


# AGENCY STRATEGIC PLAN FISCAL YEARS 2025 TO 2029

BY

TEXAS DEPARTMENT OF PUBLIC SAFETY

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# DPS Mission, Motto, Vision, Values, and Strategic Goals

**Mission:** Protect and Serve Texas

**Motto:** Courtesy, Service, and Protection

**Vision:** Seek continuous improvement in our operations, relationships, and the safety and security of all Texans.

## **Values:**

- **Integrity:** We demonstrate through our actions, honesty, and respect for others.
- **Excellence:** We strive to be outstanding in everything we do.
- **Accountability:** We seek and accept responsibility for our conduct.
- **Teamwork:** We work closely with and assist others.

## **Strategic Goals:**

- Prevent crime and terrorism
- Save lives and protect property
- Maintain public order
- Provide effective, efficient, and secure licensing services

## DIRECTOR'S STRATEGIC OUTLOOK

There is no greater responsibility of government than protecting its citizens. Unlike most states, Texas faces the entire range of threats to its ever-increasing population of 30 million residents, who live throughout the state's over 268,000 square miles of rural and urban communities. Texas possesses 367 miles of coastline, 313,000 miles of roadways, a substantial amount of the nation's critical infrastructure and key resources, and well over half of the nation's unsecured international border with Mexico.

The scope and magnitude of the public safety threats to Texas are substantial and include:

- Mass Casualty Attacks
- Mexican Cartels
- Drug and Human Smuggling
- Transnational and State-Wide Gangs
- International Terrorist Organizations
- Domestic Terrorist Organizations
- Individual Radicalized Actors
- Violent Serial Criminals
- Sex Trafficking Organizations
- Human Trafficking Organizations
- Drug Trafficking Organizations
- Cyber Intrusions and Attacks
- Violent and Destructive Protests
- Fatal Vehicle Crashes

These threats present daunting challenges for the state's leadership, Legislature, local officials, and agencies such as the Department charged with protecting people from harm. Constant vigilance and the timely and effective integration of effort across all jurisdictions and disciplines are absolutely essential because even one of these threats can quickly overwhelm entire cities, counties, and regions of the state.

Currently, there are 81,211 local and state commissioned law enforcement officers in Texas working for 2,753 local and state law enforcement agencies. Sixty percent of these agencies employ between 1 and 10 officers, and over 88% have 50 or fewer officers. Regardless of their professionalism and dedication, it is not possible for most law enforcement agencies in Texas to sustain around-the-clock operations for long periods of time or to invest in the types of capabilities needed to address significant threats, respond to major incident or effectively address sudden spikes in increased crime. Fortunately, Texas is blessed with a strong sense of cooperation among law enforcement agencies and the support of the public which serves as a force multiplier of these important resources.

The State Legislature and Governor have provided DPS with essential public safety capabilities to address its many public safety responsibilities and to assist its law enforcement partners when needed. In recent years, the Department has been tasked with conducting sustained major crime prevention operations along the international border with Mexico and in other areas of the state threatened by escalating drug and gang related violence. The Department has also been directed to address proactively threats to schools, mass casualty attacks, violent gangs, and the sex trafficking industry.

The amount and type of DPS assistance varies, and sometimes requires the integration of several of the below essential public safety capabilities that most law enforcement agencies in Texas either do not have, or cannot sustain, at the level and intensity needed.

- Intelligence and Crime Analysis
- Crime Prevention Patrols
- Major Violent Crime Investigations
- Terrorism Investigations
- Drug Investigations
- Gang Investigations
- Human Trafficking Investigations
- Serial Murder Investigations
- Public Corruption Investigations
- Cold Case Investigations
- Cyber Intrusions and Attacks
- 3D Crime Scene Mapping
- Laboratory Forensic Analysis
- Polygraph Examinations
- Radio Communications Interoperability
- Air Patrol and Rescue Operations
- Boat Patrol and Rescue Operations
- Dive Recovery Team
- Crisis Negotiations
- Major Traffic Operations
- Tactical Operations
- Riot Prevention Teams
- Mounted, Motorcycle, and Bike Patrol
- Drug and Explosive Canine Teams
- Threat Assessments
- Physical and Technical Surveillance
- Special Event Security

The Department has the additional responsibility of providing local and state law enforcement and criminal justice agencies around-the-clock access to the following mission-critical law enforcement/criminal justice information systems:

- National Crime Information Center
- Texas Crime Information Center
- Criminal History Records
- National Law Enforcement Telecommunications System
- Texas Law Enforcement Telecommunications System
- National Data Exchange
- Texas Data Exchange
- Texas Gang Intelligence Index
- Combined DNA Index System
- Texas Sex Offender Registry
- Integrated Automated Fingerprint Identification System

Texans expect and deserve quality service when seeking a license from the state, and anything less undermines the public's confidence in the state government. The license and regulatory responsibilities listed below are entrusted to DPS, and DPS is committed to performing them in an effective, efficient, and courteous manner.

- Driver Licenses
- Licenses to Carry Handguns
- Licenses for Private Security
- Licenses for Motor Vehicle Inspectors
- Licenses for Metal Recycling Businesses
- Licenses to Dispense Low-Level THC
- Ignition-Interlock Devices

The most important and challenging of these programs is Driver License. The challenge stems partly from the enactment of the federal Real ID Act, which mandates additional processes necessary to validate the identification and lawful presence of the cardholder. The second challenge is Texas' very own success in attracting new people. The demographic growth of the state has resulted in a very high demand being placed on our driver licensing services.

The Texas Legislature has appropriated substantial resources to improve Driver License operations, and these resources have been strategically used to expand the capacity of the Driver License Program. Notably, the men and women in the Driver License Division have successfully implemented an appointment system. This appointment system has improved customer service and eliminated the long lines across the state. We continue to issue regular and commercial vehicle driver licenses while partnering with private sector third-party vendors to assist with the process. Through leveraging technology, public private partnerships, and focusing on world class customer service, we are working towards establishing the best Driver License Program in the nation.

The federal government's decision to maintain an unsecured border with Mexico remains the single most significant threat to the Lone Star state. Since January 2021, the Customs and Border Patrol data shows that over 7.3 million illegal immigrants have been allowed by the federal government to enter the United States. This number is greater than the population of 36 U.S. states. Further, most of these illegal immigrants have not been screened for ties to criminal or terroristic organizations. To address increasing criminal activity along the border, beginning in March 2021, the Department launched Operation Lone Star. The Department of Public Safety and the Texas National Guard continue to work together to secure the border, stop the smuggling of drugs, weapons, and people into Texas, and prevent, detect, and interdict transnational criminal behavior between ports of entry.

Since the launch of Operation Lone Star, multi-agency efforts have led to more than 502,000 migrant apprehensions, more than 40,100 criminal arrests, and more than 35,900 felony charges. Over 9,800 weapons and over \$53 million in currency have been seized. The state has seen a significant increase in Fentanyl seizures, including over 468 million lethal doses of fentanyl seized by DPS throughout the state.

In recent years, Texas has faced multiple mass casualty attacks. On November 5, 2017, a gunman entered the First Baptist Church in Sutherland Springs, killing 26 people and injuring 22 others. In March 2018, the City of Austin and Travis County were terrorized by a serial bomber who left explosive packages on doorsteps. On May 5, 2018, an armed 17 year old male student entered Santa Fe High School, killing 8 students and 2 adults and wounding 14 additional students and one police officer. On August 3, 2019, a mass shooting occurred in El Paso, Texas, where the gunman killed 23 people and injured 23 others. On August 31, 2019, a gunman shot multiple people from a moving vehicle in the Midland/Odessa area, killing 8 people and wounding 25 others. On October 27, 2019, a gunman attacked an off-campus Texas A&M University – Commerce homecoming party, killing two people and injuring 12 others. On December 29, 2019, a gunman opened fire at a church in White Settlement, Texas, killing two congregants and injuring two others. Most recently, a gunman killed 19 children and two teachers at Robb Elementary School in Uvalde.

Traditional threats to public safety will continue, while new ones will evolve. Fortunately, the state leadership and legislature are committed to the safety of all Texans, and the men and women of DPS are forever committed to protecting and serving the free and great State of Texas regardless of the risk.

<div> <div></div> <div>AGENCY OPERATIONAL GOAL AND ACTION PLAN</div> </div>
<div> <div>Protect Texas from Public Safety Threats</div> <div> <p>The plans, programs, and activities contained in the <i>Protect Texas from Public Safety Threats</i> goal include protecting the public, particularly our most vulnerable; investigating violations of law with the utmost competence and integrity; and effectively pursuing tactical operations when necessary. The Department believes that due to increased requests for services and assistance, the pursuit of this core goal will only become more critical in the future.</p> <p>The goal of protecting Texans from public safety threats is attained through the following: providing intelligence; securing Texas from transnational crime; conducting investigations; and providing public safety.</p> </div> </div>
<div> <div>SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL</div> <div> <p>During the FY 2025 – 2029 period, DPS plans to:</p> <p><b>Provide Intelligence</b></p> <ol style="list-style-type: none"> <li> <b>1. Provide Integrated Statewide Public Safety Intelligence</b> <ul style="list-style-type: none"> <li>Enhance and maintain an integrated statewide multi-jurisdictional public safety intelligence network capable of generating tactical, operational, and strategic intelligence that supports both public safety practitioners and policy makers.</li> </ul> </li> <li> <b>2. Improve Statewide Interoperability</b> <ul style="list-style-type: none"> <li>Maintain the Statewide Interoperability Coordinator (SWIC) Office and the formal governance body, the Texas Interoperable Communications Coalition (TxICC), through inclusive stakeholder engagements, and by reviewing governance documents to include emerging technologies. The TxICC is a voluntary organization of federal, state, local, tribal, and non-profit entities, including traditional emergency communications disciplines as well as public utilities, critical infrastructure/key resources providers, and transportation agencies. The TxICC coordinates and manages the Statewide Communications Interoperability Plan (SCIP) as a strategic planning tool to help Texas public safety agencies prioritize resources, strengthen governance, identify future investments, and address interoperability gaps. The SWIC Office provides oversight and leadership to the TxICC and Strategic Advisory Groups (SAGs) as they address key issues such as public safety broadband, emerging technologies, training and exercises, funding and public safety communications cybersecurity.</li> <li>Maintain the Texas Statewide Interoperability Channel Plan (TSICP), the Texas electronic Field Operations Guide (TXeFOG) and affiliated Memoranda of Understanding and post to a shared location.</li> </ul> </li> </ol> </div> </div>



- Maintain Communications Unit to provide basic radio training, National Incident Management System (NIMS) communication position training and exercises for State, Regional, Local and Tribal agencies.
- Collaborate with the Office of the Governor's Homeland Security Grants Division to provide a coordinated approach to grant funding used for emergency communications.

### **Secure Texas from Transnational Crime**

#### **1. Deter, Detect, and Interdict Drug and Human Smuggling and Trafficking**

- Continue interagency coordination between local, state and federal enforcement agencies for the detection, deterrence and interdiction of smuggling events along the international border with Mexico.

#### **2. Deter and Interdict Transnational Related Crimes in High Threat Areas**

- Because border-related crime and transnational gang activity occur throughout the state of Texas, DPS will apply proven layered detection technologies and criminal activity response strategies to include: event driven surveillance (Operation DrawBridge); aircraft response; tactical marine units; tactical teams and aerostat resources to disrupt and dismantle smuggling organizations.

#### **3. Conduct Extraordinary Border Security Operations**

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

### **Conduct Investigations**

#### **1. Reduce the Threat of Organized Crime, Terrorism, and Mass Casualty Attacks**

- Conduct multi-agency criminal enterprise investigations that result in the disruption and dismantlement of criminal enterprise networks that constitute the most significant public safety threat to Texas, including:
  - i. Mexican Cartels;
  - ii. Transnational Gangs;
  - iii. Statewide Violent Gangs;
  - iv. Violent Robbery Crews; and
  - v. Human Trafficking Organizations.
- Provide professional resources and expert investigative assistance in conducting or assisting in major criminal cases throughout the state.
- Conduct investigations to detect, disrupt, and deter incidents of targeted violence. Coordinate with federal, state, and local partner agencies to create multiagency/multidisciplinary groups with extensive training, knowledge and

experience regarding behavioral threat assessments and intervention to mitigate potential targeted violence.

- 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.
- Disrupt the smuggling infrastructure in the border counties through criminal interdiction patrols, criminal enterprise investigations targeting smuggling networks throughout the state, and public corruption investigations.
- Conduct investigations to detect, disrupt, and deter organized Street Takeover's through coordinated cooperation with local partner agencies.
- As part of the Violent Crime Reduction Initiative, the Department will:
  - i. Partner with local law enforcement entities to combat escalations in violent crime in metropolitan areas of the state. By surging troopers and special agents into violent crime hot spots along with local authorities, these Violent Crime Task Force (VCTF) operations have proven to successfully reduce violent crime and dismantle the criminal elements who perpetrate those crimes. VCTF operations include Operation North Star, done in collaboration with the Harris County Sheriff's Office.
  - ii. Partner with school systems to utilize the DPS statewide reporting system, iWatch Texas, and encourage parents, students, and teachers to report potential harm or criminal activity in their community. The iWatch Texas system is accessible through a mobile application or the internet, or by telephone, and all reports of threats or suspicious activity are confidential and/or anonymous. Using a single system ensures that all tips from different parts of the community and state are integrated, thereby allowing law enforcement to respond to threats rapidly.

## **2. Provide Statewide Major Crime, Tactical & Public Corruption Enterprise Expertise**

- Establish an expert-level tactical capability to conduct round-the-clock operations throughout the state when needed. The tactical program will include Explosive Ordnance Disposal and negotiation components.
- Safeguard our democratic institutions and the rule of law with continued efforts to combat corruption involving elected officials, law enforcement officers, and others holding positions of public trust, to include public integrity crimes committed by state employees and ethical offenses committed by state officers.
- Enhance resolution of violent crime related cold case investigations with federal grant funding through the U.S. Department of Justice – Bureau of Justice Assistance *Sexual Assault Kit Initiative* (SAKI) grant. DPS will work to expand the State DNA database for violent offenders by facilitating the collection of DNA from violent offenders around the State of Texas. The Texas Ranger Division will pursue new investigative leads

generated as the result of the DNA database expansion and will use grant funds to perform advanced DNA testing on unsolved violent crimes.

- Create national, constructive exposure to the Unsolved Crimes Investigation Program with the intention of identifying dangerous offenders, resulting in case resolutions and provide justice for victims of violent crimes.
- Continue to enhance the state's ability to respond to major criminal events and conduct complex criminal investigations to include investigations of mass casualty events and acts of terrorism.
- Maintain and continue to develop advanced forensic resources and unmanned aerial technologies that complement current 3D laser scanners and tactical response teams.
- Provide professional and investigative resources in conducting or assisting in major criminal cases throughout the state.

## **Provide Public Safety**

### **1. Deter, Detect, and Interdict Public Safety Threats on Roadways**

- Decisively respond to critical events and conditions on Texas roadways.
- Deploy troopers for disaster response, surge operations along the Texas/Mexico border, and multi-agency violent crime task force operations within Texas at levels calculated to achieve success. Events and needs such as these may occur throughout Texas, and a robust response by the Department is necessary and required.
- Continue to use advancements in technology to assist high visibility patrol and law enforcement efforts, including commercial vehicle enforcement (CVE) operations. These advancements include weigh-in-motion, dimension-in-motion, preclearance technologies and thermal imaging.
- 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.
- Enhance public safety and security at the Capitol Complex and Capitol Building, using uniformed troopers and security personnel. Troopers provide both conspicuous and inconspicuous patrols, utilizing vehicles, horses, bicycles, and motorcycles. Respond to calls for service and provide preventive security measures by utilizing canines and magnetometers and security cameras.
- 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.

- Continue to deploy trunking radio sites with integration to established regional radio systems across the state enhancing portable radio coverage.
- Identify additional radio coverage gaps, procure and deploy sites to continue enhancing portable radio coverage and leverage emerging technology to enhance communications capabilities for first responders across the state.
- 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. Continue to upgrade end of life consoles/radio equipment replacement plan. Replacement of radio consoles can provide network connectivity to all 22 communications facilities, increasing the efficiencies of the communications service provided to DPS personnel.

## **2. Provide Statewide Air Patrol, Crime Surveillance, and Rescue**

- Provide Statewide air patrol to enhance public safety and assist all DPS divisions and local, county, other state, and Federal agencies. Air patrol will leverage technology to effectively apprehend fugitives, locate suspects, deter criminal activity, and bolster border security.
- Conduct criminal surveillance from aerial platforms to assist Criminal Investigation Division agents further their investigations and assist with the apprehension of organized crime organizations and transnational gangs
- Augment the search and rescue capability of local, state, and federal first responders, as well as the Division of Emergency Management, to locate and rescue victims from disaster related events. The Department utilizes five hoist-equipped search and rescue helicopters and four command and control fixed wing aircraft to accomplish this goal.

## **3. Provide Security for the Capitol Complex and State Officials**

- Provide security for the Texas state capitol building to ensure the public and their elected leaders can conduct the business of Texas in a safe and secure environment.
- Provide security for elected state officials and support other law enforcement agencies to ensure the public and government leaders can conduct business in a safe and secure environment.

