-15 Class will be modified to 8 weeks which begins June 21, 2015.
  - b. 48 applicants have been approved; 21 applicants are in the background phase.
  - c. Graduation is scheduled for Friday, August 14, 2015.
3. C-2015 154<sup>th</sup> Recruit Training Class
  - a. C-15 Class is scheduled to begin on July 13, 2015 with approximately 120 trooper trainees.
4. A-2016 155<sup>th</sup> Recruit Training Class
  - a. The Department has received over 3,000 applications for A-16 School. However, most applicants do not meet the minimum qualifications.
5. DPS Command College
  - a. 27 DPS students graduated from the 1<sup>st</sup> DPS Command College in May 2015.
  - b. The class completed 596 hours of training in leadership, ethics, communication, fitness, and nutrition.
  - c. The class project was a newsletter.
  - d. 2<sup>nd</sup> DPS Command College Co-hort begins July 21, 2015 for 30 students with graduation scheduled on November 11, 2015.
6. Leadership Training Initiative
  - a. Curriculum is moving forward on building a new First Line Leadership Course.
  - b. Divisions have different needs and can add specialty topics.
  - c. Possible course options: From Conflict to Conversation, LIFE Languages, Active Listening
7. Department of State Dominican Republic Training Initiative
  - a. LT Rafael Gonzalez visited the Dominican Republic to assist with crowd management and riot control tactics.
  - b. Great opportunity for the Department and opening training doors for ETR.
8. Department of State Morocco Study Tour

- a. Moroccan representatives will be visiting June 11-12<sup>th</sup> for an overview of our recruiting, training and leadership research.
  - b. Australian National Police is attending FBI LEEDA and Nevada conference. They are reaching out to DPS CID regarding Waco motorcycle gang incident.
9. Firearms 9mm T&E Results
- a. Smith & Wesson not chosen. Sig 320 still in testing phase.
  - b. A-16 Class will be first to use new pistol.
  - c. Several gun manufacturers
10. Teen Driver Course
- a. Each scheduled class is filled with the lengthy waiting list already established from the first course.
  - b. The course is from 7:30am-5pm on a Saturday. It has proven to hold the attention of teens for 8 hours.
  - c. Students get to wear intoxicating goggles and drive through obstacle course while using a cell phone.
11. 4X4 Driver Training Course
- a. Specific type of area is required for 4X4 training.
  - b. ETR Staff is putting together a course but is in need of a site to conduct class.
  - c. Possibly partnering with Forest Service or National Guard to map and design a course.
  - d. First of 2016, Cedar Park PD would provide use of vehicles for free training.
12. TTC Open House
- a. Wednesday, June 17<sup>th</sup> at 11am
  - b. BBQ lunch served at TTC Grand Opening.
  - c. Two 60 student classrooms and one 50 student classroom
  - d. Mitigate use of land to reduce fir fan at range
  - e. Upgrades on shout house for live threat training center
13. Date of Next Meeting
- a. Wednesday, September 2, 2015 at 1:30pm

# TEXAS DEPARTMENT OF PUBLIC SAFETY

## Training Advisory Board

### October 7, 2015

#### Members present

Deputy Assistant Director Chris Brannen  
Donna Starling  
Assistant Director Frank Woodall

#### Non-Members present

Major Justin Chrane  
Regina Sinnard (minutes)

#### Members not present

Dr. David Butler (Chair)  
Deputy Assistant Director Dale Avant  
(Vice-Chair)  
Gerald Adams  
Major Jay Alexander  
Deputy Assistant Director John Bateman  
Deputy Assistant Director Ron Joy  
Professor Michael Lauderdale  
Jim Orr  
Captain Jason Taylor

1. Training Provider Contract Renewal
  - a. Renewal must be submitted before January 1, 2016. Fee will be sent.
2. Advisory Board Eligibility
  - a. Effective September 1, 2015, newly appointment members of the Training Advisory Board must complete TCOLE eligibility verification form.
3. Progress of SIG P320 Testing
  - a. C-2015 Recruit Class has tested over 6000 rounds. No issues with one fail to extract (possible user error).
  - b. Ammunition
4. TCOLE Non-Compliance
  - a. Four commissioned officers are non-compliant with TCOLE rules for training hours. Three need legal update and one will be compliant after roster issue was found.
  - b. Those non-compliant will receive a letter of reprimand by TCOLE. Officer receiving two consecutive letters of reprimand will be suspended for 180 days.
5. Recruiting
  - a. A-16 received 1,600 applications.
  - b. B-16 received 1,000 applications.
  - c. With current vacancies and attrition, graduating eight schools with at least 100 recruits during this biennium, the Department will still have 100 vacancies to be filled.
  - d. Modified school changed to a 10-week school, additional weeks for driving and firearms training.
  - e. Next modified school will be in Summer 2017.
  - f. Field testers are now part of ETR. Recruiters have been split under three Lieutenants. Jason Griffin has promoted as Recruiting Captain.
6. Miscellaneous
  - a. ETR's Fitness Wellness Unit has been traveling across Texas, nationwide, and internationally to share our physical fitness program curriculum and results.
  - b. Sam Houston Kinesiology may provide interns to assist with physical fitness program.
7. Date of Next Meeting
  - a. TBD

**ASSESSMENT OF ADVISORY COMMITTEES**  
**April, 2016**  
**405 Department of Public Safety**

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:**

**Number of Members:**

**Committee Status (Ongoing or Inactive):**  Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

**Date Created:**  **Date to Be Abolished:**

**Budget Strategy (Strategies) (e.g. 1-2-4)**  **Strategy Title (e.g. Occupational Licensing)**

**Budget Strategy (Strategies)**  **Strategy Title**

[State / Federal Authority](#)  
[State Authority](#)  
[State Authority](#)  
  
[State Authority](#)  
[Federal Authority](#)  
[Federal Authority](#)  
[Federal Authority](#)

Select Type	Identify Specific Citation
Statute	Transportation Code 548.006

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$773	\$390	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$773	\$390	\$0

Committee Members' <u>Indirect</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Method of Financing	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
1 - General Revenue Fund	\$773	\$390	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0

Meetings Per Fiscal Year			
	4	4	4

**Committee Description:**

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency?  4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?  Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?  7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:  
10a. Is there any functional benefit for having this committee codified in statute?  10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

**Minutes of the September 17, 2015, Meeting of the  
Vehicle Inspection Advisory Committee held in  
Austin, Travis County, Texas**

**1. Call to Order**

Meeting was called to order by Roy Baird at 1:31 pm.