## **4. Provide Statewide Emergency Response and Rescue**

- Provide statewide response and rescue capabilities directly and in partnership with other first responding agencies to protect Texans from both natural and man-made emergencies.

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

### **1. Accountability to tax and fee payers of Texas.**

DPS is accountable to the citizens of Texas through:

- Our commitment and obligation to provide expert assistance to criminal investigative capabilities to local, state, and federal law enforcement and prosecutorial agencies.
- The compilation of law enforcement statistics, which are published on the agency's public dashboard as high-value data sets. The statistics and briefings are provided in an open forum to the Public Safety Commission and performance measures are collected for the Legislative Budget Board.
- Conducting high visibility patrol.
- Dispatching law enforcement officers to calls for service and are accountable for each call to ensure safety measures.

### **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.
- The development of public safety strategies and criminal investigations are a valuable resource to policy makers and the public. Management ensures duties and responsibilities are conducted safely and efficiently.
- Proactively implementing short-term capabilities with little to no additional resources or funding needed. This includes automated license plate reader monitoring, Everbridge notification system, quick response vehicles, advanced analytics, and RapidSOS/Public Safety Point (PSAP) integration.

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

- High visibility patrol 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.

- State Intelligence Estimates are multi-agency assessments on issues relating to homeland security and public safety in Texas. They serve as the most authoritative and comprehensive analysis of these issues, and they are designed to provide law enforcement and government officials with the most accurate evaluation of current information on a given topic. State Intelligence Estimates provide an assessment on the current status of an issue, but they may also include estimative conclusions that make forecasts about future developments and identify the implications for Texas.
- Management provides guidance to ensure functions and responsibilities are achieved through the most efficient use of staffing and resources. The Department provides significant training and equipment to ensure personnel are competent and effective in conducting criminal investigations, tactical operations, and security assignments. Management conducts line inspections biennially to ensure the effectiveness of operations, and conducts leadership surveys to measure the effectiveness of supervisors and executive leadership. In addition, the Department conducts annual assessments to determine the greatest threats to Texas and to establish goals and strategies to combat the most serious threats. Progress on these goals and strategies are closely monitored by analysts and management.

#### **4. Attentive to providing excellent customer service.**

- Highly selective hiring and training of commissioned officers ensures the agency provides personnel intent on daily serving all Texans in a skillful manner regardless of the circumstance, condition, or geographic location.
- DPS provides expert investigative assistance to local, state and federal law enforcement through the integrated statewide multi-jurisdictional public safety intelligence network.
- DPS ensures both emergency and non-emergency responses remain monitored and assisted 24/7. Communications tracks the number of calls received daily from all facilities to ensure calls are handled appropriately to assist law enforcement officers and the public.
- The Department provides assistance with tactical operations including the execution of high-risk search or arrest warrants or other emergency conditions involving armed or dangerous assailants and instructs law enforcement officers in the detection and prevention of child endangerment through the recognition of child abuse and child exploitation indicators.

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

- Due to the lifesaving proactive efforts and event responses as part of high visibility patrol, 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.
- The Department compiles monthly statistics on investigative and tactical operations that are published on the agency's public dashboard. This information is provided quarterly to the Legislative Budget Board in the form of performance measures and a report of Division activities is provided to the DPS Public Safety Commission on a monthly basis. Open records requests are fulfilled when requested by the public or the media unless investigative protocols prevent public disclosure due to an ongoing investigation or tactical operation.
- The Department and the SWIC Offices offer access to information on the DPS website that is of interest to all stakeholders, including the public, government agencies, counties, cities, consultants, and contractors. The website has clear and comprehensible information for the public to follow, understand and guides to access their needs.

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

- Law enforcement officers 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.
- The agency will require sufficient funding to ensure THP staffing is maintained at a level substantial enough to meet simultaneous challenges.
- Providing roadside assistance is important to the agency, but our officers are vulnerable when they provide this service. The Department continues to seek ways to increase officer safety when conducting roadside duties.
- Many existing facilities need 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.

<b>AGENCY OPERATIONAL GOAL AND ACTION PLAN</b>
<p data-bbox="203 392 954 422"><b>Reduce Border-Related and Transnational-Related Crime</b></p> <p data-bbox="203 468 1386 617">Develop modern border security equipment, intelligence, and operational strategies coupled with interagency coordination between local, state, and federal enforcement agencies for the detection, deterrence, and interdiction of illegal transnational criminal activity to include transnational gang illegal activity and smuggling events along the international border with Mexico.</p> <p data-bbox="203 669 1409 984">DPS will continue to use of high visibility patrols and an aggressive traffic enforcement program throughout the state will enhance our efforts to identify and arrest those individuals associated with transnational criminal organizations, to include drug and human smuggling. The addition of specialized brush teams and canine tracking teams will also increase our enforcement efforts in those locations which have historically been unattainable by our personnel, to track and apprehend known and unknow gotaways. The Tactical Marine Unit will continue to patrol both river and intercoastal waterways along the Mexican border and Gulf of Mexico. DPS will continue to surge additional manpower to those areas identified as threat assessments dictate.</p>
<p data-bbox="516 1071 1105 1100"><b>SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL</b></p> <ol data-bbox="203 1106 1396 1890" style="list-style-type: none"> <li data-bbox="203 1106 1396 1501"> <p data-bbox="203 1106 1166 1136">1. Detect, Deter, and Intercept Public Safety Threats Along Texas Border Regions.</p> <ul data-bbox="349 1142 1390 1501" style="list-style-type: none"> <li data-bbox="349 1142 1354 1207">• Decisive response to critical events and actions near and along the Texas/Mexico Border Regions.</li> <li data-bbox="349 1213 1354 1318">• Maintain Border Security operations working with local, state, and federal law enforcement partners integrating intelligence and operational plans to maximize manpower effectiveness in the region.</li> <li data-bbox="349 1325 1390 1430">• Continue to research and deploy advanced technology in support of border security efforts to include Unmanned Aerial Systems, Drawbridge Camera Systems, and manned aircraft detection, surveillance, and interception operations.</li> <li data-bbox="349 1436 1344 1501">• Continue to employ high visibility operations along with covert tactical assets to detect and deter transnational criminal activity.</li> </ul> </li> <li data-bbox="203 1539 1396 1787"> <p data-bbox="203 1539 1396 1644">2. Leverage partnerships with federal and local law enforcement partners to Identify undocumented criminal aliens living in Texas that are members of or associated with transnational gangs that have absconded.</p> <ul data-bbox="258 1650 1395 1787" style="list-style-type: none"> <li data-bbox="258 1650 1328 1715">• Develop intelligence packets on criminal aliens that will aid in the apprehension of the individuals.</li> <li data-bbox="258 1722 1395 1787">• Conduct intelligence driven taskforce operations to apprehend the criminal aliens that have absconded.</li> </ul> </li> <li data-bbox="203 1827 1390 1890"> <p data-bbox="203 1827 1390 1890">3. Meet with Prosecutors who have jurisdiction along the Texas and Mexico border to develop operational plans to more effectively prosecute criminals that set up criminal enterprises within the</p> </li> </ol>



State of Texas. The meetings will be geared toward finding common ground for viable charges that can be successfully enforced and prosecuted against criminal organizations comprised of individuals who have entered the state illegally.

4. Conduct multi-agency criminal enterprise investigations that result in the disruption and dismantlement of criminal enterprise networks that constitute the most significant public safety threat to the border regions, including:

- Mexican Cartels;
- Transnational Gangs;
- Regional Violent Gangs;
- Human Smuggling Organizations; and
- Human Trafficking Organizations.
- Disrupt the smuggling infrastructure in the border counties through criminal interdiction patrols and criminal enterprise investigations targeting smuggling networks originating in the border counties and extending north to other areas of the State.

5. Increase manpower in hardship and hard to fill duty stations in the west Texas region, which will increase high visibility patrols in these remote areas of the state and reduce response time for calls for service.

6. Additional equipment needs such as night vision goggles, ATV and UTV's. License plate reader activation in our current in-car video system and mounted horse patrol to assist brush and tracking teams.

7. Increase the number of patrol boats and personnel for the Tactical Marine Unit.

8. Upgrades in scanning technology at our CVE inspection stations across the state and international ports of entry.

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

1. Accountability to tax and fee payers of Texas.

DPS is accountable to the citizens of Texas through:

- Providing expert assistance to law enforcement, border security, and interdiction capabilities to local, state, and federal law enforcement and prosecutorial agencies.
- The compilation of law enforcement including border security statistics that are captured and reported on daily, monthly, quarterly, and annual basis. The statistics and briefings are provided in an open forum to the Public Safety Commission and performance measures are collected for the Legislative Budget Board.
- Conducting high visibility patrol coupled with intelligence driven covert interdiction and tactical operations on identified suspect criminal actors and actions.
- Dispatching law enforcement officers to calls for service and are accountable for each call and border operation mission to ensure safety measures.

- Our commitment and obligation to provide expert assistance to criminal investigative capabilities to local, state, and federal law enforcement and prosecutorial agencies.
- The compilation of law enforcement statistics, which are published on the agency's public dashboard as high-value data sets. The statistics and briefings are provided in an open forum to the Public Safety Commission and performance measures are collected for the Legislative Budget Board.
- The conduct of high visibility patrols in high crime areas and known drug and human smuggling corridors and those areas prone to traffic crashes, with associated manpower adjustments across the state to ensure response time for calls for service is minimized.

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. This includes frequent evaluation practices to assess that ongoing border security operations and efforts are current and in response to the ever-changing criminal pattern as related to border security efforts. 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.
- The development of public safety strategies and border security operations are a valuable resource to policy makers and the public. Management ensures duties and responsibilities are conducted safely and efficiently.
- Proactively implementing cost-effective technical capabilities to achieve border area monitoring by developing equipment and methodology to maximize technical coverage to reduce required personnel. This includes the implementation of advanced video monitoring and alert sensors in border areas that increase detection and apprehension percentages of illicit traffic with little to no additional resources added.
- 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.

- The development of public safety strategies and criminal investigations are a valuable resource to policy makers and the public. Management ensures duties and responsibilities are conducted safely and efficiently.
- Using available technology to eliminate redundant reporting, e.g., fleet management system, mobile CAD, scheduling and asset tracking software.

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

- Specialized groups provide the Department with increased border security operations to effectively identify and intercept illicit transnational activity along the Texas/Mexico border. The use of specialized equipment and training, coupled with patrol enforcement, ensure greater safety for the subjects being confronted, the police employees directly involved, and the community. The Department uses specialized units only in situations that warrant the need for enhanced weapons and training. The unique nature of confronting transnational threats requires specialized units equipped and trained to successfully handle such demands. The mission of these highly trained and specially equipped units is to bring under control potentially volatile elements committed to covert criminal activity along and throughout Texas' border regions.
- State Intelligence Estimates are multi-agency assessments on issues relating to homeland security and public safety in Texas. They serve as the most authoritative and comprehensive analysis of these issues, and they are designed to provide law enforcement and government officials with the most accurate evaluation of current information on border-related and transnational-related crime. State Intelligence Estimates provide an assessment on the current transnational trends, and conclusions that make forecasts about future developments and identify the implications for Texas.
- Law enforcement support will increase using high visibility patrol, focused criminal investigations, and the expansion of Texas Rangers Special Operations Groups working and maintaining real time awareness of changing criminal trends that also increases confidence in intelligence reliability. Tracking trends and statistical data associated with transnational-related crime is a critical element in fighting transnational illicit activity.
- Management provides guidance to ensure functions and responsibilities are achieved through the most efficient use of staffing and resources. The Department provides significant training and equipment to ensure personnel are competent and effective in conducting criminal investigations, tactical operations, and security assignments.

Management conducts line inspections biennially to ensure the effectiveness of operations, and conducts leadership surveys to measure the effectiveness of supervisors and executive leadership. In addition, the Department conducts annual assessments to determine the greatest threats to Texas and to establish goals and strategies to combat the most serious threats. Progress on these goals and strategies are closely monitored by analysts and management.

- The Texas Highway Patrol (THP) will use high visibility patrols and data from the agency's Highway Safety Operations Center (HSOC) to identify trends and crash information to produce heat maps and performance measures.

4. Attentive to providing excellent customer service.

- DPS provides expert investigative and tactical operational assistance to local, state and federal law enforcement through the integrated statewide multi-jurisdictional public safety intelligence network through the Joint Operations Intelligence Center and Border Security Operations Center.
- The Department aids with tactical operations including the execution of high-risk search or arrest warrants or other emergency conditions involving armed or dangerous individuals engaged in transnational crimes. The Department instructs law enforcement officers in the detection and prevention of crimes heightened by the geographic relation to the border area such as human trafficking, human smuggling, and weapons and illicit drug trafficking operations.
- Highly selective hiring and training of commissioned officers ensures the agency provides personnel intent on daily serving all Texans in a skillful and professional manner regardless of the circumstance, condition, or geographic location.
- DPS provides expert investigative assistance to local, state, and federal law enforcement through the integrated statewide multi-jurisdictional public safety intelligence network.
- THP provides 24-hour service and adjusts manpower needs as threat assessments dictate.

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

- Texans readily recognize and understand the importance of the agency's actions to reduce and eliminate the existence of transnational-related criminals and criminal activity. The Department regularly engages local communities, media, law enforcement partners, and public officials to bring awareness to and unify efforts to increase public safety in and along Texas' borders.
- The Department compiles monthly statistics on investigative and tactical operations that are published on the agency's public dashboard. This information is provided quarterly to

the Legislative Budget Board in the form of performance measures and a report of Division activities is provided to the DPS Public Safety Commission on a monthly basis.

- Open records requests are fulfilled when requested by the public or the media unless investigative protocols prevent public disclosure due to an ongoing investigation or tactical operation.
- The Department offer access to information on the DPS website that is of interest to all stakeholders, including the public, government agencies, counties, cities, consultants, and contractors. The website has clear and comprehensible information for the public to follow, understand and guides to access their needs.

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

Law enforcement officers work in remote locations and when needed, away from home duty stations. During these assignments, officers 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, body camera, GPS locating devices, and various electronic surveillance platforms. Thousands of officers rely on technology to provide a dependable means to stay remotely connected for their safety and to complete their assignments.

## AGENCY OPERATIONAL GOAL AND ACTION PLAN

### **Provide Regulatory and Law Enforcement Services to All Customers**

The *Provide Regulatory and Law Enforcement Services to All Customers* goal within DPS contains a myriad of agency programs that provide key services to the public and criminal justice entities.

The Department bears the responsibility for accurately compiling data from criminal justice agencies throughout the state for use in many national and state criminal justice databases and providing timely records and documents to the public, law enforcement, and other criminal justice and non-criminal justice partners as required and permitted by law, regulation, and rule. DPS also manages Texas' message switch for law enforcement telecommunications statewide for transactional queries among the databases and systems DPS manages and systems managed by other state agencies with critical data.

DPS crime laboratories provide expert forensic laboratory services statewide in a variety of scientific disciplines at no cost to the Texas criminal justice community. Forensic scientists deliver high-quality evidence analysis, reporting, and court testimony for DNA, toxicology, seized drugs, digital media evidence, biometrics, breath alcohol, and an array of other forensic disciplines for the criminal justice system, including victims/survivors, law enforcement, prosecutors, and the courts.

The Department provides key services to the public including issuing licenses to carry a handgun, capitol access passes, and occupational licenses for private security service providers, vehicle inspection stations and inspectors, metal recycling entities, low-THC cannabis dispensing organizations, and ignition interlock device vendors. The Department is responsible for ensuring licensee compliance with applicable rules and statutes.

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

During the FY 2025-2029 period, DPS plans to:

1. Process original and renewal applications and issue regulatory licenses within statutory deadlines for programs regulated by DPS; track the number of license holders; conduct required written examinations; and assist customers via telephone and email.
2. Monitor, inspect, and take administrative action 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 for administrative violations.

3. Ensure regulatory services are efficient and reliable by continuing process improvements; set and monitor all regulatory performance measures; and identify 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. Add technology. Incorporating new and innovative technologies into regulatory services is a key element to continued improvement, reducing wait and processing times, and keeping pace with increasing demand due to population growth and additional state and federal mandates.
5. Continue the FBI rap back program, which provides non-criminal and criminal justice entities with the ability to continually vet the criminal history of specific populations in real time.
6. Train and audit local users of crime records systems to ensure proper and effective usage of systems provided to authorized Texas users.
7. Upgrade mission-critical systems as funding permits so an ever-increasing volume of vetted users can access current and improved systems and services.
8. Ensure compliance with the international Standard ISO/IEC 17025 and other quality assurance standards for the entire DPS laboratory system, which includes 14 forensic testing laboratories, the state Combined DNA Index System (CODIS) database laboratory, the breath alcohol testing calibration program, and the breath alcohol reference material production laboratory.
9. Utilize the funding provided by previous Legislatures to continue operating DPS crime laboratories with a focus on efficiency without a decrease in quality of service.

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

1. Accountability to tax and fee payers of Texas.

The programs under the *Provide Regulatory and Law Enforcement Services to All Customers* goal report state revenue in accordance with published guidelines and the programs report statistics and relevant information on the agency's website. The Department is committed to providing cost-effective services to the criminal justice community and the public through research and process improvement in the DPS Crime Labs and through the uninterrupted access to the numerous systems maintained by the Crime Records Division. The Department strives to ensure accountability through a comprehensive licensing process which includes a rigorous review of license applications and background checks, while ensuring compliance with applicable policies, codes, and statutes.