**2. Roll Call**

Attending Committee Members: Roy Baird, David Lewis and Abel Porras. Navin Bhatia, Ricky Smith, Dennis Wright, John Long and James Duncan absent. Agency representatives Jo Jo Heselmeyer and Wes Bryant from DPS, Edgar Gilmore, David Serrins and Sarah Thomas from TCEQ were present. Dainel Gutierrez and Reneé Davis were present from DPS. Public: Shawn Dintino from North Central Texas Council of Governments, Ed Martin and Janet Martin from Texas State Inspection System were present.

**3. Remarks from DPS and TCEQ**

**DPS**

- Wes Bryant welcomed everyone and stated there have been technical issues, but they have been corrected.
- Autocycle – register as a motorcycle and inspect as a motorcycle, but inspect the steering wheel. One year or two year inspection – should be the same as a motorcycle. DPS will check for sure.
- Trailers – one or two year inspection – same as it has been.
- Untitled vehicles – Under 2,000 two year inspection – Over 2,000 one year inspection. DMV is supposed to accept what DPS gives at the inspection.
- Out of state vehicles – DMV needs the original signed VIR.

**TCEQ**

- Contract with Gordon-Darby – Jay Gordon has passed away. TIMS is not affected.
- EPA – planning to finalize by October.
- Phase Two of what's coming next with Analyzer software
- I/M – TCEQ will discuss with each county and will be OBD only.

**4. Public Comment - no comments**

**5. Review of minutes June 11, 2015 meeting**

**6. Old Business**

- VIC hardware support – should have a letter from DPS to do a software update.
- Reporting system – not able to get a report. Differences of systems are the way the system was built and designed. DPS is looking at the system to give the reporting functionality back.
- Can a station inspect trailer? It depends on the size of the shop – inspection area for a trailer on the vehicle. All stations inspect everything? It would provide motorist convenience.
- DMV telling trailer owners they need an inspection, but the rules haven't changed. DMV doesn't separate what's on the registration form from what is sent to the vehicle owner and what is sent to the trailer owner.

**7. New Business**

- Bills – neither passed. Need to do studies on inspections (TSIS/VI Advisory Committee/etc.), need proper documentation, need to capture information on unsafe vehicles and need to talk to insurance industry.
- Twelve states in the US do inspections. Inspections provide people to inspect once a year to pass once a year so that's when they get their vehicle ready for an inspection.
- Government accountability program – couldn't find data and the report was inconclusive.
- To do away with the inspection program the air quality would become bad.
- I/M programs – tie it to release of highway funding.
- Renewals went well and there was plenty of communication.
- Inspector renewal will need to be completed by August 31, 2016.

## Vehicle Inspection Advisory Committee Meeting

September 17, 2015

Page 2

- Inspector training online? DPS is moving that direction, but don't have a time frame.
- Customer insurance update? Access to check insurance or DMV requirement? Need proof of insurance for the inspection. Database is TexasSure – cost for the access of the database. Analyzers on the Emissions, it creates a slowdown of input. Check as a separate feature.
- Third brake light. Wes will check on.

### 8. **Date of Next Meeting**

The next meeting is planned for Tuesday, December 8, 2015 at 1:30 pm by Conference Call.

### 9. **Future Agenda Items**

- Email Ricky Smith, Roy Baird, or Reneé Davis.

### 10. **Adjourn**

Adjourn at 3:02 pm by Roy Baird.

**Minutes of the December 8, 2015, Meeting of the  
Vehicle Inspection Advisory Committee held as a  
Conference Call from Austin, Travis County, Texas**

**1. Call to Order**

Meeting was called to order by Roy Baird at 1:37 pm.

**2. Roll Call**

Attending Committee Members for the Conference Call: Roy Baird, David Lewis, Abel Porras, Navin Bhatia and John Long. Ricky Smith, Dennis Wright and James Duncan were absent. Agency representatives Jo Jo Heselmeyer from DPS, David Serrins and Sarah Thomas from TCEQ were present. Reneé Davis was present from DPS. Public: Shawn Dintino and Jason Brown from North Central Texas Council of Governments were present.

**3. Remarks from DPS and TCEQ**

**DPS**

- None.

**TCEQ**

- None.
- EPA – lowered to 70 parts per billion. December 28 TCEQ will publish regulation. It takes several years to implement the process. To add more counties will take several more years.

**4. Public Comment**

- Threat of inspection program with legislative action. Are there studies that are done or could be done? DPS does not have a long standing study. DPS is neutral and can generally only provide or validate information. Suggested the use of a local university to do a study. The Government Accountability Office just completed a study in August; results were inconclusive of effectiveness of the inspection program. May want to stress items inspected, not the making of the vehicle. To yearly check the items that wear out (tires, lights, wiper blades, etc.). Rare for new vehicles with problems, but safety issues are important.
- I & M program evaluate and fee study every two years.
- Committee member suggested to send letters to legislators and to stay diligent in their efforts.
- Inspections can be measured by the failure rate, so it is important that stations capture the data. Stations are customer service orientated and don't get credit for what they do with customers safety. There is no good way to tie inspections with crashes; some theorize Texas has a low crash rate due to its long standing inspection program.
- There is a study with insurance companies in North and South Carolina with North Carolina having a safety inspection program and there insurance rate is lower.
- Wear and tear items need to be the focus which leads to the safety issues. Example: the best vehicles with bald tires.
- Focus – lifelong items, definition of safety is different, what inspections check.
- Contact Mike Nowels of Texas State Inspection Association to seek methods of uniting the industry.
- Surveys of public opinion – the way questions are worded and explain what and why we inspect vehicles.

**5. Review of minutes September 17, 2015 meeting**

- Reporting system – to get a daily number of inspections. DPS will put it on the list, but the platform in which VIC was designed is a technical issue.
- Can there be a control number assigned to the VIR (control document)?
- State Inspection on trailers – all inspections stations are given the training, but stations need to have the space to inspect the vehicle and trailer. Commercial vehicles are separate (DOT).