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 year 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. The Department continually works to improve the operational efficiency and delivery of regulatory services to customers through re-engineered business processes and implementation of improved technological solutions.

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

Law enforcement and regulatory services monitor and report effectiveness through established performance measures and other meaningful statistics. The Department developed regulatory program metrics to work in conjunction with LBB performance measures to establish divisional standardization, consistency, and accuracy, and to best reflect the division's responsibility to use performance measurement data to efficiently manage and improve operations.

4. Attentive to providing excellent customer service.

DPS continues to seek advances in service processing and response times through resource reallocation efforts and process improvements. For example, the Regulatory Services Division Contact Center tracks customer service response time and works on continuous enhancement 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**

RSD continues to license, certify, regulate, and provide customer service to more than 1.8 million individual and business licensees across seven regulatory programs. The Division is continually striving to modernize all program database systems to ensure licenses are issued in a timely and efficient manner. New and improved systems and routine enhancements will add functionality to increase and improve user experiences and employee productivity, eliminate inefficient manual processes and workarounds, secure the systems from cyber security threats, assist in preventing and reducing



licensing issuance delays, improve customer service, increase the capability to ensure compliance with state and federal regulations and rules, and provide concise, accurate and timely data to the legislature and to the public.

## AGENCY OPERATIONAL GOAL AND ACTION PLAN

### Enhance Public Safety Through the Licensing of Texas Drivers

Issuing a Driver License is a public safety function, ensuring that all persons who receive those credentials are properly vetted. In support of law enforcement, public safety and homeland security, License and Permit Specialists (LPS) ensure that driver licenses and identification cards are issued securely, lawfully, and to the correct person.

In 2005, Congress passed the REAL ID Act, which enacted the 9/11 Commission's recommendation that the Federal Government set minimum security standards for state-issued driver's licenses and identification cards.

REAL ID is critical for homeland security, improving the reliability and accuracy of state-issued identification documents and prevents and deters terrorists' ability to evade detection by using fraudulent identification.

LPS's also ensure that license holders are able safely to operate motor vehicles. The Driver License Division (DLD) works closely with the Department of State Health Services (DSHS), and the Medical Advisory Board (MAB), the group responsible for reviewing a customer's medical information and making recommendations regarding the customer's ability to safely operate a motor vehicle. By ensuring that only qualified drivers are authorized to drive, DLD is protecting Texas.

The *Enhance Public Safety Through the Licensing of Texas Drivers* goal within DPS focuses on providing driver licenses, including commercial driver licenses, as well as state identification cards and election identification certificates, to Texans through the Driver License Program. Issuing and regulating driver licenses impacts almost all Texans and the responsible management of those programs and functions lies with the Department.

The Driver License Program supports the issuance of driver licenses and enforcement of compliance on roadways in four service areas: Operations, Issuance, Enforcement and Records, and Administration.

Operations manages the Driver License Offices (DLO) across the state that issue driver licenses, identification cards, and election identification certificates. The other service areas are located at the Department's headquarters and provide critical functions, including enforcing driver sanctions and reinstating driver privileges, assisting customers with online services, coordinating requirements with federal and state agencies, and managing the records and systems.

The Driver License Division also partners with law enforcement agencies to support traffic enforcement and criminal investigations, as well as with state and federal agencies to support legislative mandates, such as voter registration and compliance with federal mandates like the commercial driver license program.

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

During the FY 2025-2029 period, DPS plans to:

1. Process original, renewal and replacement applications for driver and commercial licenses and permits, as well as identification cards; conduct required written and skills examinations; assist customers via telephone and email; and track the number of issuances and customers assisted or records updated by the support services.
2. Audit, monitor, and take administrative action against Third Party Skills Test providers who conduct regular and commercial knowledge or skills examinations for non-compliance with state or federal statutes and related administrative rules; monitor and analyze transaction data to detect potential criminal or administrative violations; work with the Department of Information Resources and state licensing agencies to find cases of identity theft in Texas and across state lines, and work with Intelligence and Counter Terrorism and Criminal Investigation Division for analysis, investigation and prosecution.
3. Ensure driver services are efficient and reliable through continuous process improvement by monitoring all performance measures and identifying best practices and opportunities for efficiency. This is done through modernization efforts, such as a complete appointment solution and expanded online services, that maximizes the return on investment in both capital and FTE time, while ensuring consistent quality of services that directly impact public safety.
4. Maintain and enhance 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 identification certificates. As of FY 2023, DPS is maintaining over 41.7 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, federal mandates, and customer service enhancements. For example, the DLS must be programmed to implement a new federal application called "State to State" to maintain compliance with the federal REAL ID Act. The State-to-State application allows DLS to send and receive driver or identification card information from one state to another state, and exchange driver history, to meet the national goal of "one driver, one license, one record".
5. Improve Customer Service Center (CSC) services. In FY 2023, the CSC received 5,289,131 telephone calls. Limited staff and technology impacted the ability to respond to

customers, allowing us to respond to 11% of the demand, or 584,479 of those calls . The CSC is currently only able to answer about 13.0% of these calls within 5 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 License and Permit Specialist (LPS). Once in the queue, customers must wait an average of almost 31 minutes before their call is answered. As the population of Texas continues to grow, this situation will continue to deteriorate. The Department continues to work toward automation of information and increased availability of germane information through online services.

6. Continue to increase driver license capacity. To serve customers and keep up with the population growth, Driver License is still in need of additional fully staffed offices that include CDL testing lanes.
7. Incorporate new and innovative technologies into driver services as a key element of continued improvement and reduced wait and processing times.

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

1. Accountability to tax and fee payers of Texas.

The programs under the *Enhance Public Safety Through the Licensing of Texas Drivers* goal reports 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 processes in this goal represent tens of thousands of transactions each day so efficiency in transaction processing makes a significant impact. There are documented workflows to simplify procedures where possible. Continually improving the effectiveness and standardization of issuance, testing and enforcement 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.

The Driver Services Program monitors and reports effectiveness through established performance measures and other meaningful statistics.

4. Attentive to providing excellent customer service.

Driver Services 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 Driver 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**

In 2009, the Texas population was 24.8 million and grew 21.8% by 2023 to 30.2 million. According to the Texas State Demographer, by 2035 the population of Texas is estimated to be 34.9 million, a 15% increase over the current population. Due to the influx of new residents to Texas, the number of customers requiring an original Driver License will continue to increase.

Original DL applications must be processed in an office. Thus, to keep up with projected population growth, DL must increase the size of offices and convert some smaller offices within designated metro areas into larger fully staffed offices to meet projected customer demand.

During the 86<sup>th</sup> Legislative Session, funding was provided to increase staffing in 194 of the state's 229 driver license offices, including the strategic full staffing of 94 offices. These 94 offices processed a significant share of the state's total driver license transactions: 78% of all the transactions conducted in FY 2022 and 77% of all the transactions conducted in FY 2023. In addition to staffing, funding was provided to replace and increase the capacity of the Angleton and Denton offices. The 87<sup>th</sup> Legislature provided \$14 million in funding for a new driver license office in League City, which is projected to open in 2025. The 88<sup>th</sup> Legislature provided \$7.2 million and 45 FTEs for a new Driver License Office, which is planned to be built in the Irving area.

AGENCY OPERATIONAL GOAL AND ACTION PLAN
<p data-bbox="203 256 898 289"><b>Provide Agency Administrative Services and Support</b></p> <p data-bbox="203 344 1409 499">This agency goal is comprised of basic state agency functions and several DPS-specific functions, including administrative operations; financial management and reporting; information technology; cyber security; facilities management; fleet management; human resources; procurement; recruiting; and training of recruits and current agency staff.</p>
<p data-bbox="516 592 1107 625"><b>SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL</b></p> <p data-bbox="203 714 915 747">During the FY 2025 – 2029 period, the Department plans to:</p> <ol data-bbox="253 793 1409 1835" style="list-style-type: none"> <li>1. Continue to recruit and mentor qualified candidates on a continuous basis to fill commissioned vacancies through 2029 and beyond. Efficiently process applicants for trooper training schools, including pre-employment polygraphs, and conduct sufficient schools to maintain mandated levels of commissioned officers.</li> <li>2. 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.</li> <li>3. Provide accounting and budgetary financial services to the agency that encompass the following activities: <ol data-bbox="347 1314 1398 1835" style="list-style-type: none"> <li>a. The accurate payment of vendors;</li> <li>b. the timely reimbursement of travel and fuel expenditures;</li> <li>c. the smooth operation of CAPPs financial applications;</li> <li>d. the management of payroll, and the payment of overtime earned for all staff, in as expeditious a manner as possible;</li> <li>e. the creation of divisional Internal Operating Budgets that are in alignment with state appropriations;</li> <li>f. the development of annual division financial forecasts, updated monthly, to track actual and anticipated expenditure patterns in a proactive manner;</li> <li>g. the management and oversight of the Agency's grant awards; and</li> <li>h. the compilation and submission of legislatively required reports, such as the Operating Budget, Strategic Plan &amp; Performance Measures, Annual Comprehensive Financial Report, Base Reconciliation, and Legislative Appropriations Request.</li> </ol> </li> </ol>

4. Continue direct and web-based training to enhance skills, tactics and techniques in areas such as active attack response, use of force; arrest, search, and seizure; firearms, driver, and reality-based training; physical fitness; leadership development; human trafficking and crimes against children training. Training is offered on a continuous basis throughout the fiscal year and will continue as such beyond FY 2029.
5. Continue to execute the following facilities-related action items:
  - a. Develop a master plan for the DPS Headquarters complex and a space plan for each DPS Region to allow for new state of the art technology, facility-wide wide security, a central plant, and overall energy efficiencies as required by statute.
  - b. Conduct a statewide facility condition assessment every five years to identify deferred maintenance requirements for each DPS property statewide.
  - c. Continue to improve operational effectiveness with enhanced checklists and monitoring of maintenance and services, such as HVAC, Building Automation Services, landscaping, janitorial, maintenance, and pest control.
  - d. Apply enhanced contract and project management methods for more effective planning, execution, and conclusion of projects.
  - e. Enhance the reporting and monitoring of data related to work orders, projects, and buildings.
  - f. Provide a safe and healthy environment in all its statewide facilities.
6. Continue to execute the following technology-related action items strategically:
  - a. Eliminate the need for mainframe computers by FY 2025, including the mainframe that currently processes millions of criminal history data transactions daily. Moving these systems and transactions off the mainframe will significantly lower operational costs while still meeting the critical law enforcement information needs in Texas.
  - b. Continue to expand IT disaster recovery systems to ensure continuous operations of DPS systems in case of cataclysmic failure of primary systems. These efforts are ongoing and will continue beyond FY 2025.
  - c. Mature the Enterprise Data Management office to improve data governance, availability, and visualization to enhance data-driven decision making.
  - d. Implement additional network security and segregation to protect the data and systems that support the agency's mission of "Protect and Serve Texas" from unauthorized access.
  - e. Extend data backup and recovery capabilities to increase the protection of agency data from malware attacks that could result in catastrophic loss of critical Driver License and law enforcement data.
  - f. Continue developing a diverse and professional cyber security program capable of supporting a cyber resilient environment. Efforts will result in increased maturity of the cybersecurity model at DPS.

- g. Continue to leverage the Department's Computer Security Incident Response Team to aid in mitigating the impact of devastating Texas Cybersecurity Framework on Texas government agencies and help expedite recovery efforts.

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

1. Accountability 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. Attentive to 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 take 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**

N/A.

## REDUNDANCIES AND IMPEDIMENTS

Division: Texas Rangers

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Texas Government Code 411.1471 (b) A law enforcement agency arresting a defendant described by Subsection (a)(1), immediately after fingerprinting the defendant and at the same location as the fingerprinting occurs, shall require the defendant to provide one or more specimens for the purpose of creating a DNA record.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Since implementation on 09/01/2019, instances have occurred where a DNA sample was not taken or a previous sample was rejected, resulting in over 65,000 missed arrestee DNA collections.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Amend Government Code so that if no sample was collected, or a rejected sample was collected, the defendant shall provide an additional sample upon request by a law enforcement agency or criminal justice agency until a successful DNA record is created in the DNA database.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Expansion of the state DNA database will contribute to furthering investigative leads in unsolved violent crime cold cases.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) <b>N/A</b>	

**Division: Texas Rangers**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Texas Government Code 411.1473 DNA Records of Certain Sex Offenders
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Expansion of the state DNA database has revealed certain sex offenders have completed their probation or parole without having a successful DNA record created
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Amend Government Code to reflect that terms of probation or parole are not considered satisfied until a successful DNA record of the offender has been created in the state DNA database.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Ongoing operations in the Texas Rangers Division has revealed recidivism for continued sex related, and other violent crime offenses, among sex offenders. Creation of a successful DNA record for each offender will further investigative efforts in unsolved violent crime offenses and expedite offender identification in the event of future offenses on the part of the offender.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Texas Rangers**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Code of Criminal Procedures Article 12.01 Felonies – Limitations 1.C.ii probable cause exists to believe that the defendant has committed the same or a similar sex offense against five or more victims;
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Ongoing efforts by Unsolved Crimes Investigation Program has revealed serial sexual offenders who committed more than one, but less five victims, in the state of Texas who relocated to other states and perpetuated additional sex offenses.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Amend Code of Criminal Procedure to state that there shall be no statute of limitations if probable cause exists to believe that the defendant has committed the same or a similar sex offense against two or more victims.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This amendment would enhance public safety by providing law enforcement and prosecutorial agencies with legal precedence to pursue criminal charges against serial offenders.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Texas Highway Patrol**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Rider 3 3. Marked Vehicles. None of the funds appropriated above may be expended for the salaries of personnel operating motor vehicles used to stop and actually arrest offenders of highway speed laws unless such vehicles black, white, or a combination thereof and plainly marked with the department's insignia.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Texas has seen an increase in aggressive driving and in fatality crashes. Allowing the Department to conduct speed enforcement in unmarked patrol cars would enhance our ability to combat the growing traffic problems in Texas. This would in no way replace the use of our marked patrol cars as the primary use mode for enforcement.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Delete Rider 3
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	No cost.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

Division: Regulatory Services

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Government Code Chapter 411.186. REVOCATION OF LICENSE (License to Carry)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Under current statute, an application can be considered incomplete and ultimately rejected should the applicant refuse to comply or cooperate with Medical Advisory Board (MAB) investigations. However, there is no mechanism by which the department can require cooperation with MAB on the part of a current licensee. This change would authorize revocation of the license for failure to cooperate with MAB.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Sec. 411.186. REVOCATION.</b></p> <p>(a) The department shall revoke a license under this section if the license holder:</p> <p>***</p> <p>(5) is determined by the department to have engaged in conduct constituting a reason to suspend a license listed in Section <a href="#">411.187</a>(a) after the person's license has been previously suspended twice for the same reason; <b>or</b></p> <p>(6) submits an application fee that is dishonored or reversed if the applicant fails to submit a cashier's check or money order made payable to the "Department of Public Safety of the State of Texas" in the amount of the dishonored or reversed fee, plus \$25, within 30 days of being notified by the department that the fee was dishonored or reversed; <b>or</b></p> <p><b><u>(7) has failed to provide medical records or has failed to undergo medical or other examinations as required by a panel of the medical advisory board.</u></b></p> <p>***</p> <p>(c) A license holder whose license is revoked for a reason listed in Subsections (a)(1)-(5), <b>or (7)</b> may reapply as a new applicant for the issuance of a license under this subchapter after the second anniversary of the date of the revocation if the cause for revocation does not exist on the date of the second anniversary. If the cause for revocation exists on the date of the second anniversary after the date of revocation, the license holder may not apply for a new license until the cause for revocation no</p>

	<p>longer exists and has not existed for a period of two years.</p> <p>***</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Enhances public safety by revoking license to carry and private security licenses if the licensee refuses to comply or cooperate with Medical Advisory Board investigations.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) <b>N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Section 1702.301, Occupations Code.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Non-US citizens who are registered as commissioned security officers should have their commission registration expire on the date their legal stay expires (or two years – whichever is shorter.) Individuals whose legal stay in the US has expired could continue to hold an active commission registration for up to two years until the registration expires. This will prevent persons who are federally disqualified from possessing a firearm to have an active registration as a commissioned security officer.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Section 1702.301, Occupations Code, is amended by amending Subsection (d) to read as follows:</p> <p><b><u>(d) A security officer commission issued to a person who is not a citizen, national, or legal permanent resident of the United States or a refugee or asylee lawfully admitted into the United States expires on the earlier of:</u></b></p> <p><b><u>(1) the date determined by the commission under Section 411.511, Government Code; or</u></b></p> <p><b><u>(2) the expiration of the person's lawful presence in the United States as determined by the appropriate United States agency in compliance with federal law.</u></b></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Will prevent persons who are federally disqualified from possessing a firearm (because no longer legally present in the U.S.) from maintaining an active license as a commissioned security officer.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	