**6. Old Business**

## Vehicle Inspection Advisory Committee Meeting

December 8, 2015

Page 2

- Inspector training online – not available yet.
- Insurance – proof by using android phones.
- Third brake light – plan to add in by Rule and with an instruction manual.
- HB 2305 clean-up.

### 7. **New Business**

- Appointments for State Inspections (no rule or law?). John Long will contact Jo Jo directly.
- Gas Cap Adaptors – What stations need or don't need (color). Wes is researching and Jo Jo will check on the status.
- Equipment hardware issue – wireless scanners? Check on cost.

### 8. **Date of Next Meeting**

The next meeting is planned for Wednesday, March 9, 2016 at 1:30 pm in Austin, 108 B Denson.

### 9. **Future Agenda Items**

- Email Ricky Smith, Roy Baird, or Reneé Davis.

### 10. **Adjourn**

Adjourn at 3:02 pm by Roy Baird.

**Minutes of the March 9, 2016, Meeting of the  
Vehicle Inspection Advisory Committee held in  
Austin, Travis County, Texas**

**1. Call to Order**

Meeting was called to order by Roy Baird at 1:35 pm.

**2. Roll Call**

Attending Committee Members for the meeting: Roy Baird, David Lewis, Navin Bhatia and John Long. Ricky Smith, Abel Porras, Dennis Wright and James Duncan were absent. Agency representatives Jo Jo Heselmeyer and Wes Bryant from DPS, Edgar Gilmore, David Serrins and Sarah Thomas from TCEQ were present. Reneé Davis was present from DPS. Public: Shawn Dintino from North Central Texas Council of Governments was present.

**3. Remarks from DPS and TCEQ**

**DPS**

- Hearing – Transportation meeting in January for the inspection program. Senator Don Huffines wants to eliminate the Safety Inspection program for passenger cars.
- March 1, 2016 – 90-day rule began. Inspection needs to be completed within the 90 days for registration. There is a calendar on the “Two Steps-One Sticker” website - <http://twostepsonesticker.com/> - “When Do I Inspect?”.
- Mr. Bhatia concern of the significant decline in inspections, but it may be too early to determine if it will continue.
- Trailer inspections are up for Gross vehicle weight over 4500. The vehicle that the trailer is hooked to needs the insurance.
- Autocycle – Registered and Inspected like a motorcycle.
- Inspector Renewals – closes August 31, 2016 – there will be no grace period.

**TCEQ**

- Transition of March 7, 2016 – 90-day window
- Hearing – Transportation meeting in January for the inspection program.
- Vehicle emissions testing in Bexar County? – This summer will determine if this happens.
- Does Ethanol have an effect on emissions? A change in fuel doesn't necessary mean a decrease in emissions.

**4. Public Comment**

- None.

**5. Review of minutes December 8, 2015 meeting**

- Threat of inspection program.
- Committee member suggested sending a letter to legislators.
- Inspections measured by failure rate, so it's important that stations capture the data.
- Wear and tear items needs to be the focus which leads to the safety issues.
- Survey of public opinion – what and why we inspect vehicles.

**6. Old Business**

- Appointments for state inspections (John Long)? Need hours posted and must be done in a reasonable amount of time. Informed to inspect the vehicle in the order that the customer shows up. Wes will check on this information.
- Gas Cap Adapters – Colors that are mandated (pink adapter). TCEQ – additional thread debt to test a cap. TCEQ – has to cover 95% of the fleet. DPS will check with Ronnie Heselmeyer to get the correct information to the Auditors.
- Equipment hardware issues – wireless scanners for scanning the VIN. It would speed up the inspection process. Possibly made available for stations expense. DPS will check on it.

## Vehicle Inspection Advisory Committee Meeting

March 9, 2016

Page 2

- Third brake light issue. It's an item of brake lights to check (50% of the LED's need to work). This information is being taught in the training classes.

### 7. **New Business**

- Draft letter that Mr. Porras sent for legislation. Keeping track of failure rates will help (repair items during inspections). There are wear and tear items on vehicles – need to concentrate on the maintenance of these wear and tear items. Senator Don Huffines states that vehicles are built better today, but for example if you put bald tires on a vehicle will the safety be the same. Analyzer – Pass, Fail, Repair? – In VIC you have to fail the vehicle then inspect again.
- VIC reporting system – A count of VIR's issued at each station. Jo Jo and Wes will check into what can be done to gather the information.

### 8. **Date of Next Meeting**

The next meeting is planned for Wednesday, June 8, 2016 at 1:30 pm by Conference Call.

### 9. **Future Agenda Items**

- Email Roy Baird or Reneé Davis.

### 10. **Adjourn**

Adjourn at 2:55 pm by Roy Baird.

**ASSESSMENT OF ADVISORY COMMITTEES**  
**April, 2016**  
**405 Department of Public Safety**

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

<b>Committee Name:</b>	Metals Advisory Committee		
<b>Number of Members:</b>	15		
<b>Committee Status (Ongoing or Inactive):</b>	Ongoing	Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.	
<b>Date Created:</b>	9/1/2011	<b>Date to Be Abolished:</b>	N/A
<b>Budget Strategy (Strategies) (e.g. 1-2-4)</b>	5.3.1	<b>Strategy Title (e.g. Occupational Licensing)</b>	RSD Issuance and Modernization
<b>Budget Strategy (Strategies)</b>	5.3.2	<b>Strategy Title</b>	RSD Compliance

**State / Federal Authority**  
State Authority  
State Authority  
State Authority  
Federal Authority  
Federal Authority  
Federal Authority

Select Type	Identify Specific Citation
Statute	Occupations Code 1956.017

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0
<b>Committee Members' <u>Indirect</u> Expenses</b>	<b>Expended Exp 2015</b>	<b>Estimated Est 2016</b>	<b>Budgeted Bud 2017</b>
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0
<b>Method of Financing</b>	<b>Expended Exp 2015</b>	<b>Estimated Est 2016</b>	<b>Budgeted Bud 2017</b>
Method of Finance			
1 - General Revenue Fund	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0
<b>Meetings Per Fiscal Year</b>	4	4	4