**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov. Code Sec. 411.176. Review of Application Materials.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The department seeks legislative guidance regarding its respective obligations to administer the License to Carry Program and the Compassionate Use Program, specifically the department's authority to access patient information entered in the Compassionate Use Registry for the purpose of verifying an applicant's eligibility for an LTC.</p> <p>Under federal law, individuals who are unlawful users of marijuana are prohibited from purchasing or possessing firearms. See 18 USC 922(g). Based on federal regulations and ATF guidance, individuals who participate in the Compassionate Use Program are federally prohibited from possessing firearms and are therefore ineligible for an LTC.</p> <p>The department seeks clarification that the use of CUP patient data for LTC eligibility is <i>required</i> to administer the LTC program.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>The department seeks clarification that the use of CUP patient data for LTC eligibility is <i>required</i> to administer the LTC program.</p> <p><b>Gov. Code Sec. 411.176. Review of Application Materials.</b></p> <p>***</p> <p><u>(e) In addition to any other reviews conducted under this section, and notwithstanding Section 159.002, Occupations Code, the department shall access the Compassionate Use Registry established under Chapter 487, Health and Safety Code, in order to verify whether an applicant for a license under this subchapter is also a patient for whom low-THC cannabis has been prescribed under Chapter 169, Occupations Code, for the sole purpose of determining the eligibility of the applicant under Section 411.172(a)(9).</u></p>

DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Clarification of agency obligations and CUP patient's rights to confidentiality.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) <b>N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Occupations Code Sec. 1956.0382. Cash Transaction Card.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Cash transaction cards are issued by Metal Recycling Entities to customers who provide identifying information in advance, ensuring that such transactions can be traced if necessary.</p> <p>Straw purchases undermine the legislative intent behind the cash card, i.e., reducing metal theft by ensuring only previously identified and traceable individuals are paid in cash. Straw purchases have become commonplace and there is no express prohibition or clear criminal offense associated with such activity.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Occupations Code Sec. 1956.0382. Cash Transaction Card.</b> ***</p> <p><u>(h) A person commits an offense if the person presents a cash transaction card to a metal recycling entity for the purpose of selling regulated material on behalf of a third party.</u></p> <p><u>(i) A person commits an offense if the person attempts to or does obtain cash payment for the sale of regulated material to a metal recycling entity by conspiring with a holder of a cash transaction card to have the card holder sell the regulated material on the person's behalf.</u></p> <p><u>(j) An offense under section (h) or (i) is a Class C misdemeanor unless it is shown on trial of the offense that the person has previously been convicted of a violation of this offense, in which event the offense is a Class B misdemeanor.</u></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Will reduce regulated metal theft by ensuring only previously identified and traceable sellers are paid in cash.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov. Code Sec. 411.172(a)(13) Eligibility
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The LTC statute provides that the applicant must "... not in the 10 years preceding the date of application, [have] been adjudicated as having engaged in delinquent conduct violating a penal law of the grade of felony." Gov. Code 411.172(a)(13). This is a reference to a felony level juvenile adjudication.</p> <p>SB 1304, 85<sup>th</sup> Legis. Sess., repealed the authority for the department to share juvenile records with non-criminal justice agencies. Based on this amendment, the Crime Records Service has ceased allowing RSD access. As a result, RSD is unable to comply with its statutory mandate to assess the eligibility of applicants for the LTC and ensure only eligible individuals are issued a license to carry a handgun.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Family Code Sec. 58.007. Confidentiality of Probation Department, Prosecutor, and Court Records.</b></p> <p>(b) Except as provided by Section <a href="#">54.051</a>(d-1) and by Article <a href="#">15.27</a>, Code of Criminal Procedure, the records, whether physical or electronic, of a juvenile court, a clerk of court, a juvenile probation department, or a prosecuting attorney relating to a child who is a party to a proceeding under this title may be inspected or copied only by:</p> <ul style="list-style-type: none"> <li>(1) the judge, probation officers, and professional staff or consultants of the juvenile court;</li> <li>(2) a juvenile justice agency as that term is defined by Section <a href="#">58.101</a>;</li> <li>(3) an attorney representing the child's parent in a proceeding under this title;</li> <li>(4) an attorney representing the child;</li> <li>(5) a prosecuting attorney;</li> <li>(6) an individual or entity to whom the child is referred for treatment or services, including assistance in transitioning the child to the community after the child's release or discharge from a juvenile facility;</li> <li>(7) a public or private agency or institution providing supervision of the child by arrangement of the juvenile</li> </ul>

	<p>court, or having custody of the child under juvenile court order; or</p> <p><b><u>(8) the Department of Public Safety as necessary for the administration of Chapter 411, Subchapter H, Government Code; or</u></b></p> <p><b><u>(9) with permission from the juvenile court, any other individual, agency, or institution having a legitimate interest in the proceeding or in the work of the court.</u></b></p> <p>***</p> <p><b><u>(j) For the purpose of offering a record as evidence in an appeal proceeding arising under Chapter 411, Subchapter H, Government Code, an attorney representing the Department of Public Safety may obtain the record of a defendant's adjudication by submitting a request for the record to the juvenile court that made the adjudication. If a court receives a request from an attorney under this subsection, the court shall, if the court possesses the requested record of adjudication, certify and provide the attorney with a copy of the record.</u></b></p> <p><b>Family Code Sec. 58.106. Dissemination of Confidential Information in Juvenile Justice Information System.</b></p> <p>(a) Except as otherwise provided by this section, information contained in the juvenile justice information system is confidential information for the use of the department and may not be disseminated by the department except:</p> <ol style="list-style-type: none"> <li>(1) with the permission of the juvenile offender, to military personnel of this state or the United States;</li> <li>(2) to a criminal justice agency as defined by Section 411.082, Government Code;</li> <li>(3) to a noncriminal justice agency authorized by federal statute or federal executive order to receive juvenile justice record information;</li> <li>(4) to a juvenile justice agency;</li> <li>(5) to the Texas Juvenile Justice Department;</li> <li>(6) to the office of independent ombudsman of the Texas Juvenile Justice Department;</li> <li>(7) to a district, county, justice, or municipal court exercising jurisdiction over a juvenile; <b>and</b></li> <li>(8) to the Department of Family and Protective Services as provided by Section 411.114, Government Code; <b>and</b></li> <li><b><u>(9) to the department's internal division responsible for administering Chapter 411, Subchapter H, Government Code.</u></b></li> </ol>
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DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Reduces risk that ineligible individuals will continue to carry or be able to purchase firearms.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) <b>N/A</b>	

Division: Regulatory Services

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Government Code Sec. 411.206. SEIZURE OF HANDGUN AND LICENSE.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Amends Government Code Sec. 411.206, Seizure of Handgun and License, authorizing seizure of suspended or revoked license by peace officer.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Government Code Sec. 411.206. Seizure of Handgun and License.</b></p> <p>(a) If a peace officer arrests and takes into custody a license holder who is carrying a handgun under the authority of this subchapter, the officer shall seize the license holder's handgun and license as evidence. <u>If the license holder is arrested for an offense requiring immediate suspension of the license under Section 411.1872*, the arresting officer shall notify the department of the arrest and return the license to the department.</u></p> <p>(b) The provisions of Article <a href="#">18.19</a>, Code of Criminal Procedure, relating to the disposition of weapons seized in connection with criminal offenses, apply to a handgun seized under this subsection.</p> <p>(c) Any judgment of conviction entered by any court for an offense under Section <a href="#">46.035</a>, Penal Code, must contain the handgun license number of the convicted license holder. A certified copy of the judgment is conclusive and sufficient evidence to justify revocation of a license under Section <a href="#">411.186</a>(a)(4).</p> <p><u>(d) A peace officer who is acting in the lawful discharge of the officer's official duties may seize a license that is suspended or revoked. The officer may destroy the license and report the destruction to the department, or return the license to the department.</u></p> <p>*Section 411.1872 is the proposed section authorizing immediate suspension. Thus, the proposals are interdependent.</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH REC. CHANGE	Reduces risk that ineligible individuals will continue to carry or be able to purchase firearms.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) <b>N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Health and Safety Code Sec. 12.095. Board Panels; Powers and Duties.</p> <p>Health and Safety Code Sec. 12.097. Confidentiality Requirements.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The proposal amends Health and Safety Code Section 12.097, Confidentiality Requirements, to correct a drafting error and to clarify the admissibility of records used by the Medical Advisory Board or the department in assessing an applicant or licensee at hearings conducted by the State Office of Administrative Hearings.</p> <p>Texas Health and Safety Code Section 12.092 requires the Medical Advisory Board assist the Department of Public Safety in determining whether:</p> <ul style="list-style-type: none"> <li>(1) an applicant for a driver's license or a license holder is capable of safely operating a motor vehicle; or</li> <li>(2) an applicant for or holder of a license to carry a concealed handgun under the authority of Subchapter H, Chapter 411, Government Code, or an applicant for or holder of a commission as a security officer under Chapter 1702, Occupations Code, is capable of exercising sound judgment with respect to the proper use and storage of a handgun.</li> </ul> <p>The latter provision's references to commissioned security officers and Chapter 1702, Occupations Code, were added by the 83<sup>rd</sup> Legislature (2013; HB 3433). Unfortunately, adjacent Sections 12.095 and 12.097 were not amended. The State Office of Administrative Hearings (SOAH) has raised concerns regarding the admissibility of records arising from the Medical Advisory Board (MAB) review of commissioned security officers, in particular because Section 12.097, Confidentiality Requirements (below) does not refer expressly to Chapter 1702.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>The absence of a references to commissioned security officers or Chapter 1702 is an unfortunate drafting error that is inconsistent with adjacent Section 12.092's express authority for MAB to assist DPS in evaluating commissioned security officers under Chapter 1702. Nevertheless, in order to address this concern and correct the drafting error, the Department recommends the following amendments:</p>



	<p><b>Health and Safety Code Sec. 12.095. Board Panels; Powers and Duties.</b></p> <p>***</p> <p>(e) The panel may require the applicant or license holder to undergo a medical or other examination at the applicant's or holder's expense. A person who conducts an examination under this subsection may be compelled to testify before the panel and in any subsequent proceedings under Subchapter H, Chapter <a href="#">411</a>, Government Code, <b><u>Subchapter O, Chapter 1702, Occupations Code</u></b>, or Subchapter N, Chapter <a href="#">521</a>, Transportation Code, as applicable, concerning the person's observations and findings.</p> <p><b>Health and Safety Code Sec. 12.097. Confidentiality Requirements.</b></p> <p>(a) All records, reports, and testimony relating to the medical condition of an applicant or license holder:</p> <ul style="list-style-type: none"> <li>(1) are for the confidential use of the medical advisory board, a panel, or the Department of Public Safety of the State of Texas;</li> <li>(2) are privileged information; and</li> <li>(3) may not be disclosed to any person or used as evidence in a trial except as provided by Subsection (b).</li> </ul> <p>(b) In a subsequent proceeding under Subchapter H, Chapter <a href="#">411</a>, Government Code, <b><u>Subchapter O, Chapter 1702, Occupations Code</u></b>, or Subchapter N, Chapter <a href="#">521</a>, Transportation Code, the department may provide a copy of the report of the medical advisory board or panel and a medical record or report relating to an applicant or license holder to:</p> <ul style="list-style-type: none"> <li>(1) the Department of Public Safety of the State of Texas;</li> <li>(2) the applicant or license holder; and</li> <li>(3) the officer who presides at the hearing.</li> </ul>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Will increase likelihood of successful prosecution of SOAH cases involving Private Security commission licensing actions based on Medical Advisory Board determinations of eligibility.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Amending Government Code Sec. 411.182, relating to Notice, to authorize notification by electronic mail for purposes of notice required under the statute.</p> <p>Amending Occ. Code Sec. 1702.364, relating to Summary Actions, to authorize notification by electronic mail for private security summary actions.</p> <p>Amending Trans. Code Sec. 548.407 to authorize notification of licensing actions and hearings by electronic mail.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>It is inefficient and time consuming to send regular and certified mail when electronic mail service can be utilized instead. Often, regular mail and certified mail is returned undeliverable or unclaimed, causing delays in processing of materials, scheduling of hearings, and finalizing proposed actions on licenses.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Gov. Code Sec. 411.182. NOTICE.</b></p> <p>(a) For the purpose of a notice required by this subchapter, the department may assume that the address currently reported to the department by the applicant or license holder is the correct address.</p> <p>(b) A written notice meets the requirements under this subchapter if the notice is sent by certified <u>or electronic</u> mail to the current address reported by the applicant or license holder to the department.</p> <p><del>(c) If a notice is returned to the department because the notice is not deliverable, the department may give notice by publication once in a newspaper of general interest in the county of the applicant's or license holder's last reported address. On the 31st day after the date the notice is published, the department may take the action proposed in the notice.</del></p> <p><b>Occ. Code Sec. 1702.364. Summary Actions.</b></p> <p>(b) To initiate a proceeding to take action under Subsection (a), the department must serve notice to the person. The notice must:</p> <p>(1) inform the person of the person's right to a hearing before the department or the department's designee;</p> <p>(2) state the basis for the summary action; and</p> <p>(3) be personally served on the person or the person's authorized representative, <del>[or]</del> sent to the person by certified or registered mail, return receipt requested, <u>or sent to the person by electronic mail with a read receipt requested, to the person's applicable</u></p>

	<p><u>electronic mail</u> or mailing address as it appears in the department's records.</p> <p><b>Trans. Code Sec. 548.407. Hearing on Denial, Revocation or Suspension of Certificate.</b></p> <p>(c) Notice under Subsection (a) or (b) must be made by personal delivery or by mail <u>or electronic mail</u> to the last address given to the department by the person.</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Will reduce costs and inefficiencies associated with regular and certified mail, allowing for electronic mail service of notices.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) <b>N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Occupations Code Sec. 1702.113. General Qualifications for License or Security Officer Commission
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	The absence of an express reference to convictions in this section has caused some confusion at the State Office of Administrative Hearings (SOAH) regarding the department's authority to deny or revoke on the basis of convictions.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Occupations Code Sec. 1702.113. General Qualifications for License or Security Officer Commission</b></p> <p>(a) An applicant for a company license or security officer commission must be at least 18 years of age and must not:</p> <ol style="list-style-type: none"> <li>(1) at the time of application be charged under an information or indictment with the commission of a Class A or Class B misdemeanor or felony offense determined to be disqualifying by commission rule;</li> <li>(2) have been found by a court to be incompetent by reason of a mental defect or disease and not have been restored to competency;</li> <li>(3) have been dishonorably discharged from the United States armed services, discharged from the United States armed services under other conditions determined by the commission to be prohibitive, or dismissed from the United States armed services if a commissioned officer in the United States armed services; <del>or</del></li> <li>(4) be required to register in this or any other state as a sex offender; <u>or</u></li> <li><b><u>(5) have been convicted in any jurisdiction of a felony or Class A or B misdemeanor level offense determined to be disqualifying by commission rule.</u></b></li> </ol>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH REC CHANGE	Will increase likelihood of successful prosecution of SOAH cases involving Private Security licenses.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Regulatory Services**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Occupations Code Sec. 1956.001. Definitions.</p> <p>(8) "Personal identification document" means:</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Sellers of regulated material are required to provide proof of identification to metal recycling entities at the time of the sale. Currently, only a valid driver's license, state issued identification card, or military identification card are acceptable. The proposal would amend the definition of "Personal identification document" to add passports or other federally issued forms of personal identification, and federally recognized tribal-issued identification cards, as acceptable forms of identification.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p><b>Occupations Code Sec. 1956.001. Definitions.</b></p> <p>In this chapter:</p> <p>***</p> <p>(8) "Personal identification document" means:</p> <p>(A) a valid driver's license issued by a state in the United States;</p> <p>(B) a United States military identification card; <del>or</del></p> <p>(C) a personal identification certificate issued by the department under Section 521.101, Transportation Code, or a corresponding card or certificate issued by another state;</p> <p><b><u>(D) a federally-recognized, tribal-issued identification card; or</u></b></p> <p><b><u>(E) a passport or other form of personal identification issued by the United States.</u></b></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	<p>Will facilitate and increase efficiency of certain metal recycling transactions, to the benefit of the selling public and the purchasing licensed facility.</p>
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Driver License**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Increase the fee for Personal Identification Certificates  Transportation Code 521.422(1) and Transportation Code 521.422(2)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	The expiration date and fee for a driver license was increased to eight years and \$32. The expiration date for an identification card is established by rule, but the fee is statutory. Before the expiration date can be changed to eight years, the fee needs to be increased by \$5 for under 60 years of age and \$2 for 60 years of age and over.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Amend the statute to increase the fee for identification cards to \$20 for persons under 60 years of age and to \$7 for a person over 60 years of age.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	By increasing the statutory fee for ID cards, it will prevent a loss of revenue to the state when the Department extends the expiration date. Otherwise, ID card holders will have to visit a driver license office every six years instead of eight years.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Driver License**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p><b>Remove Vehicle Registration Requirement for DL Issuance</b></p> <p>Sec. 521.144. APPLICATION BY NEW STATE RESIDENT. (a) A new resident of this state who applies for a driver's license must submit with the application:</p> <p>(1) evidence that each motor vehicle owned by the person is registered under Chapter 502; or</p> <p>(2) an affidavit that the applicant does not own a motor vehicle required to be registered under Chapter 502.</p> <p>(b) The department may not issue a driver's license to a new resident who fails to comply with Subsection (a).</p> <p>(c) A registration receipt issued by a county assessor-collector in this state is satisfactory evidence that a motor vehicle is registered under Chapter 502.</p> <p>Acts 1995, 74th Leg., ch. 165, Sec. 1, eff. Sept. 1, 1995.</p> <p>Amended by: Acts 2021, 87th Leg., R.S., Ch. 592 (S.B. 876), Sec. 10, eff. March 1, 2022.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The current system, where vehicle registration precedes Driver's License issuance, creates unnecessary hurdles for applicants.</p> <p>Many face issues because:</p> <p>Lack of Awareness: People are often unaware of this two-step process. They might assume getting a license is all they need to drive, leading to wasted time and frustration.</p> <p>Appointment Delays: Scheduling a vehicle registration appointment can be difficult, with long wait times. This adds extra steps and delays the entire process of getting a license.</p> <p>In short, the current system creates confusion and inefficiency.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Streamline the Driver's License Application Process by:</p> <p>Eliminating the upfront vehicle registration requirement. This allows applicants to focus on obtaining their license first.</p> <p>This reduces unnecessary steps and avoids delays caused by appointment backlogs. This approach simplifies the process and improves accessibility for drivers transferring their license to Texas.</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	<p>Eliminating the pre-registration requirement for driver's licenses would offer several advantages:</p> <p>Improved Customer Satisfaction: A smoother application process leads to happier customers. Less frustration translates to a more positive experience with the Driver License Division (DLD).</p> <p>Enhanced Efficiency: Removing a step reduces overall processing time for both applicants and DLD staff. This frees up resources for other tasks. This change would benefit both the DLD and new drivers by improving satisfaction and boosting efficiency.</p>
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Driver License**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p><b>Remove administrative hearing option for commercial driver license (CDL) disqualifications.</b></p> <p>Transportation Code, 521.297, 522.087</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>During the 2022 Commercial Driver License (CDL) Annual Program Review (APR) conducted by the Federal Motor Carrier Safety Administration (FMCSA), the Department received a finding that the ability for CDL holders to request a hearing for a disqualification of commercial driving privileges is in violation of the federal regulations. To prevent possible penalties, the statute must be amended to remove the hearing process for CDL disqualifications only.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Amend TRC 521.297 to remove disqualification from the title and delete subsection (b) related to disqualifications. Amend TRC 522.081 to delete subsection (b) related to administrative hearings, renumber the subsections, and remove references to subsections in 522.081 so it says 522.081 only.</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	<p>The CDL program is in non-compliance and could result in FMCSA issuing a Notice of Non-Compliance resulting in the decertification of Texas' CDL program, thereby prohibiting the ability to issue CDLs to its citizens, prohibiting the acceptance of Texas CDLs, and the withholding of federal highway funds from the state of Texas. This could affect the nearly 700,000 valid CDL holders and cost the State of Texas up to 4% of the federal highway funds during the first year of non-compliance (estimated at over \$200M) and up to 8% of the federal highway funds during the second year of non-compliance (estimated at over \$400M).</p>
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	



**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Texas Government Code § 411.164</p> <p>DEFENSE COUNSEL ACCESS TO CRIME LABORATORY PORTAL. In accordance with department rule, the attorney representing the state in a criminal action shall designate the defendant or the defendant's attorney, as appropriate, as an individual who is authorized to access and use the crime laboratory portal under Section <a href="#">411.162 (Crime Laboratory Portal)</a> to request any crime laboratory records that are subject to discovery under Article <a href="#">39.14 (Discovery)</a>, Code of Criminal Procedure.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>It conflicts with Texas Code of Criminal Procedure art. 39.14(d) and (f):</p> <p>(d) In the case of a pro se defendant, if the court orders the state to produce and permit the inspection of a document, item, or information under this subsection, the state shall permit the pro se defendant to inspect and review the document, item, or information but is not required to allow electronic duplication as described by Subsection (a)</p> <p>(f) The attorney representing the defendant, or an investigator, expert, consulting legal counsel, or agent for the attorney representing the defendant, may allow a defendant, witness, or prospective witness to view the information provided under this article, but may not allow that person to have copies of the information provided, other than a copy of the witness's own statement. Before allowing that person to view a document or the witness statement of another under this subsection, the person possessing the information shall redact the address, telephone number, driver's license number, social security number, date of birth, and any bank account or other identifying numbers contained in the document or witness statement. For purposes of this article, the defendant may not be the agent for the attorney representing the defendant.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Modify Texas Government Code as follows:</p> <p>In accordance with department rule, the attorney representing the state in a criminal action shall designate <del>the defendant or</del> the defendant's attorney, as appropriate, as an individual who is authorized to access and use the crime laboratory portal under Section <a href="#">411.162 (Crime Laboratory Portal)</a> to request any crime laboratory records that are subject to discovery under Article <a href="#">39.14 (Discovery)</a>, Code of Criminal Procedure.</p>

DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Addresses current legal conflict in existing legislation.

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002 Section 17 Regarding definition of drug paraphernalia
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Definition is broad and was written before the addition of the Texas Hemp Act of 2019. Many of the pipes and devices listed in the definition are now legal when used with hemp. Additionally, there is no way for a laboratory to determine if the device was used for hemp (legal) or marihuana (illegal) given the limited amount of sample left on the pipes.</p> <p>Current:</p> <p>(L) an object used or intended for use in ingesting, inhaling, or otherwise introducing marihuana, cocaine, hashish, or hashish oil into the human body, including:</p> <p>(i) a metal, wooden, acrylic, glass, stone, plastic, or ceramic pipe with or without a screen, permanent screen, hashish head, or punctured metal bowl;</p> <p>(ii) a water pipe;</p> <p>(iii) a carburetion tube or device;</p> <p>(iv) a smoking or carburetion mask;</p> <p>(v) a chamber pipe;</p> <p>(vi) a carburetor pipe;</p> <p>(vii) an electric pipe;</p> <p>(viii) an air-driven pipe;</p> <p>(ix) a chillum;</p> <p>(x) a bong; or</p> <p>(xi) an ice pipe or chiller.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Revise as follows:</p> <p>(L) an object used or intended for use in ingesting, inhaling, or otherwise introducing <del>marihuana</del>, cocaine, hashish, or hashish oil into the human body, including:</p> <p>(i) a metal, wooden, acrylic, glass, stone, plastic, or ceramic pipe with or without a screen, permanent screen, hashish head, or punctured metal bowl.</p> <p><del>(ii) a water pipe;</del></p> <p><del>(iii) a carburetion tube or device;</del></p> <p><del>(iv) a smoking or carburetion mask;</del></p> <p><del>(v) a chamber pipe;</del></p> <p><del>(vi) a carburetor pipe;</del></p>

	<p>(vii) <del>an electric pipe;</del>  (viii) <del>an air-driven pipe;</del>  (ix) <del>a chillum;</del>  (x) <del>a bong;</del> or  (xi) <del>an ice pipe or chiller.</del></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Change will bring the section in line with the Texas Hemp Act of 2019.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002. Section 5 Regarding hemp exclusion from controlled substance definition
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	The definition is broad and results in different legal interpretations across Texas jurisdictions.  Current:  (5) "Controlled substance" means ... The term does not include hemp, as defined by Section <a href="#">121.001</a> , Agriculture Code, or the tetrahydrocannabinols in hemp.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  (5) "Controlled substance" means ... The term does not include hemp, as defined by Section <a href="#">121.001</a> , Agriculture Code, <u>specifically when</u> <u>(A) the plant Cannabis sativa L. contains a level less than 0.3% delta-9 tetrahydrocannabinol concentration on a weight basis;</u> <u>(B) the non-consumable product aligns with Section 112.001, Agriculture Code (such as cloth, cordage, fiber, fuel, paint, paper, particleboard or plastics);</u> <u>C) the consumable hemp products aligns with Section 443.001, Health and Safety Code ;</u>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	It is unclear whether the Texas Hemp Act of 2019 decriminalized the possession and distribution of THC containing materials outside of plant products in Texas. This revision clarifies which THC-containing plants are excluded as controlled substances. It further clarifies that potentially THC-containing non-consumable materials and cosmetics are excluded as controlled substances.  Crime laboratories do not currently have scientific methods for the evaluation of THC content in the wide-variety of cosmetic products and developing them would be burdensome and impactful to court dockets. This revision as written would unburden crime labs from developing methods for cosmetic products as they do not result in detectable levels of human intoxication and therefore have less impact on public safety.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002. Section 26. Regarding Marihuana definition
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	The definition does not provide clear delineation between marihuana and THC which have very different penalties under current law. Current:  <div style="margin-left: 40px;">(26) "Marihuana" means the plant Cannabis sativa L., whether growing or not, the seeds of that plant, and every compound, manufacture, salt, derivative, mixture, or preparation of that plant or its seeds. The term does not include:</div> <div style="margin-left: 80px;">(A) the resin extracted from a part of the plant or a compound, manufacture, salt, derivative, mixture, or preparation of the resin;</div>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  <div style="margin-left: 40px;">(26) "Marihuana" means the plant Cannabis sativa L., whether growing or not, the seeds of that plant, and mixtures of that plant and seeds. <del>every compound, manufacture, salt, derivative, mixture, or preparation of that plant or its seeds.</del></div> The term does not include: <div style="margin-left: 80px;">(A) the resin extracted from a part of the plant or a compound, manufacture, <del>salt, derivative, mixture,</del> or preparation of the resin;</div>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This clarifies the definition of marihuana. It ensures more clear interpretation, consistent reporting and prosecution of marihuana cases.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.103 Regarding Penalty Group 2
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The numbering scheme used for the isomers of THC are outdated and inaccurate. Additional updates are needed to align with marihuana and hemp definitions.</p> <p>Current:</p> <p style="padding-left: 40px;">Tetrahydrocannabinols, other than marihuana, and synthetic equivalents of the substances contained in the plant, or in the resinous extractives of Cannabis, or synthetic substances, derivatives, and their isomers with similar chemical structure and pharmacological activity such as:</p> <p style="padding-left: 80px;">delta-1 cis or trans</p> <p>tetrahydrocannabinol, and their optical isomers;</p> <p style="padding-left: 80px;">delta-6 cis or trans</p> <p>tetrahydrocannabinol, and their optical isomers;</p> <p style="padding-left: 80px;">delta-3, 4 cis or trans</p> <p>tetrahydrocannabinol, and its optical isomers; or</p> <p style="padding-left: 80px;">compounds of these structures,</p> <p>regardless of numerical designation of atomic positions, since nomenclature of these substances is not internationally standardized;</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Revise as follows:</p> <p style="padding-left: 40px;">Tetrahydrocannabinols, <del>other than</del> except when present in marihuana or hemp, and synthetic equivalents of the substances <del>contained in the plant, or in the resinous extractives of Cannabis, or synthetic substances,</del> derivatives, including the carboxylic acid and acetate derivatives and their isomers with similar chemical structure and pharmacological activity such as:</p> <p style="padding-left: 80px;">delta-9 cis or trans</p> <p>tetrahydrocannabinol;</p> <p style="padding-left: 80px;">delta-8 cis or trans</p> <p>tetrahydrocannabinol;</p> <p style="padding-left: 80px;">delta-6a,10a cis or trans</p> <p>tetrahydrocannabinol;</p> <p style="padding-left: 80px;">Hexahydrocannabinol;</p> <p style="padding-left: 80px;">or</p>

	compounds of these structures, regardless of numerical designation of atomic positions, since nomenclature of these substances is not internationally standardized;
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This revision aligns the Controlled Substance Act with the current isomer naming convention and the additional revisions are needed as a result of the Texas Hemp Act of 2019.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	



**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.102 and 481.1031 Regarding Synthetic cannabinoids
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>HB 2671 (2017) placed three specific synthetic cannabinoids in Penalty Group 1 (§481.102): ADB-FUBINACA, AMB-FUBINACA, and MDMB-CHMICA, starting on 9/1/17. Penalty Group 1 offenses are felonies. These substances were already controlled in Penalty Group 2-A (§481.1031, section 5), causing a conflict. Penalty Group 2-A offenses are misdemeanor offenses.</p> <p>Current:</p> <p>PENALTY GROUP 1. Penalty Group 1 consists of:  (14) ADB-FUBINACA;  (15) AMB-FUBINACA; and  (16) MDMB-CHMICA.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Remove the three duplicate substances from the Penalty Group 1 classification.</p> <p>Revised:</p> <p>PENALTY GROUP 1. Penalty Group 1 consists of:  <del>(14) ADB-FUBINACA;</del>  (15) AMB-FUBINACA; and  <del>(16) MDMB-CHMICA.</del></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This would ensure consistent classifications for all synthetic cannabinoids to ensure accuracy in charging defendants.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 443.001 Regarding consumable hemp product definition
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Definition is broad: Current:  (1) "Consumable hemp product" means food, a drug, a device, or a cosmetic, as those terms are defined by Section <a href="#">431.002</a> , that contains hemp or one or more hemp-derived cannabinoids, including cannabidiol.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  (1) "Consumable hemp product" means a food, as defined by Section <a href="#">431.002</a> , that contains hemp or one or more hemp-derived cannabinoids, including cannabidiol with a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent on a weight basis. This product is not allowed to have any isomer or derivative of tetrahydrocannabinol, as defined by section 481.103, Health and Safety Code.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This definition prevents decriminalization of THC-containing consumable products such as vape pens and edibles. It does decriminalize THC-containing cosmetics as they do not result in detectable levels of human intoxication
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 443.151 Regarding testing of consumable hemp products
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Definition is broad:  Current:  (e) consumable hemp product is not required to be tested under Subsection (d) if each hemp-derived ingredient of the product: (1) has been tested in accordance with: Subsections (b) and (c); or (B) Subsection (d); and (2) does not have a delta-9 tetrahydrocannabinol concentration of more than 0.3 percent.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  (e) consumable hemp product is not required to be tested under Subsection (d) if each hemp-derived ingredient of the product: (1) has been tested in accordance with: Subsections (b) and (c); or (B) Subsection (d); and (2) does not have a delta-9 tetrahydrocannabinol concentration of more than 0.3 percent by weight and (3) no other isomers or derivatives of tetrahydrocannabinol, as defined by section 481.103, Health and Safety Code.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The revision aligns the 0.3% by weight definition with other sections of HSC and Agriculture Code; it also addresses delta-9 and delta-8 issues.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 443.152 Regarding provisions related to testing of consumable hemp products
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Definition is broad:  Current: (a)consumable hemp product that has a delta-9 tetrahydrocannabinol concentration of more than 0.3 percent may not be sold at retail or otherwise introduced into commerce in this state (b)A person licensed under Chapter 122, Agriculture Code, shall provide to a license holder who is processing hemp harvested by the person or otherwise using that hemp to manufacture a consumable hemp product the results of a test conducted under that chapter, if available, as proof that the delta-9 tetrahydrocannabinol concentration of the hemp does not exceed 0.3 percent, including for purposes of Section 443.151(b)(1).
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  (a)consumable hemp product that has a delta-9 tetrahydrocannabinol concentration of more than 0.3 percent by weight or the presence of any other isomers or derivatives of tetrahydrocannabinol, as defined by section 481.103, Health and Safety Code may not be sold at retail or otherwise introduced into commerce in this state. (b)A person licensed under Chapter 122, Agriculture Code, shall provide to a license holder who is processing hemp harvested by the person or otherwise using that hemp to manufacture a consumable hemp product the results of a test conducted under that chapter, if available, as proof that the delta-9 tetrahydrocannabinol concentration of the hemp does not exceed 0.3 percent by weight and no other isomers or derivatives of tetrahydrocannabinol, as defined by section 481.103, Health and Safety Code, are present, including for purposes of Section 443.151(b)(1).
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The revision aligns the 0.3% by weight definition with other sections of HSC and Agriculture Code; it also addresses delta-9 and delta-8 issues.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 443.202 Regarding regulation of certain cannabinoid oils
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Definition is broad:</p> <p>Current:</p> <p>(2)unless a sample representing the oil has been tested by a laboratory that is accredited by an independent accreditation body in accordance with International Organization for Standardization ISO/IEC 17025 or a comparable or successor standard and found to have a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent and no other isomers or derivatives of tetrahydrocannabinol, as defined by section 481.103, Health and Safety Code, are present</p> <p>(c)The department and the Department of Public Safety shall establish a process for the random testing of cannabinoid oil, including cannabidiol oil, at various retail and other establishments that sell, offer for sale, distribute, or use the oil to ensure that the oil: (1)does not contain harmful ingredients; (2)is produced in compliance with 7 U.S.C. Chapter 7 38, Subchapter VII; and (3)has a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Revise as follows:</p> <p>(2)unless a sample representing the oil has been tested by a laboratory that is accredited by an independent accreditation body in accordance with International Organization for Standardization ISO/IEC 17025 or a comparable or successor standard and found to have a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent</p> <p>(c)The department and the Department of Public Safety shall establish a process for the random testing of cannabinoid oil, including cannabidiol oil, at various retail and other establishments that sell, offer for sale, distribute, or use the oil to ensure that the oil: (1)does not contain harmful ingredients; (2)is produced in compliance with 7 U.S.C. Chapter 7 38, Subchapter VII; and (3)has a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent (4) no other isomers or derivatives of</p>

	tetrahydrocannabinol as defined by section 481.103, Health and Safety Code, are present.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The revision addresses delta-9 and delta-8 issues.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 443.203 Regarding deceptive trade practice
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Definition is broad:  Current:  (3) has a delta-9 tetrahydrocannabinol concentration of more than 0.3 percent.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  (3) has a delta-9 tetrahydrocannabinol concentration of more than 0.3 percent. (4) has another isomer or derivative of tetrahydrocannabinol as defined by section 481.103, Health and Safety Code.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The revision addresses delta-9 and delta-8 issues.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	