<b>Committee Description:</b>	The Metals Advisory Committee is responsible for advising the department on matters related to the Texas Metals Program. This committee consists of DPS, members of law enforcement agencies, members of the metals recycling industry, and members of industries that are impacted by theft of regulated materials.
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**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?  
The committee typically meets quarterly, at DPS RSD HQ. Recently, the committee has made the decision to hold the meetings in other locations across Texas. Recent meetings have been held at the DPS office in Dallas as well as Houston Police Department. Statutorily, the committee is required to meet annually and at the call of the presiding officer or director.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

Metals theft and fraud and associated crimes are of major concern in the state of Texas. For this reason, the Texas Legislature mandated the department establish an advisory committee to advise the department on matters related to metals recycling. The committee provides valuable input on a variety of issues facing the metals industry, including the potential impact of pending legislation and accompanying administrative rules, upgrades and improvements to the DPS Texas Online Metals database, reporting of theft of regulated metals and materials, training to be provided to Metals Recycling Entities (MRE), and law enforcement and battery reporting guidelines to be followed by all MREs and law enforcement personnel. No documents are required to be produced.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

The committee recently recommended that final disciplinary actions be posted on the DPS website, to allow more visibility to the MREs on enforcement actions. This recommendation was agreed upon, and DPS is in the process of posting this information. The committee has recently made recommendations concerning battery reporting - count of batteries versus weight of batteries. These recommendations have been adopted by DPS. The committee also recommended the complainant be afforded the opportunity to be contacted with the outcome in the event of theft reporting. This recommendation was adopted by DPS. After viewing the online metals training demonstration for metals recycling entities, the committee recommended DPS move forward with final development and implementation of the training. This is currently on-going.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?  Yes

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?  No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

Preparation for meetings - schedule meetings, contact Committee members to gain input on agenda items, prepare agenda and appropriate handouts, prepare PowerPoint presentations, prepare training demonstrations, compile statistical information, provide speeches and representation at industry events.

6. Have there been instances where the committee was unable to meet because a quorum was not present?  No

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

No opportunities for public attendance or participation are provided.

7b. Do members of the public attend at least 50 percent of all committee meetings?  No

7c. Are there instances where no members of the public attended meetings?  Yes

8. Please list any external stakeholders you recommend we contact regarding this committee.

N/A

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?  Yes

9b. Please describe the rationale for this opinion.

This committee has provided exceedingly valuable input on a variety of issues/topics that impact the Metals industry. Their input has allowed DPS to engage in more effective oversight of the Metals program and afforded DPS the ability to clearly communicate to the industry the impact and requirements of newly passed legislation. Their input has also increased the quality of training being created for the recycling entities and law enforcement to provide as much information and clarification as possible. The work of this committee made the effective implementation of HB2187 possible, particularly the implementation of the cash transaction card. Although difficult to quantify, this committee is making a difference with respect to combatting metals theft and fraud in the state of Texas.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?  Yes

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?  No

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

N/A

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

This committee is critical to effective oversight of the program because of the diversity of the group involved. The committee provides valuable input and knowledge on various issues within the Texas Metals Program, particularly on how these varying issues would impact the Metals industry. Without their input, oversight of the program would not be as effective as it is today.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?  Yes

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

Were the committee to be abolished, DPS would lose valuable input and knowledge from the industry concerning pending legislation, information on theft and fraud being committed within the industry; as well as the positive professional relationship established with law enforcement. The close working relationships the law enforcement agencies involved with the committee have developed with industry members impacted by thefts of regulated metals and materials could potentially suffer a great deal if this committee were to be abolished.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

Committee members provide invaluable input to the department at their own expense. These committee members should be reimbursed for their travel.

## Texas Metals Advisory Committee

### MINUTES

Tuesday, August 4<sup>th</sup>, 2015

DPS Regional Office, 350 West Interstate 30, Garland, TX 75043

**Members Present:** Committee Chairman Arnold Gachman, Major Jay Alexander, Jeff Marin, David Landry, Jim Winkle

**Members Present via Conference Call:** Tom Baker, Jesse Fite, Jim Shapiro, Geanna Tubbs

**Member Absent:** Daniel Garcia

Chairman Gachman called the meeting to order at 10:06 am. Major Alexander began by discussing the amendment to the Administrative Rules to accommodate the City of Dallas and MREs located in that area a waiver for the first 2 year time period after the Administrative Rules from HB2187 go into effect.

### AGENDA ITEMS

- I. Administrative Rules:** Discussion of proposed administrative rules began with Major Alexander explaining to the committee the waiver that has been granted to MREs in the City of Dallas concerning the issuance of Cash Transaction Cards. Any MRE in that municipality with a valid Cash Transaction Card issued before 8/30/15 will be valid for 2 years from the date of issuance, and will not be required to issue a new card until the current card expires. Small changes have been made to the definition of “military service member” in the Administrative Rules to mimic changes made to government code concerning benefits given to service members. In Forms (§36.4), two different forms are made mandatory: the bill of sale and the cash transaction card form. DPS was granted authority to create forms necessary to provide oversight for the Metals program. A bill of sale form was created for MREs to use, however it is not necessary that MREs use the DPS form. If an MRE wishes to use their own form, they will be required to send that form to DPS for pre-approval before they use it. If the form submitted contains adequate information, it will be approved and placed into the MREs file to be viewed in the event of a company inspection. Tom Baker requested clarification on what form needed to be sent in for approval. Major Alexander clarified, and also provided more information on the approval process. Concern was expressed by a few committee members who felt like this issue had not been discussed, that they were unaware that DPS would need pre-approval for the bill of sale. Major Alexander assured the committee that DPS would accommodate the MREs as much as possible, but that this issue had already been discussed and resolved previously. A cash transaction card form was also created by DPS, with the same stipulation as the bill of sale; that the MRE could choose to use their own form, as long as it was sent to DPS for pre-approval. In Renewal of Certificate of Registration (§36.16d), provision was added that MREs must complete training in order to complete the renewal process. A disclaimer was added that this may be waived for future renewals if no significant changes to law have taken place. Jim Shapiro asked what kind of training would be required by the MRE. Major Alexander replied that it would be a 1-2 hour on-line training module that would help address key issues seen by both the metals industry and law enforcement. Geanna

Tubbs had previously asked if other employees of the MRE would be allowed to take the training, Major Alexander responded that yes they would be allowed to take the training. No provision was added for that in the Administrative Rules because legal staff felt that it was not necessary to add. Chairman Gachman asked if the training would be tracked by DPS. Nick Rozumny responded that yes, the information would be linked to the TOM database, that DPS would be required to track the training because it would be required for new registration and renewal purposes. (§36.37) Cash Transaction Card – Requirements added that the MRE must include the facility name and the registration numbers on the Cash Transaction Card. MREs with multiple facilities and registration numbers can put them all on one card. The question was raised concerning whether black and white photos would suffice if the electronic copy being kept was in color. Major Alexander responded that no, the Administrative Rule dictates that the photo needs to be in color, no exceptions to that would be granted.