**Division: Crime Laboratory**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 443.205 Regarding packaging and labeling
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Definition is broad:  Current:  (6)a certification that the delta-9 tetrahydrocannabinol concentration of the product or each hemp-derived ingredient of the product is not more than 0.3 percent
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Revise as follows:  (6)a certification that the delta-9 tetrahydrocannabinol concentration of the product or each hemp-derived ingredient of the product is not more than 0.3 percent and no other isomer or derivative of tetrahydrocannabinol, as defined by section 481.103, Health and Safety Code, are present.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The revision addresses delta-9 and delta-8 issues.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)</b>	



**Division: Crime Laboratory**

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)																																																																																					
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002. Section 50.																																																																																				
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The definition of an abuse unit when blotter paper is not already perforated is impractical.</p> <p>Current:</p> <p>(ii) each quarter-inch square section of paper, if the adulterant, dilutant, or carrier medium is paper not marked or perforated into individual abuse units;</p>																																																																																				
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Remove and replace with the following:</p> <p><del>(ii) each quarter-inch square section of paper, if the adulterant, dilutant, or carrier medium is paper not marked or perforated into individual abuse units;</del></p> <p><u>(ii) each 10 milligrams of paper, if the adulterant, dilutant, or carrier medium is paper not marked or perforated into individual abuse units rounding down to the nearest whole number;</u></p> <p><b>Neal v. United States, 516 U.S. 284 (1996)</b></p> <p>In this case it was argued that that the standard blotter paper square in these cases weights between 5 and 10 milligrams.</p> <p>New York State uses a weight of 25 mg for an abuse unit of Blotter paper.</p> <p>A sampling of 13 DPS cases showed an average weight for a single square of blotter paper as 11.75mg, with a high of 20 mg and a low of 5 mg. *</p> <p>*</p> <table><tr><th>AU</th><th>Weights</th><th>Average weight/abuse unit</th><th></th><th></th><th></th></tr><tr><td>132</td><td>2.55</td><td>0.019318182</td><td></td><td></td><td></td></tr><tr><td>100</td><td>0.79</td><td>0.0079</td><td></td><td></td><td></td></tr><tr><td>100</td><td>0.78</td><td>0.0078</td><td></td><td></td><td></td></tr><tr><td>50</td><td>0.39</td><td>0.0078</td><td></td><td></td><td></td></tr><tr><td>2</td><td>0.01</td><td>0.005</td><td></td><td></td><td></td></tr><tr><td>14</td><td>0.17</td><td>0.012142857</td><td></td><td></td><td></td></tr><tr><td>8</td><td>0.09</td><td>0.01125</td><td></td><td></td><td></td></tr><tr><td>2</td><td>0.03</td><td>0.015</td><td></td><td>0.011747</td><td></td></tr><tr><td>50</td><td>0.56</td><td>0.0112</td><td></td><td></td><td></td></tr><tr><td>41</td><td>0.47</td><td>0.011463415</td><td></td><td></td><td></td></tr><tr><td>100</td><td>1.25</td><td>0.0125</td><td></td><td></td><td></td></tr><tr><td>100</td><td>2</td><td>0.02</td><td></td><td></td><td></td></tr><tr><td>30</td><td>0.34</td><td>0.011333333</td><td></td><td></td><td></td></tr></table>	AU	Weights	Average weight/abuse unit				132	2.55	0.019318182				100	0.79	0.0079				100	0.78	0.0078				50	0.39	0.0078				2	0.01	0.005				14	0.17	0.012142857				8	0.09	0.01125				2	0.03	0.015		0.011747		50	0.56	0.0112				41	0.47	0.011463415				100	1.25	0.0125				100	2	0.02				30	0.34	0.011333333			
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DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This would ensure consistent counting of abuse units and prosecuting LSD offenses.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE)	

**Division: Crime Records Division**

<b>REDUNDANCIES AND IMPEDIMENTS</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Code of Crim. Proc. Arts. 67.052 ( <i>Department Intelligence Database</i> ), 67.151 ( <i>Removal of Information Relating to Individual Other Than Child</i> ), and 67.152 ( <i>Removal of Information Relating to Child</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Art. 67.052 says the department's intelligence database must comply with operating policies established under 28 C.F.R. Section 23.1 et seq. 28 C.F.R. 23.20(h), states, "(i)information retained in the system must be reviewed and validated for continuing compliance with system submission criteria before the expiration of its retention period, which in no event shall be longer than five (5) years." Arts. 67.151 and 67.152 conflict with that requirement by tolling time while an individual in the intelligence database is incarcerated.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Remove the stoppage of time calculation for when a member is incarcerated.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Removing this would assure compliance with the requirement outlined in 28 C.F.R. 23.1 et seq. as required by Code of Crim. Proc. Art. 67.052.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Crime Records Division**

<b>REDUNDANCIES AND IMPEDIMENTS</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	CCP 66.252 (b-1) ( <i>Reporting of Information by Local Entities</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	The current statute only gives discretionary authority to order fingerprinting of an individual charged with Class C Family Violence misdemeanor offense who was not placed under custodial arrest at time of offense. It does not provide that ability for Class B or higher offenses, nor does it require the action.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Require fingerprinting of an individual charged with Class C Family violence if not fingerprinted while under custodial arrest. Expand the authority and require a justice or judge of a court to order fingerprinting of an individual who was not placed under custodial arrest prior to final disposition of the case for any Class B or higher offense.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This statutory change would authorize fingerprinting for any person charged with an offense up to the final disposition of the case.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Crime Records**

<b>REDUNDANCIES AND IMPEDIMENTS</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Family Code 85.025(d) ( <i>Duration of Protective Order</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Law enforcement agencies that enter protective orders into the Texas Crime Information Center retain ownership and responsibility for the data throughout the record's lifecycle. DPS does not control the record. Further, Texas does not have a repository for data related to individuals in local jails so that is an additional impediment to implementation of statute. To effectively implement section (d), the record owner agency would have to contact each city or county jail in Texas to determine whether the subject of the protection order is in custody, a herculean and very inefficient task with minimal to no return on the time investment.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	The statute should reflect the entering agency's responsibility for record maintenance, including any known updates to custody information. It should also not require updated information that is not contained in a centralized repository.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Statute would reflect the entering agency's responsibility to the record's maintenance and would not mandate information that is not currently available in a centralized database.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Crime Records**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.0845 ( <i>Criminal History Clearinghouse</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	§411.0845 requires applicants to provide a social security number (SSN) with fingerprint submissions. However, some applicants do not have an SSN so are unable to comply with this statute. The state criminal history repository is fingerprint-based and a SSN is an optional field in the system so the SSN is not a critical element for identity confirmation for criminal history purposes.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	DPS recommends removing the requirement of SSN from §411.0845 but marking the field as optional.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This change would eliminate differing requirements between sections related to basically the same data.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Crime Records**

<b>REDUNDANCIES AND IMPEDIMENTS</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.087 ( <i>Access to CHRI Maintained by the FBI or Local CJA</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The National Child Protection Act (NCPA) was amended with the Child Protection Improvements Act (CPIA). The Tex. Gov't Code §411.087 references 42 U.S.C, Section 5119a for NCPA but was advised by the FBI it needs to reference the amended version 34 U.S.C. § 40102. This would allow DPS to continue granting access under NCPA/CPIA.</p> <p>The FBI also advised that contractors for qualified entities may be fingerprinted with NCPA/CPIA if a statute defines contractors as employees.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Strike out 42 U.S.C, Section 5119a in 411.087(e) and replace it with 34 U.S.C. § 40102. Include language stating contractors are considered employees for qualified entities.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Currently, qualified entities cannot fingerprint contractors since the NCPA/CPIA states they may only fingerprint employees and volunteers. However, the FBI has stated that if there is a statute that defines contractors as employees for qualified entities, then they will be to receive national criminal history records for contractors.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Crime Records**

<b>REDUNDANCIES AND IMPEDIMENTS</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.087 (Access to CHRI Maintained by the FBI or Local CJA)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The FBI has advised that the department may fingerprint and provide national CHRI according to Affordable Care Act Section 6401. However, this federal requirement is not listed in a state statute.</p> <p>HHSC is currently meeting the requirements of the Affordable Care Act with access to national CHRI under Public Law 92-544. However, the FBI has implemented new expectations and will not approve the current statute TxGC 411.1143 since the statute references 42 CFR definitions instead of including the definitions within the state statute. Therefore, there is a risk HHSC may lose access to national CHRI with Public Law 92-544.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Reference Affordable Care Act Section 6401, similar to NCPA being referenced in 411.087(e).
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	This would allow HHSC to submit fingerprints for national CHRI per the requirements of the Affordable Care Act Section 6401 if they are unable to be granted access to Public Law 92-544.
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	



**Division: Crime Records**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.1235 ( <i>Access to Criminal History Record Information: Volunteer Fire Departments</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>§411.1235 for Volunteer Fire Departments (VFDs) does not comply with the national requirements of Public Law 92-544 since not all VFDs are not directly administered by government entities. Therefore, the FBI considers VFDs not associated with government as private entities who do not qualify for dissemination of national criminal history record information (CHRI).</p> <p>Access to <u>Texas</u> CHRI is not impacted by statute as currently written. <u>Texas</u> CHRI will continue to be available if no statutory changes occur, but the lack of national CHRI would blind qualifying VFDs from accessing criminal histories from other states. The agencies would not be able to see disqualifying offenses of potential applicants if those crimes were committed and adjudicated outside Texas.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Update the language to include that a VFD administered by a governmental entity is entitled to receive state and national CHRI. Independent VFDs can only access Texas CHRI.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	<p>The change will allow the qualifying VFDs access to national CHRI from the submission of fingerprints.</p> <p>The FBI granted Texas a short grace period to allow the state legislature to make the needed statutory changes. If the statute is not updated, it will jeopardize the qualifying agencies' authority to receive national CHRI since the statute does not meet the requirements of Public Law 92-544.</p>
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

**Division: Crime Records**

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Multiple sections of Gov't Code §411 Subchapter F ( <i>Criminal History Record Information</i> )
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Subchapter F statutes allow dissemination of state and national criminal history record information (CHRI) to private entities and/or allow dissemination with the consent of the individual. However, access to national CHRI is not permitted because the sections do not contain the language required by Public Law 92-544 that governs secondary dissemination of national CHRI.</p> <p>Subchapter F statutes also do not reference §411.087, the authority to receive national CHRI with fingerprint submissions.</p> <p>Lastly, Public Law 92-544 requires statute to list and define the populations.</p> <p>Access to <u>Texas</u> CHRI is not impacted by statute as currently written. <u>Texas</u> CHRI will continue to be available if no statutory changes occur, but the lack of national CHRI would blind these agencies from criminal history information from other states. The agencies would not be able to see disqualifying offenses of potential applicants if those crimes were committed and adjudicated outside Texas, which could lead to applicants in many regulated fields in direct contact with or oversight of vulnerable populations in Texas including the sick and elderly.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	DPS recommends removing secondary dissemination authorization from Subchapter F and including language that prohibits dissemination of national CHRI to private entities. Each section granting access to national CHRI should reference Gov't Code §411.087. Ensure each statute lists and defines populations needing to be fingerprinted.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The FBI granted Texas a short grace period to allow the state legislature to make the needed statutory changes. If the statute is not updated, it will jeopardize the agencies' authority to receive national CHRI since the statute does not meet the requirements of Public Law 92-544.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

**Division: Infrastructure Operations Division**

<b>REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)</b>	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Texas Government Code 2175.308, Exception for Certain Property of the Department of Public Safety</p> <p>Texas Government Code 2175.191 Proceeds from Sale</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Request to modify this statute to fully exempt the Department of Public Safety from surplus vehicle sales via the Texas Facilities Commission. Currently, DPS performs 75% of the effort to surplus sale vehicles via the TFC contracted auction company, in which approximately 12% of the sale proceeds are credited to TFC. The remaining 25% of surplus vehicles are physically taken to TFC for sale. This would be more efficient in eliminating the coordination and approval to place surplus vehicles for auction with the benefit of DPS retaining all funds from the sale of the vehicles for use on the agency's fleet of vehicles.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Modify Texas Government Code 2175.308 to exempt the Department of Public Safety from using the commission (TFC) to surplus agency vehicles.</p> <p>Modify Texas Government Code 2175.191 to allow the Department of Public Safety to retain all proceeds from the surplus sale of agency vehicles.</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	<p>Exempting the Department of Public Safety from the TFC surplus process on vehicles would save time in listing the vehicle for ten (10) days advertising to other agencies, eliminate the coordination with TFC to sell vehicles, and allow for the retainment of proceeds from these vehicle sales.</p>
<b>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</b>	

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
<u>1</u>		SHORT NAME:	PROTECT TEXAS
		FULL NAME:	Protect Texas from Public Safety Threats
		DESCRIPTION:	Protect Texas from public safety threats.
	<u>1</u>	SHORT NAME:	PROVIDE INTELLIGENCE
		FULL NAME:	Provide Intelligence
		DESCRIPTION:	Provide intelligence.
	<u>1</u>	SHORT NAME:	INTELLIGENCE
		FULL NAME:	Provide Integrated Statewide Public Safety Intelligence Network
		DESCRIPTION:	Provide current, meaningful, and trustworthy multi-jurisdictional information and communications to law enforcement officers and decision makers about complex criminality, criminal enterprises, criminal extremists, and terrorists.
	<u>2</u>	SHORT NAME:	INTEROPERABILITY
		FULL NAME:	Interoperability
		DESCRIPTION:	Provide leadership in the planning and implementation of voice, data, and video interoperability.
<u>2</u>		SHORT NAME:	CONDUCT INVESTIGATIONS
		FULL NAME:	Conduct Investigations
		DESCRIPTION:	Conduct investigations.
	<u>1</u>	SHORT NAME:	CRIMINAL INVESTIGATIONS
		FULL NAME:	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
		DESCRIPTION:	By integrating intelligence, patrol, and investigative resources with local and federal partners, the Department will proactively identify, disrupt, and dismantle high-threat organizations and reduce targeted violence, maximizing the departments impact on organized crime and enhancing public safety throughout 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.

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
		<u>2</u>
		SHORT NAME: TEXAS RANGERS
		FULL NAME: Texas Rangers
		DESCRIPTION: 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. Provide SWAT tactical assistance to partner local and federal law enforcement agencies throughout the State including border related operations.
	<u>3</u>	
		SHORT NAME: CONDUCT INVESTIGATIONS
		FULL NAME: Conduct Investigations
		DESCRIPTION: Conduct Investigations.
		<u>1</u>
		SHORT NAME: TEXAS HIGHWAY PATROL
		FULL NAME: Deter, Detect, and Interdict Public Safety Threats on Roadways
		DESCRIPTION: Concentrate enforcement efforts in areas with high traffic crash rates. Focus efforts on all traffic violations within the Texas Transportation and Penal Codes. Provide information to the public and other law enforcement agencies on topics including child safety seat use, occupant protection, bicycle/pedestrian safety, DWI/drug awareness, crime prevention, and overall traffic safety. Encourage voluntary compliance through increased visibility. Coordinate with other states' domestic highway enforcement efforts. 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.
		<u>2</u>
		SHORT NAME: AIRCRAFT OPERATIONS
		FULL NAME: Aircraft Operations
		DESCRIPTION: Proactively assist in the service and protection of Texas citizens using helicopters and fixed wing aircraft. Aid partnering law enforcement agencies in the reduction and prevention of violent crime as well as conduct various operations in support of border security. Conduct training in scene management, vehicle pursuits and suspect containment. Perform special operations to include search/rescue/hoist missions as well as provides an aerial use of force platform during critical incidents.

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
		<u>3</u>	SHORT NAME: SECURITY PROGRAMS FULL NAME: Security Programs DESCRIPTION: Provide appropriate security for state officials, capitol visitors, visiting dignitaries, and property.
		<u>4</u>	SHORT NAME: STATEWIDE EMERGENCY RESPONSE FULL NAME: Provide Statewide Emergency Response DESCRIPTION: Provide statewide emergency response and rescue.
<u>2</u>			SHORT NAME: SECURE THE TEXAS BORDER FULL NAME: Reduce Border-Related and Transnational-Related Crime DESCRIPTION: Reduce border-related and transnational-related crime.
	<u>1</u>		SHORT NAME: SECURE TX FROM TRANSNATIONAL CRIME FULL NAME: Secure Texas from Transnational Crime DESCRIPTION: Secure Texas from transnational crime.
		<u>1</u>	SHORT NAME: TRAFFICKING FULL NAME: Deter, Detect, and Interdict Trafficking DESCRIPTION: Deter, detect, and interdict trafficking.
		<u>2</u>	SHORT NAME: ROUTINE OPERATIONS FULL NAME: Routine Operations DESCRIPTION: Deter and interdict transnational related crimes in high threat areas.
		<u>3</u>	SHORT NAME: EXTRAORDINARY OPERATIONS FULL NAME: Extraordinary Operations DESCRIPTION: Conduct extraordinary border security operations.

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
<u>3</u>			SHORT NAME: REGULATORY SERVICES  FULL NAME: Provide Regulatory and Law Enforcement Services to All Customers  DESCRIPTION: 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.
	<u>1</u>		SHORT NAME: PROVIDE LAW ENFORCEMENT SERVICES  FULL NAME: Provide Law Enforcement Services  DESCRIPTION: Provide 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, and regulatory partners, and the public.
		<u>1</u>	SHORT NAME: CRIME LABORATORY SERVICES  FULL NAME: Crime Laboratory Services  DESCRIPTION: Provide quality and timely forensic science services to agency personnel and local law enforcement agencies.
		<u>2</u>	SHORT NAME: CRIME RECORDS SERVICES  FULL NAME: Provide Records to Law Enforcement and Criminal Justice  DESCRIPTION: Provide accurate, complete, and timely records to support law enforcement, criminal justice, regulatory partners, and the public.
		<u>3</u>	SHORT NAME: VICTIM & EMPLOYEE SUPPORT SERVICES  FULL NAME: Victim & Employee Support Services  DESCRIPTION: 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.
	<u>2</u>		SHORT NAME: PROVIDE REGULATORY SERVICES  FULL NAME: Provide Regulatory Services

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
			<p>DESCRIPTION: 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.</p>
	<u>1</u>		<p>SHORT NAME: REGULATORY SERVICES</p> <p>FULL NAME: Administer Programs, Issue Licenses, and Enforce Compliance</p> <p>DESCRIPTION: 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. 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.</p>
<u>4</u>			<p>SHORT NAME: DRIVER LICENSE SERVICES</p> <p>FULL NAME: Enhance Public Safety through the Licensing of Texas Drivers</p> <p>DESCRIPTION: Enhance public safety through the licensing of Texas drivers.</p>
	<u>1</u>		<p>SHORT NAME: PROVIDE DRIVER LICENSE SERVICES</p> <p>FULL NAME: Provide Driver License Services</p> <p>DESCRIPTION: 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.</p>
		<u>1</u>	<p>SHORT NAME: DRIVER LICENSE SERVICES</p> <p>FULL NAME: Issue Driver Licenses and Enforce Compliance on Roadways</p> <p>DESCRIPTION: Provide accurate records and documents in a timely manner to Texas residents. Provide for the reporting of all convictions, enforcement actions, hearing findings, and compliance actions for any Texas or out of state driver who operates a vehicle in an unsafe manner or in violation of state laws, with the objective being to enhance public safety through the removal of unsafe drivers and vehicles from roadways.</p>



Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE	
<u>5</u>			<p>SHORT NAME: AGENCY SERVICES AND SUPPORT</p> <p>FULL NAME: Provide Agency Administrative Services and Support</p> <p>DESCRIPTION: Provide accurate and timely administration services and support to all divisions of the Department, as well as external partners.</p>
	<u>1</u>		<p>SHORT NAME: PROVIDE ADMINISTRATION AND SUPPORT</p> <p>FULL NAME: Provide Administration and Support</p> <p>DESCRIPTION: 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, maintaining fleet population, cultivating efficiencies, and providing effective administrative and human resources support.</p>
		<u>1</u>	<p>SHORT NAME: HEADQUARTERS ADMINISTRATION</p> <p>FULL NAME: Headquarters Administration</p> <p>DESCRIPTION: Support senior leadership and oversight of the department's operations by the Director, Deputy Directors, Chief of Staff, the Public Information Office, the Innovation and Data Office, the Office of Audit and Inspection, the Office of General Counsel, the Inspector General, Procurement, Psychological Services, and the Office of Dispute Resolution.</p>
		<u>2</u>	<p>SHORT NAME: INFORMATION TECHNOLOGY</p> <p>FULL NAME: Information Technology</p> <p>DESCRIPTION: Increase the availability of information technology resources to improve the timeliness and accuracy of information and products provided to agency employees.</p>
		<u>3</u>	<p>SHORT NAME: FINANCIAL MANAGEMENT</p> <p>FULL NAME: Financial Management</p> <p>DESCRIPTION: Manage agency finances including: revenue collections, payments to vendors, grants, risk management, budgets, and financial reporting.</p>
		<u>4</u>	<p>SHORT NAME: TRAINING ACADEMY AND DEVELOPMENT</p> <p>FULL NAME: Training Academy and Development</p> <p>DESCRIPTION: 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.</p>

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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<u>5</u>	SHORT NAME:	INFRASTRUCTURE OPERATIONS
	FULL NAME:	Infrastructure Operations
	DESCRIPTION:	Manage agency infrastructure support and statewide service functions.
<u>6</u>	SHORT NAME:	OFFICE OF THE INSPECTOR GENERAL
	FULL NAME:	Office of the Inspector General
	DESCRIPTION:	Investigate allegations of misconduct and/or policy evaluations.

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: <b><u>1</u></b> <u>Protect Texas from Public Safety Threats</u>								
Objective.: <b><u>2</u></b> <u>Conduct Investigations</u>								
<b><u>1</u></b>	SHORT NAME:	ANNUAL TEXAS INDEX CRIME RATE	Y	N	N	N	H	L
	FULL NAME:	Annual Texas Index Crime Rate						
	DESCRIPTION:	Annual Texas Index Crime Rate						
<b><u>2</u></b>	SHORT NAME:	HIGH THREAT CRIMINALS ARRESTED	N	N	N	N	L	H
	FULL NAME:	Number of High Threat Criminals Arrested						
	DESCRIPTION:	Number of High Threat Criminals Arrested						
Goal.: <b><u>3</u></b> <u>Provide Regulatory and Law Enforcement Services to All Customers</u>								
Objective.: <b><u>1</u></b> <u>Provide Law Enforcement Services</u>								
<b><u>1</u></b>	SHORT NAME:	BLOOD ALCOHOL PROCESSED 30 DAYS	N	N	Y	N	L	H
	FULL NAME:	Percentage of Blood Alcohol Evidence Processed within 30 Days						
	DESCRIPTION:	Percentage of Blood Alcohol Content Evidence Processed within 30 Days						
<b><u>2</u></b>	SHORT NAME:	DRUG EVIDENCE PROCESSED 30 DAYS	N	N	Y	N	L	H
	FULL NAME:	Percentage of Drug Evidence Processed within 30 Days						
	DESCRIPTION:	Percentage of Drug Evidence Processed within 30 Days						
<b><u>3</u></b>	SHORT NAME:	DNA EVIDENCE PROCESSED 90 DAYS	N	N	Y	N	L	H
	FULL NAME:	Percentage of DNA Evidence Processed within 90 Days						
	DESCRIPTION:	Percentage of DNA Evidence Processed within 90 Days						

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Agency Code: **405** Agency : **Department of Public Safety**

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
<u>4</u>	SHORT NAME:	CRIME LAB CASES BACKLOGGED	N	N	Y	N	H	L
	FULL NAME:	Percent Change of Crime Lab Cases Backlogged						
	DESCRIPTION:	Percent Change of Number of Cases Backlogged at the End of Each Fiscal Year						
<u>5</u>	SHORT NAME:	SEXUAL ASSAULT CASES BACKLOGGED	N	N	Y	N	H	L
	FULL NAME:	Percent Change of Sexual Assault Cases Backlogged						
	DESCRIPTION:	Percent Change of Number of Sexual Assault Cases Backlogged at the End of Each Fiscal Year						
<u>6</u>	SHORT NAME:	UCR - AGENCIES ACTIVELY REPORTING	N	N	N	N	H	H
	FULL NAME:	Uniform Crime Reporting–Agencies Actively Reporting						
	DESCRIPTION:	Uniform Crime Reporting–Agencies Actively Reporting						
<u>7</u>	SHORT NAME:	TIMELY INCIDENT-BASED REPORTING	N	N	Y	N	H	H
	FULL NAME:	Timely Incident-Based Reporting						
	DESCRIPTION:	Timely Incident-Based Reporting						
<u>8</u>	SHORT NAME:	DRUG TOXICOLOGY CASES BACKLOGGED	Y	Y	N	N	H	L
	FULL NAME:	Drug Toxicology Cases Backlogged						
	DESCRIPTION:	Drug Toxicology Cases Backlogged						
Objective.: <u>2</u> <u>Provide Regulatory Services</u>								
<u>1</u>	SHORT NAME:	HANDGUN LICENSE ISSUED 60 DAYS	Y	N	Y	N	H	H

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
	FULL NAME:	Percentage of Original Licenses to Carry Handgun Issued within 60 Days						
	DESCRIPTION:	Percentage of Original Licenses to Carry a Handgun Issued within 60 Days						
<u>2</u>	SHORT NAME:	HANDGUN LICENSE RENEWAL 45 DAYS	Y	N	Y	N	H	H
	FULL NAME:	Percentage of Renewal Licenses to Carry Handgun Issued within 45 Days						
	DESCRIPTION:	Percentage of Renewal Licenses to Carry a Handgun Issued within 45 Days						
Goal.: <u>4</u> <u>Enhance Public Safety through the Licensing of Texas Drivers</u>								
Objective.: <u>1</u> <u>Provide Driver License Services</u>								
<u>1</u>	SHORT NAME:	APPLICATIONS COMPLETED IN 45 MIN	Y	N	Y	N	L	H
	FULL NAME:	Percentage of Applications Completed within 45 Minutes						
	DESCRIPTION:	Percentage of Original Driver License and Identification Card Applications Completed within 45 Minutes						
<u>2</u>	SHORT NAME:	APPLICATIONS COMPLETED IN 30 MIN	N	N	Y	N	L	H
	FULL NAME:	Percentage of Applications Completed in 30 Minutes						
	DESCRIPTION:	Percentage of Renewal/Replacement Driver License and Identification Card Applications Completed at an Office within Thirty (30) Minutes						
<u>3</u>	SHORT NAME:	CALLS ANSWERED WITHIN 5 MINUTES	N	N	Y	N	L	H
	FULL NAME:	Percentage of Calls Answered within Five Minutes						
	DESCRIPTION:	The Percentage of Calls to the Driver License Customer Service Center Answered within a Target Time of Five Minutes from When the Customer Joins the Queue in the Phone System						
<u>4</u>	SHORT NAME:	PERCENT OF CALLS ANSWERED	N	N	Y	N	L	H

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OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
	FULL NAME:	Percentage of Calls Answered						
	DESCRIPTION:	The Percentage of Calls to the Driver License Customer Service Center Answered from Inbound Calls						
Goal.: <u>5</u> <u>Provide Agency Administrative Services and Support</u>								
Objective.: <u>1</u> <u>Provide Administration and Support</u>								
<u>1</u>	SHORT NAME:	ACCURATE PAYMENTS ISSUED	N	N	Y	N	H	H
	FULL NAME:	Percentage of Accurate Payments Issued						
	DESCRIPTION:	Percentage of Accurate Payments Issued						

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Agency Code: **405**      Agency: **Department of Public Safety**

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Outcome No.	1	Annual Texas Index Crime Rate

**Calculation Method:** N      **Target Attainment:** L      **Priority:** H      **Cross Reference:** Agy 405 088-R-S70-1 01-02 OC 01

**Key Measure:** Y      **New Measure:** N      **Percent Measure:** N

**BL 2026 Definition**

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

**BL 2026 Data Limitations**

The number and accuracy of index crimes is dependent upon the timely reporting of incident data to the Uniform Crime Reporting (UCR) Program by all law enforcement agencies in Texas. The data for this measure is not final until 1 year after the performance measure reporting date.

**BL 2026 Data Source**

Data is submitted to the Texas Uniform Crime Reporting (UCR) Program on a monthly basis.

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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

**BL 2027 Definition**

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

**BL 2027 Data Limitations**

The number and accuracy of index crimes is dependent upon the timely reporting of incident data to the Uniform Crime Reporting (UCR) Program by all law enforcement agencies in Texas. The data for this measure is not final until 1 year after the performance measure reporting date.

**BL 2027 Data Source**

Data is submitted to the Texas Uniform Crime Reporting (UCR) Program on a monthly basis.

**BL 2027 Methodology**

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

**BL 2027 Purpose**

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

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Outcome No.	2	Number of High Threat Criminals Arrested

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 01-02 OC 02

**Key Measure:** N **New Measure:** N **Percent Measure:** N

### BL 2026 Definition

Total number of High-Threat criminals apprehended.

### BL 2026 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.

### BL 2026 Data Source

The Texas DPS Unified Reporting System, a new law enforcement Case Management System being implemented in Fiscal Year 2026, will be the source of this data collection.

### BL 2026 Methodology

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.

### BL 2026 Purpose

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.

### BL 2027 Definition

Total number of High-Threat criminals apprehended.

### BL 2027 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.

### BL 2027 Data Source

The Texas DPS Unified Reporting System, a new law enforcement Case Management System being implemented in Fiscal Year 2026, will be the source of this data collection.

### BL 2027 Methodology

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.

### BL 2027 Purpose

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.



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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers

Objective No. 1 Provide Law Enforcement Services

Outcome No. 1 Percentage of Blood Alcohol Evidence Processed within 30 Days

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 03-01 OC 02

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

The percentage of toxicology-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.

### BL 2026 Data Limitations

None.

### BL 2026 Data Source

The DPS Laboratory Information System tracks the date evidence is received and the date the laboratory issues a report to law enforcement entities.

### BL 2026 Methodology

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.

### BL 2026 Purpose

This measure is intended to demonstrate the timeliness of providing blood alcohol content laboratory services to the criminal justice system.

### BL 2027 Definition

The percentage of toxicology-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.

### BL 2027 Data Limitations

None.

### BL 2027 Data Source

The DPS Laboratory Information System tracks the date evidence is received and the date the laboratory issues a report to law enforcement entities.

### BL 2027 Methodology

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.

### BL 2027 Purpose

This measure is intended to demonstrate the timeliness of providing blood alcohol content laboratory services to the criminal justice system.

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Agency Code: 405	Agency: Department of Public Safety
Goal No. 3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 1	Provide Law Enforcement Services
Outcome No. 2	Percentage of Drug Evidence Processed within 30 Days

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<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	<b>Cross Reference: Agy 405 088-R-S70-1 03-01 OC 03</b>
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percent Measure: Y</b>	

BL 2026 Definition

The percentage of seized 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.

BL 2026 Data Limitations

This performance measure does not include data for drug cases processed by a contracted vendor.

BL 2026 Data Source

The DPS Laboratory Information System tracks the date evidence is received and the date the DPS laboratory issues a report to law enforcement entities.

BL 2026 Methodology

The number of seized 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.

BL 2026 Purpose

This measure is intended to demonstrate the timeliness of providing drug laboratory services to the criminal justice system.

BL 2027 Definition

The percentage of seized 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.

BL 2027 Data Limitations

This performance measure does not include data for drug cases processed by a contracted vendor.

BL 2027 Data Source

The DPS Laboratory Information System tracks the date evidence is received and the date the DPS laboratory issues a report to law enforcement entities.

BL 2027 Methodology

The number of seized 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.

BL 2027 Purpose

This measure is intended to demonstrate the timeliness of providing drug laboratory services to the criminal justice system.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers

Objective No. 1 Provide Law Enforcement Services

Outcome No. 3 Percentage of DNA Evidence Processed within 90 Days

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 03-01 OC 04

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 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.

### BL 2026 Data Limitations

None.

### BL 2026 Data Source

The DPS Laboratory Information System tracks when cases are received and the date the laboratory report is issued.

### BL 2026 Methodology

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.

### BL 2026 Purpose

This measure is intended to demonstrate the timeliness of providing DNA laboratory services to the criminal justice system.

### BL 2027 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.

### BL 2027 Data Limitations

None.

### BL 2027 Data Source

The DPS Laboratory Information System tracks when cases are received and the date the laboratory report is issued.

### BL 2027 Methodology

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.

### BL 2027 Purpose

This measure is intended to demonstrate the timeliness of providing DNA laboratory services to the criminal justice system.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers

Objective No. 1 Provide Law Enforcement Services

Outcome No. 4 Percent Change of Crime Lab Cases Backlogged

**Calculation Method:** N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 088-R-S70-1 03-01 OC 05

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

Percent change in number of cases backlogged is the percentage of cases backlogged at the end of the fiscal year compared to the percentage of cases backlogged at the end of the previous fiscal year. This shows the increase or decrease of the backlog over time, for all of the forensic disciplines.

### BL 2026 Data Limitations

None.

### BL 2026 Data Source

In DPS Crime Laboratories, when a case is received by the laboratory the case is entered into a database. When a case is completed and reported, the case is shown as completed in the database.

### BL 2026 Methodology

The number of cases backlogged is the number of cases that meet the backlog definition, respective of discipline. The numerator is the number of backlogged cases at the end of the current fiscal year. The denominator is the number of backlogged cases at the end of the previous fiscal year.

### BL 2026 Purpose

The measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

### BL 2027 Definition

Percent change in number of cases backlogged is the percentage of cases backlogged at the end of the fiscal year compared to the percentage of cases backlogged at the end of the previous fiscal year. This shows the increase or decrease of the backlog over time, for all of the forensic disciplines.

### BL 2027 Data Limitations

None.

### BL 2027 Data Source

In DPS Crime Laboratories, when a case is received by the laboratory the case is entered into a database. When a case is completed and reported, the case is shown as completed in the database.

### BL 2027 Methodology

The number of cases backlogged is the number of cases that meet the backlog definition, respective of discipline. The numerator is the number of backlogged cases at the end of the current fiscal year. The denominator is the number of backlogged cases at the end of the previous fiscal year.