**II. HB 2187 Reference Guide & FAQs:** DPS devised documents to answer questions being asked concerning how the implementation of HB 2187 will impact MREs. This information has been sent to the committee, as well as to all MREs. The information will continue to be sent to all MREs every Monday through the end of August, to ensure that MREs have plenty of opportunities to view the information.

**III. Batteries:** Discussion to decide how to report transactions involving batteries: either by count or by weight. Jesse Fite from Houston PD recommended batteries brought in by individuals be tracked by count for metals theft tracking purposes. Batteries brought in by commercial businesses could be reported by the pound. Jim Shapiro expressed concern that the MREs are unable to accurately identify the type of battery being brought in to be sold. Nick Rozumny let the committee know that photographs would be taken and posted to the website in order to help MREs identify the types of batteries that could potentially brought in. Major Alexander made mention that the process of reporting battery transactions should be kept as simple as possible until the program reaches the point where it needs to become a more in-depth process. A small number of categories is sufficient for tracking purposes at this point. A tentative decision was made to report batteries in four (4) separate categories: specialized, lead acid, commercial grade lead acid and spiral cell. Batteries being sold in quantities of twenty-five (25) or less need to be counted individually, while transactions of twenty-six (26) or more could be reported by the pound. The committee agreed to discuss the issue at length later in the week, and possibly change that reporting requirement.

**IV. New Appointments to the Texas Metals Advisory Committee:** Additions to the committee should be complete by the end of August. One industry member needs to be added, as well as two sheriffs. A replacement is also being considered for one of the law enforcement representatives of a city with a population of 200,000-500,000 due to lack of participation in committee meetings and other activities. The committee will be notified as soon as new appointments to the advisory committee by the DPS Director are finalized.

**V. Metals Recycler Training Program Development Team:** As part of the fulfillment of the new Administrative Rule being proposed requiring MREs to complete a training program

before being issued a license, DPS is working on a training module for both law enforcement and MREs. DPS asked the committee for recommendations for individuals to appoint to a development team to work on the training. Tom Baker was recommended as the main representative of the metals industry, and will also work with Arnold Gachman, Jim Shapiro and Geanna Tubbs. All law enforcement representatives will also take part in the development process. DPS has agreed to assist Time Warner Cable with training they are developing for law enforcement, Mike Ashlock from Time Warner Cable has been appointed to serve on the development team. Communications to Time Warner Cable will also be sent to Jeff Marin. Further information will be sent to the advisory committee, as well as all members of the training development team as more information becomes available.

**VI. Other Items:** None noted.

**Meeting adjourned by Chairman Arnold Gachman at 12:40 pm.**

# Texas Metals Advisory Committee

## MINUTES

Thursday, June 4, 2015

**Members Present:** AD RenEarl Bowie, DAD Oscar Ybarra, Committee Chairman Arnold Gachman, Major Jay Alexander, Captain Aaron Grigsby, Lieutenant Steven Phares, Sergeant Jesse Fite, Special Agent Kelvin Dews, Sheriff Brian Hawthorne, Tom Baker, Jim Shapiro, Geanna Tubbs, Jeff Marin (via conference call), Sherry Wright, Jeremy LeCrone, Nick Rozumny

**Members Absent:** Daniel Garcia, David Landry, Price Robinson

Chairman Gachman called the meeting to order at 1:10 pm and welcomed everyone. Roll called by Carrie Fortner, all members present introduced themselves. Committee member Jeff Marin joining via conference call was also introduced. New committee member Jesse Fite (to replace Mike McGinty upon his retirement, effective 6/5/15) and also Steven Phares from Houston PD were welcomed to the committee. Sheriff Brian Hawthorne, Chambers County introduced himself to the committee and discussed work done during legislative session. Announcement made by Tom Baker that he will be stepping down as President of the Recycling Council of Texas.

### AGENDA ITEMS

- I. Approval of minutes from previous meeting:** Motion made to approve minutes from meeting held January 7, 2015 made by Major Alexander. Jim Shapiro seconded the motion. Motion passed to approve minutes by all in attendance.
  
- II. Discussion of HB 2187:** Bill will go into effect September 1st, 2015, DPS is still unaware of the full impact of the bill on DPS, and how it will affect the metals industry. DPS will do everything possible to be as prepared as possible when the bill goes into effect, including modifications necessary to the metals database. DPS will be working with legal staff to have rules and interpretations ready and in place in regards to changes implemented by HB 2187. Information will be prepared and pushed out to the industry, and to law enforcement so that DPS' stance on the bill is made known. Tom Baker asked what would be the timeframe before the rules are presented for approval and their actual implementation. Information must be compiled with input from the stakeholders and then presented to the Public Safety Commission for their approval. Tom Baker asked what a reasonable timeframe for the industry would be to have the rules communicated to them? Chairman Gachman advised that to have the rules prepared and in place by the end of the year would be best case scenario. Major Alexander expressed that it would be very important to DPS to make sure that the changes would be properly communicated to the MREs and to law enforcement, and that proper execution is key. Jim Shapiro expressed the concern that if the intent could be communicated before September 1 to prevent misinterpretation by local police departments and counties it would be very helpful for the MREs. Major Alexander commented that interpretation should not be an issue, that very minor changes are taking place. With regards to the lead acid batteries that will be regulated with HB 2187, Major Alexander expressed

that DPS would be willing to look at a process involving manual tracking in the short term, before automated processes are put in place. Jim Shapiro stated that being responsible for manually submitting transactions involving lead acid batteries would be very difficult for the MREs; that it would be cumbersome and time consuming. Captain Grigsby and Nick Rozumny will be speaking to the vendor over the Metals database to discuss the possibility of adding an "Other" dropdown option to the metals reporting system. Committee members agreed that while DPS will do everything possible to be as prepared as possible when HB 2187 takes effect September 1, 2015; the industry realizes that full implementation and complete reporting immediately will not be possible. Captain Grigsby stepped out of the meeting to speak to RSD's procurement expert to start conversations with the vendor about changes to the Metals database.

**III. Texas Metals Advisory Committee vacancies:** Gary Gutierrez with Bluebonnet Electric Cooperative stepped down from the advisory committee. An invitation was sent to a member of another electric cooperative, that invitation was declined. Another invitation was sent to a member of the oil industry, that invitation has not been completed at this time. Jim Shapiro recommended that a member from the District Attorney's Association be invited to sit on the committee. Major Alexander replied that would not be allowed according to statute, but that the committee could reach out to a member of the District Attorney's Association and ask that they attend a meeting as a guest. The committee will continue to be informed as members leave the committee and new members are approved to serve.

**IV. ISRI Gulf Coast Convention, June 26<sup>th</sup> (Grapevine):** DPS will have a booth set up at the ISRI Gulf Coast Convention and will have a number of RCS staff on hand to man the booth and to answer any questions. Major Alexander requested of Tom Baker that if he knew of anything that needed to be added to the talking points to contact him and advise. (Follow-up email to be sent).

**V. Update on Texas Online Metals database improvement progress:** Presentation by Nick Rozumny concerning TOM database improvements. MREs will be able to go to a one screen view in order to see ownership documents; will be able to see a variety of transactions (renewal, initial application, change to statutory agent, etc). The TXMAP feature will also be color coded so that MREs can be color coded to reflect their licensing status (red- expired license, not reporting transactions; amber- within 45 days of license expiration; green- registered, reporting transactions). Tom Baker asked if an MRE would be flagged for any reason. Nick responded that yes, a MRE could be flagged for either expired registration or due to their inspection history. Failed inspections will cause the MRE to be flagged, this allows for regional reports to be sent out each month, detailing the MRE and the violations found and notifying the regions that follow-up inspections need to be conducted within the required timeframe. Physical inspections to check to see if an MRE is reporting transactions will not be necessary; an MREs transaction reporting history can be checked online. If the MRE does not appear to be reporting transactions properly, a follow-up inspection is to be done in person by a Special Agent/Investigator. Tom Baker expressed the concern that some MREs may not be reporting all transactions, that they are only reporting enough transactions to keep DPS from being suspicious of their activity. Major Alexander expressed that while

that was a possibility, there is only so much technology wise that can be done to prevent that type of activity. Other TOM database improvements in progress include expanding the notifications of explosives alerts to ensure that they're sent to the appropriate personnel in that area, and the deactivation of law enforcement accounts in TOM after no activity for 90 days.

- VI. Law Enforcement Quick Reference Guide to Metals Recyclers in Texas:** Committee discussed the quick reference guide to metals recyclers that was given to each member. Committee members were asked if they had any additional feedback to please email Major Alexander, Captain Grigsby and/or Liz with that feedback. Jim Shapiro commented that once the rule changes from the implementation of HB 2187 were added, this would be a great teaching tool. Sheriff Hawthorne, Jesse Fite and Steven Phares all inquired whether the guide is intended for agents responsible for regulation or for street officers. Major Alexander responded that the guide could potentially be used for both. Jesse Fite and Steven Phares shared that the pictures are an invaluable teaching tool, that untrained officers do not know what these regulated materials look like. If more photos were added, more unique photos of the types of materials that are stolen and also more realistic roadside type photos, and also photos of the types of tools that are used in the theft (bolt cutters, saws-alls, etc) it would be even more helpful. A follow-up email will be sent to all committee members asking them if they have any photos of typically stolen regulated materials that they would like to submit to DPS for possible inclusion in an updated version of the guide. Another possibility mentioned was to create a short, condensed version of the guide and then create a more detailed version to be placed on the website.
- VII. Update on local agencies reporting:** Notice was sent to all local cities, counties, and municipalities December 2014 asking that if MREs are licensed and regulated locally, that information needs to be reported back to DPS. DPS is then required to report that information to the Legislature. Very little feedback was received from local agencies. Sheriff Hawthorne will be sending information to Major Alexander on the upcoming sheriff's association conference, for DPS to potentially speak on the importance of local agencies reporting. Further discussion of the number of active MREs prompted Chairman Gachman to express that there should be some type of requirement in place for MREs to report to DPS when they have gone out of business. This would hopefully lead to more accurate reporting on whether an MRE had gone out of business, or had simply not registered. Major Alexander will check with legal staff concerning adding the requirement to notify DPS of cessation of business.
- VIII. Metals training for law enforcement officers:** Sheriff Hawthorne asked if training in the field could be made available for those unable to travel to Austin. The possibility of creating an on-line training video, to allow for less miscommunication and more consistent teaching for officers across the state was also mentioned. Sheriff Hawthorne also proposed that if an on-line training course was created, if it would be possible to work with TCOLE so that officers taking the course would earn TCOLE credit. The credit would give more incentive for officers to take the course. Jim Shapiro and Arnold Gachman both offered the use of their facilities for any type of training or walk through inspections that may be necessary.

- IX. Presentation on reporting metals theft and fraud:** Brief presentation by Carrie Fortner on the newly created, but not yet approved, process for reporting metals theft and fraud through the DPS website. Major Alexander commented that a PIO may be sent out once the process was finalized and approved. Tom Baker asked if it was possible for the person reporting the complaint to be notified of the outcome of the investigation, if the person chose to be identified. Major Alexander asked Carrie to have a field added to the reporting form indicating whether the complainant would like to be contacted once the investigation into their complaint was completed. Motion made by Tom Baker to follow through with implementation of new reporting process. Seconded by Geanna Tubbs, passed by all in attendance. The committee will be notified by DPS once the process has been finalized and approved by management.
- X. Progress on prosecution and DA support:** Agenda item not discussed.
- XI. Newsletter to MREs:** Committee had very brief discussion concerning reporting requirements for MREs. The idea was proposed to add information concerning rejected loads to the next newsletter. Working with the MREs to educate them about rejected loads and what can be done will be the most important tool.
- XII. Update on explosives found in MREs:** Handouts concerning explosives safety given to committee members, no further discussion needed.
- XIII. Radiation detection devices/scales:** Agenda item not discussed.
- XIV. Department enforcement/registration stats:** Handout given to committee members concerning current enforcement stats (arrests, charges filed, investigations, etc). No further discussion needed.
- XV. MREs statewide:** Handout of active MREs, as of 4/30/15, given to all MREs. No further discussion needed.
- XVI. Other items:** None noted

**Motion made by Tom Baker to adjourn, seconded by Jim Shapiro. Passed by all in attendance.  
Meeting adjourned at 3:28 pm by Chairman Arnold Gachman.**

## Texas Metals Advisory Committee

### MINUTES

Thursday, February 11<sup>th</sup>, 2016

DPS Building T, 108B Denson Drive, Austin TX 78752

**Members Present:** Committee Chairman Arnold Gachman, Major Jay Alexander, Jim Shapiro, Tom Baker, Jesse Fite, David Landry,

**Pending Members Present:** David Bayouth, Carlos Breeden

**Non-Members Present:** Sherry Wright, Nick Rozumny, Steve Moninger, Michael Payne, Marc Losa, Melissa Cawthon, Jeremy LeCrone, Kim Avila, Luana Williams, Joyce Arceo, Stephanie Brady, Kevin Borth, Carrie Fortner, Liz Kisamore

**Member Absent:** Jeff Marin, Daniel Garcia

Chairman Gachman called the meeting to order at 10:04 am. Chairman Gachman and Major Alexander began the meeting by asking for all present to introduce themselves and explain their role with the Texas Metals Program. Tom Baker requested a list of names and job responsibilities to be sent to the Advisory Committee, potentially on a monthly basis. Major Alexander stated that this should not be a problem, and we would work to get that sent out as soon as possible.

### AGENDA ITEMS

- I. Old Business:** Major Alexander made a motion to accept the previous meeting minutes from 8/11/15, motion seconded by Sgt. Landry. Motion passed by all in attendance. Major Alexander provided a brief overview of the battery reporting guidelines (provided as handout) to familiarize new members with the procedures. Chairman Gachman expressed concern over the necessity for there to be consistency with how batteries are being reported. Major Alexander made a motion to approve the battery reporting guidelines, motion seconded by Jim Shapiro. Motion passed by all in attendance.
- II. Swearing-In Ceremony:** Chairman Gachman discussed the necessity for all members of the committee to take an official oath, to highlight the sensitive nature of the matters discussed at the meetings. All in attendance were reminded of the confidentiality and asked not to discuss the advisory committee's activities with anyone other than those directly involved in the advisory committee. Major Alexander also noted that the members of the advisory committee are allowed to view things happening in the Texas Metals Program "behind the scenes" to allow committee members to be better able to serve and offer constructive input. All official members of the advisory committee were sworn in by Chairman Gachman and given plaques of the oath of office.
- III. Online Metals Training:** Overview of the training program being designed for MREs and law enforcement given by Nick Rozumny and Carrie Fortner. The training will be available online by September 1, 2016 and will be required by all MREs. There will also be a training module designed specifically for law enforcement, to provide them further instruction geared

specifically from a law enforcement perspective. There will be no charge for this training. The training will be available on the website, and results will link to TOM to provide proof of completion for registration and renewal purposes. Modules in the training will cover the following topics: Introduction, Registration, Transactions, Reporting Requirements, Inspections, Violations & Reprimands. Carrie provided a demonstration of module 4 on Reporting Requirements, explaining the included features with each slide. Tom Baker asked if the link imbedded in the training to the Occupations Code, Chapter 1956 would link to the specific subsection being discussed. Major Alexander responded that yes, the intention is for it to link to each specific subsection, not Chapter 1956 as a whole. Jim Shapiro asked who within the MRE would be responsible for completing this training. Major Alexander and Nick responded that the individual listed on the MRE registration would typically be responsible, but the owner could also designate multiple employees to take the test. Major Alexander also urged the committee to keep in mind that this training is still a work in progress, and that DPS intends to contact Houston PD, Dallas PD, and the MREs active in the committee to ask for further participation. Additional meetings will be required, as well as review by DPS legal staff. Jim Shapiro asked if it would be possible to include information on requirements for purchasing a vehicle. Major Alexander responded that yes, we would include information on Texas Occupations Code Chapters 2302, 2305 and maybe 2309. Major Alexander also stated the intention to discuss this training with the Recycling Council of Texas and visit various MREs and city PDs to film videos to be included in the training. Chairman Gachman asked if a glossary of frequently used terms and explanation of regional vs commonly referred to in trade terms (example: optimum / spiral cell batteries) would be possible to add. Major Alexander confirmed this would be possible and is a great suggestion for additional to the training. Carlos Breeden asked if there was a required waiting period before an MRE could retake the test if they do not pass. No time stipulations are in place, the test can be retaken immediately if desired. As a side note to the conversation concerning training, Major Alexander also mentioned the Law Enforcement Quick Reference Guide would be revised to include changes with the passage of HB2187, and at that time would be posted online for easier viewing.

- IV. New Members:** Geanna Tubbs has resigned from the Advisory Committee; recommended replacement is David Bayouth from Jarvis Metals. Carlos Breeden from CMC Recycling has also been recommended for appointment to the committee. Joshua Dean from the San Antonio Water System has also been recommended for appointment to the committee as a member of the industry impacted by metals theft. Background investigations have been completed, and are currently awaiting approval. Law enforcement representatives are in the process of being appointed from Orange County and El Paso County, based on recommendations received from the Sheriff's Association of Texas. The advisory committee also intends to remove current representatives on the committee from Midland PD and Laredo PD. The advisory committee hopes to add law enforcement representatives from Brownsville PD and Lubbock PD in their place.
- V. North Texas Wire Issue:** Chairman Gachman brought to light an issue involving a stretch of new highway near Grapevine that has been targeted for theft six (6) times within the last year. Each one of these incidents has resulted in a \$258, 000 loss. Conversations have taken place

concerning how many times the State can justify replacing this wire; only to have it stolen again. Changes to plastic, aluminum, etc. are now being considering to minimize the threat of theft. Chairman Gachman wanted to make sure all committee members are aware of this type of threat, so that the committee can do their part to ensure that all those impacted are aware of the STORM (Stop Theft of Regulated Metals) link on the DPS website. It is believed that some of these thefts are tied to former employees who are very knowledgeable about the day to day operations, and are better equipped to carry out the theft successfully. Tom Baker noted that technology is advancing to a point that companies may actually be able to implement them due to lower costs and better accessibility. Carlos Breeden also mentioned the need for better education on internal controls to the MREs – keeping frequently stolen items locked, less easily accessible for someone to steal. Sgt.Fite shared some of the issues they see with current employees selling materials to an MRE – sometimes theses sales are authorized by their employer, other times they are not.

**Legislative Session (Item not included on the agenda):** Policy Analyst Steve Moninger asked that all advisory committee members begin formulating thoughts and suggestions for the next upcoming legislative session. DPS does not advocate or lobby in any way, but we are available for advice or input from a law enforcement perspective. Tom Baker advised he feels that the advisory committee should be very cautious advocating for any new legislation, so as not to overload the industry or law enforcement with excessive changes. Chairman Gachman and Tom Baker asked for information as to the effectiveness and cost of the implementation of HB 2187. Chairman Gachman stated that he feels that any additional burden on the industry would be nearly impossible to implement, the industry is increasingly overburdened due to increasing regulations and a depressed market. Steve Moninger also noted that deregulation could also be discussed – if bills have been implemented that are not working and should potentially be repealed. Jim Shapiro noted the frustration the industry feels when some MREs are not complying with the new reporting requirements and are not being properly reprimanded. Major Alexander reiterated the importance of notifying DPS when these instances occur, so that we can look into those complaints. Sgt. Fite shared some of the challenges encountered in the Houston area trying to ensure that MREs stay in compliance. The possibility was mentioned to potentially publish the lists of disciplinary actions, to show the MREs that action is being taken against those companies who are not in compliance.

- VI. Database Improvements:** Nick Rozumny provided a high level overview of the improvements currently in progress for Texas Online Metals (TOM). TOM will, going forward, have a separate URL and website, instead of being linked to the Crime Records Sex Offender Database. The application process as well as some of the links within TOM will be redesigned. The new design of TOM will allow for easier visibility for the MRE from start to finish, and allow them to log in and out at their convenience to complete all requirements of registration. The new application/renewal design will also check for duplicate information, to prevent MREs from completing a new application as opposed to only a renewal. The new design will also allow for multiple members of a law enforcement agency to be linked to one individual within that agency, to allow that individual more control over the visibility their staff has to information housed within TOM. The new case file feature will allow for increased accessibility for DPS staff and other law enforcement agencies.

- VII. TOMS Transactions Demonstrations:** Brief demonstration by Nick Rozumny of the inspections transactions that can be entered by other law enforcement agencies into TOM. This will allow for greater visibility for all law enforcement into the activities taking place at a particular MRE. (Example, Houston PD has inspected this MRE multiple times within the last six (6) due to complaints, violations found).
- VIII. Statistics:** Overview of program statistics provided by Merri Sheahan concerning inspections, investigations conducted, and various enforcement actions. Major Alexander noted that this will potentially be posted on the DPS website, along with the reports on active MREs. Major Alexander also pointed out the seven (7) tier level investigations conducted over the year. While DPS is unable to share details concerning these investigations, these were investigations involving large amounts of metals and/or money, and/or impacting the operations of critical infrastructure sites, governmental agencies, or private businesses. Sgt. Fite shared the issues they face in Houston involving proper compliance (lack of education on legislation, lack of knowledge of local ordinances, etc.). Chairman Gachman asked that Sgt. Fite provide him with further information on MREs failing to properly report transactions. Sgt. Fite stressed the importance of photos being taken by the MREs, the better quality photos drastically help law enforcement with their investigation, and minimize contact with the MRE.
- IX. Active MRES:** Information is sent to the Advisory Committee monthly, and is also posted on the DPS website.
- X. HB 2187:** Most topics involving HB 2187 have already been discussed during this meeting. Chairman Gachman mentioned the check cashing scam that has been discovered with the implementation of HB 2187. The number of fraudulent checks discovered being submitted to MREs is very large. Major Alexander advised of the importance of forwarding this information to DPS so that investigative actions can be taken on these complaints.
- XI. Stop Theft of Regulated Metals (STORM):** Major Alexander stressed the importance of communicating this link to the Metals industry. There are no delays with this reporting mechanism; the complaints are forwarded for potential action immediately. Any questions or issues with the STORM link can be sent to Liz Kisamore for proper forwarding.
- XII. Metals Inspection Form:** topic not discussed. Multiple committee members asked whether proper adherence to cash transaction card requirements would be part of the inspection process. It is reported that MREs are not properly adhering to rules and finding multiple “work arounds” to avoid adherence to rules. Major Alexander stated that DPS will work with legal staff to prepare language to send all MREs reminding them of the specific rules to properly abide by cash transaction card rules.
- XIII. Explosives:** No explosives incidents reported recently. Explosives information is being sent to all MREs monthly to remind them of what to watch out for. DPS is currently working to organize training involving explosives that will be catered specifically to MREs and law enforcement. Sgt. Fite stated that Houston PD will also be hosting a training session in April with the vendor that provides Leads Online for local law enforcement and DPS.

**XIV. ISRI National Convention:** Convention to be held in April in Las Vegas, NV. DPS will be in attendance. Assistant Director RenEarl Bowie will be the DPS representative present.

**XV. Other Topics:** No other discussion topics noted. Major Alexander suggested to the advisory committee holding the next meeting two (2) months from now, potentially at a different location than DPS HQ. Chairman Gachman asked if having the meeting at a different location would limit technology or access to information. Major Alexander advised that would not be a problem. Houston has been suggested as a possibility for the next meeting location. DPS will contact Sgt. Fite in the near future to further discuss this possibility.

**XVI. Denson Building Tour**

**Meeting adjourned by Chairman Arnold Gachman at 1:05 pm.  
Advisory Committee Members at this time began tour of Denson building.**