### BL 2027 Purpose

The measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers

Objective No. 1 Provide Law Enforcement Services

Outcome No. 5 Percent Change of Sexual Assault Cases Backlogged

**Calculation Method:** N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 088-R-S70-1 03-01 OC 06

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

Percent change in number of sexual assault cases backlogged is the number of sexual assault cases backlogged at the end of the fiscal year compared to the number of sexual assault cases backlogged at the end of the previous fiscal year. This shows the increase or decrease of the sexual assault kit backlogs over time.

### BL 2026 Data Limitations

None.

### BL 2026 Data Source

In DPS Crime Laboratories, when a case is received by the laboratory the case is entered into a database. When a case is completed and reported, the case is shown as completed in the database.

### BL 2026 Methodology

The percentage of sexual assault cases backlogged is the number of uncompleted sexual assault cases that are outside the performance measure at the end of the fiscal year compared to the number of uncompleted sexual assault cases that are outside the performance measure of the previous fiscal year.

### BL 2026 Purpose

The measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

### BL 2027 Definition

Percent change in number of sexual assault cases backlogged is the number of sexual assault cases backlogged at the end of the fiscal year compared to the number of sexual assault cases backlogged at the end of the previous fiscal year. This shows the increase or decrease of the sexual assault kit backlogs over time.

### BL 2027 Data Limitations

None.

### BL 2027 Data Source

In DPS Crime Laboratories, when a case is received by the laboratory the case is entered into a database. When a case is completed and reported, the case is shown as completed in the database.

### BL 2027 Methodology

The percentage of sexual assault cases backlogged is the number of uncompleted sexual assault cases that are outside the performance measure at the end of the fiscal year compared to the number of uncompleted sexual assault cases that are outside the performance measure of the previous fiscal year.

### BL 2027 Purpose

The measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers

Objective No. 1 Provide Law Enforcement Services

Outcome No. 6 Uniform Crime Reporting—Agencies Actively Reporting

**Calculation Method:** N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 088-R-S70-1 03-01 OC 07

**Key Measure:** N **New Measure:** N **Percent Measure:** N

### BL 2026 Definition

This measures the number of Texas law enforcement agencies who reported National Incident-Based Reporting System (NIBRS)-compliant incident data to the state repository within the relevant calendar year.

### BL 2026 Data Limitations

NIBRS submissions are distinct from statutorily-required reporting for certain Texas crimes such as family violence and sexual assault. This measure does not include counts from law enforcement agencies only reporting crimes required to be reported by Texas statute.

### BL 2026 Data Source

The Texas Uniform Crime Reporting (UCR) system at DPS serves as the state's repository for incident data submitted by law enforcement agencies.

### BL 2026 Methodology

The UCR system collects information regarding which law enforcement agencies submit incidents. A law enforcement agency will be counted if one or more incidents in the NIBRS format were submitted to the repository during the relevant fiscal year.

### BL 2026 Purpose

This measure demonstrates law enforcement participation in the Texas UCR program and provides reporting capability for reported incidents. Incident data is also reported to the Federal Bureau of Investigation for inclusion in the national program.

### BL 2027 Definition

This measures the number of Texas law enforcement agencies who reported National Incident-Based Reporting System (NIBRS)-compliant incident data to the state repository within the relevant calendar year.

### BL 2027 Data Limitations

NIBRS submissions are distinct from statutorily-required reporting for certain Texas crimes such as family violence and sexual assault. This measure does not include counts from law enforcement agencies only reporting crimes required to be reported by Texas statute.

### BL 2027 Data Source

The Texas Uniform Crime Reporting (UCR) system at DPS serves as the state's repository for incident data submitted by law enforcement agencies.

### BL 2027 Methodology

The UCR system collects information regarding which law enforcement agencies submit incidents. A law enforcement agency will be counted if one or more incidents in the NIBRS format were submitted to the repository during the relevant fiscal year.

### BL 2027 Purpose

This measure demonstrates law enforcement participation in the Texas UCR program and provides reporting capability for reported incidents. Incident data is also reported to the Federal Bureau of Investigation for inclusion in the national program.

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Agency Code: <b>405</b>	Agency: <b>Department of Public Safety</b>
Goal No. 3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 1	Provide Law Enforcement Services
Outcome No. 7	Timely Incident-Based Reporting

---

<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	<b>Cross Reference: Agy 405 088-R-S70-1 03-01 OC 08</b>
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percent Measure: Y</b>	

**BL 2026 Definition**

This measures the percentage of Texas law enforcement agencies reporting qualifying incidents by the 10th day of each month for incidents occurring in the prior month to the state's Uniform Crime Reporting (UCR) system.

**BL 2026 Data Limitations**

Timely reporting will only be available for law enforcement entities who submit incident data to the UCR program.

**BL 2026 Data Source**

The UCR system serves as the state's repository for incident data submitted by law enforcement agencies in Texas.

**BL 2026 Methodology**

The UCR system will count the number of law enforcement agencies who reported at least 90% off all submitted incidents for the relevant fiscal year by the 10th date of the month following the date of the incident. "Law enforcement agency" is defined as a law enforcement entity submitting crime data to the state's UCR system.

**BL 2026 Purpose**

This measure demonstrates individually and over time the level of timely incident reporting by law enforcement agencies.

**BL 2027 Definition**

This measures the percentage of Texas law enforcement agencies reporting qualifying incidents by the 10th day of each month for incidents occurring in the prior month to the state's Uniform Crime Reporting (UCR) system.

**BL 2027 Data Limitations**

Timely reporting will only be available for law enforcement entities who submit incident data to the UCR program.

**BL 2027 Data Source**

The UCR system serves as the state's repository for incident data submitted by law enforcement agencies in Texas.

**BL 2027 Methodology**

The UCR system will count the number of law enforcement agencies who reported at least 90% off all submitted incidents for the relevant fiscal year by the 10th date of the month following the date of the incident. "Law enforcement agency" is defined as a law enforcement entity submitting crime data to the state's UCR system.

**BL 2027 Purpose**

This measure demonstrates individually and over time the level of timely incident reporting by law enforcement agencies.

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Agency Code: <b>405</b>	Agency: <b>Department of Public Safety</b>
Goal No. 3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 1	Provide Law Enforcement Services
Outcome No. 8	Drug Toxicology Cases Backlogged

---

<b>Calculation Method: N</b>	<b>Target Attainment: L</b>	<b>Priority: H</b>	<b>Cross Reference:</b>
<b>Key Measure: Y</b>	<b>New Measure: Y</b>	<b>Percent Measure: N</b>	

BL 2026 Definition

A backlogged case in Drug Toxicology is defined as a case that has been awaiting expert forensic analysis for more than 120 days after the request was made.

BL 2026 Data Limitations

None.

BL 2026 Data Source

The DPS Laboratory Information Management System tracks when cases are received and can report on cases over 120 days.

BL 2026 Methodology

The number of blood drug toxicology cases that exceed the 120-day timeframe will be expressed as a whole number. The 120 days does not take into consideration whether alcohol testing is also needed.

BL 2026 Purpose

This measure is intended to demonstrate the reduction in backlogged blood drug toxicology cases as the Crime Lab Division uses the resources provided by the Legislature.

BL 2027 Definition

A backlogged case in Drug Toxicology is defined as a case that has been awaiting expert forensic analysis for more than 120 days after the request was made.

BL 2027 Data Limitations

None.

BL 2027 Data Source

The DPS Laboratory Information Management System tracks when cases are received and can report on cases over 120 days.

BL 2027 Methodology

The number of blood drug toxicology cases that exceed the 120-day timeframe will be expressed as a whole number. The 120 days does not take into consideration whether alcohol testing is also needed.

BL 2027 Purpose

This measure is intended to demonstrate the reduction in backlogged blood drug toxicology cases as the Crime Lab Division uses the resources provided by the Legislature.



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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers

Objective No. 2 Provide Regulatory Services

Outcome No. 1 Percentage of Original Licenses to Carry Handgun Issued within 60 Days

**Calculation Method:** N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 088-R-S70-1 03-02 OC 01

**Key Measure:** Y **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

The percentage of original licenses to carry a handgun placed in the mail within 60 calendar days of receiving a complete application.

### BL 2026 Data Limitations

None.

### BL 2026 Data Source

Data is collected through database queries.

### BL 2026 Methodology

The numerator is the number of original licenses mailed to qualified recipients within 60 days. The denominator is the total number of original licenses mailed during the reporting period. The numerator is divided by the denominator and expressed as a percentage. The date of receipt of a complete application is counted as day one; the subsequent date is counted as day two, etc.

### BL 2026 Purpose

To prioritize resources and provide data transparency to stakeholders and the public.

### BL 2027 Definition

The percentage of original licenses to carry a handgun placed in the mail within 60 calendar days of receiving a complete application.

### BL 2027 Data Limitations

None.

### BL 2027 Data Source

Data is collected through database queries.

### BL 2027 Methodology

The numerator is the number of original licenses mailed to qualified recipients within 60 days. The denominator is the total number of original licenses mailed during the reporting period. The numerator is divided by the denominator and expressed as a percentage. The date of receipt of a complete application is counted as day one; the subsequent date is counted as day two, etc.

### BL 2027 Purpose

To prioritize resources and provide data transparency to stakeholders and the public.

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Agency Code: <b>405</b>	Agency: <b>Department of Public Safety</b>
Goal No. 3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 2	Provide Regulatory Services
Outcome No. 2	Percentage of Renewal Licenses to Carry Handgun Issued within 45 Days

---

<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	<b>Cross Reference: Agy 405 088-R-S70-1 03-02 OC 02</b>
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percent Measure: Y</b>	

BL 2026 Definition

The percentage of renewal licenses to carry a handgun placed in the mail within 45 calendar days of receiving a complete application.

BL 2026 Data Limitations

None

BL 2026 Data Source

Data is collected through database queries.

BL 2026 Methodology

The numerator is the number of original licenses mailed to qualified recipients within 45 days. The denominator is the total number of original licenses mailed during the reporting period. The numerator is divided by the denominator and expressed as a percentage. The date of receipt of a complete application is counted as day one; the subsequent date is counted as day two, etc.

BL 2026 Purpose

To prioritize resources and provide data transparency to stakeholders and the public

BL 2027 Definition

The percentage of renewal licenses to carry a handgun placed in the mail within 45 calendar days of receiving a complete application.

BL 2027 Data Limitations

None

BL 2027 Data Source

Data is collected through database queries.

BL 2027 Methodology

The numerator is the number of original licenses mailed to qualified recipients within 45 days. The denominator is the total number of original licenses mailed during the reporting period. The numerator is divided by the denominator and expressed as a percentage. The date of receipt of a complete application is counted as day one; the subsequent date is counted as day two, etc.

BL 2027 Purpose

To prioritize resources and provide data transparency to stakeholders and the public

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 4 Enhance Public Safety through the Licensing of Texas Drivers

Objective No. 1 Provide Driver License Services

Outcome No. 1 Percentage of Applications Completed within 45 Minutes

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 04-01 OC 01

**Key Measure:** Y **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

The percentage of original non-commercial driver license and identification card applications completed at driver license offices within a target time of forty-five (45) minutes from customers' booked appointment time to the time customers are finished at the counter in a driver license office. This measurement does not include the time to take any written or driving examination(s).

### BL 2026 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.

### BL 2026 Data Source

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.

### BL 2026 Methodology

The number of applications completed by the target time at driver license offices serves as the numerator. The denominator is the total number of applications completed at driver license offices. The numerator is divided by the denominator and expressed as a percentage.

### BL 2026 Purpose

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

### BL 2027 Definition

The percentage of original non-commercial driver license and identification card applications completed at driver license offices within a target time of forty-five (45) minutes from customers' booked appointment time to the time customers are finished at the counter in a driver license office. This measurement does not include the time to take any written or driving examination(s).

### BL 2027 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.

### BL 2027 Data Source

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.

### BL 2027 Methodology

The number of applications completed by the target time at driver license offices serves as the numerator. The denominator is the total number of applications completed at driver license offices. The numerator is divided by the denominator and expressed as a percentage.

### BL 2027 Purpose

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

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 4 Enhance Public Safety through the Licensing of Texas Drivers

Objective No. 1 Provide Driver License Services

Outcome No. 2 Percentage of Applications Completed in 30 Minutes

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 04-01 OC 02

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at driver license offices within a target time of thirty (30) minutes from customers' booked appointment time to the time customers are finished at the counter in a driver license office.

### BL 2026 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.

### BL 2026 Data Source

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.

### BL 2026 Methodology

The number of applications completed by the target time at driver license offices serves as the numerator. The denominator is the total number of applications completed at driver license offices. The numerator is divided by the denominator and expressed as a percentage.

### BL 2026 Purpose

Indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

### BL 2027 Definition

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at driver license offices within a target time of thirty (30) minutes from customers' booked appointment time to the time customers are finished at the counter in a driver license office.

### BL 2027 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.

### BL 2027 Data Source

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.

### BL 2027 Methodology

The number of applications completed by the target time at driver license offices serves as the numerator. The denominator is the total number of applications completed at driver license offices. The numerator is divided by the denominator and expressed as a percentage.

### BL 2027 Purpose

Indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 4 Enhance Public Safety through the Licensing of Texas Drivers

Objective No. 1 Provide Driver License Services

Outcome No. 3 Percentage of Calls Answered within Five Minutes

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 04-01 OC 03

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 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.

### BL 2026 Data Limitations

Manual processes are involved.

### BL 2026 Data Source

The phone system records the amount of time a caller waited as well as the number of calls handled.

### BL 2026 Methodology

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.

### BL 2026 Purpose

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

### BL 2027 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.

### BL 2027 Data Limitations

Manual processes are involved.

### BL 2027 Data Source

The phone system records the amount of time a caller waited as well as the number of calls handled.

### BL 2027 Methodology

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.

### BL 2027 Purpose

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

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 4 Enhance Public Safety through the Licensing of Texas Drivers

Objective No. 1 Provide Driver License Services

Outcome No. 4 Percentage of Calls Answered

**Calculation Method:** N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 088-R-S70-1 04-01 OC 04

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 Definition

The percentage of calls at the Driver License Customer Service Center answered from inbound calls

### BL 2026 Data Limitations

Manual processes are involved.

### BL 2026 Data Source

The phone system records the number of incoming calls as well as the number of calls handled.

### BL 2026 Methodology

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.

### BL 2026 Purpose

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

### BL 2027 Definition

The percentage of calls at the Driver License Customer Service Center answered from inbound calls

### BL 2027 Data Limitations

Manual processes are involved.

### BL 2027 Data Source

The phone system records the number of incoming calls as well as the number of calls handled.

### BL 2027 Methodology

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.

### BL 2027 Purpose

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

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 5 Provide Agency Administrative Services and Support

Objective No. 1 Provide Administration and Support

Outcome No. 1 Percentage of Accurate Payments Issued

**Calculation Method:** N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 088-R-S70-1 05-01 OC 01

**Key Measure:** N **New Measure:** N **Percent Measure:** Y

### BL 2026 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.

### BL 2026 Data Limitations

Manual processes are involved.

### BL 2026 Data Source

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.

### BL 2026 Methodology

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.

### BL 2026 Purpose

This measure is intended to demonstrate the accuracy of payments issued to state vendors and payees.

### BL 2027 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.

### BL 2027 Data Limitations

Manual processes are involved.

### BL 2027 Data Source

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.

### BL 2027 Methodology

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.

### BL 2027 Purpose

This measure is intended to demonstrate the accuracy of payments issued to state vendors and payees.



Agency Code: **405**      Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Goal: <u>1</u> Protect Texas from Public Safety Threats								
Objective: <u>2</u> Conduct Investigations								
Strategy: <u>1</u> Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks								
<b>MEASURE TYPE: OP      Output Measures</b>								
<u>1</u>	SHORT NAME:	ARRESTS FOR DRUG VIOLATIONS	Y	N	N	C	H	H
	FULL NAME:	Number of Arrests for Drug Violations						
	DESCRIPTION:	Number of Arrests for Drug Violations						
<u>2</u>	SHORT NAME:	HUMAN TRAFFICKING INVESTIGATIONS	Y	N	N	C	H	H
	FULL NAME:	Number of Human Trafficking Investigations Closed						
	DESCRIPTION:	Number of Investigations Completed and Closed by the Agency						
<u>3</u>	SHORT NAME:	FELONY ARRESTS	Y	N	N	C	H	H
	FULL NAME:	Number of Felony Arrests by CID						
	DESCRIPTION:	Number of Felony Arrests by CID						
<u>4</u>	SHORT NAME:	HUMAN TRAFFICKING INVESTIGATIONS	Y	N	N	C	H	H
	FULL NAME:	Number of Human Trafficking Investigations Conducted by CID						
	DESCRIPTION:	Number of Human Trafficking Investigations Conducted by CID						
<u>5</u>	SHORT NAME:	ORGANIZED CRIME INVESTIGATIONS	N	N	N	C	H	H
	FULL NAME:	Number of Organized Crime Investigations Conducted by CID						
	DESCRIPTION:	Number of Organized Crime Investigations Conducted by CID						
<u>6</u>	SHORT NAME:	FATAL DOSES FENTANYL SEIZED	N	N	N	C	H	H
	FULL NAME:	Number of Fatal Doses of Fentanyl Seized by DPS						
	DESCRIPTION:	Number of Fatal Doses of Fentanyl Seized by DPS						

Agency Code: **405**      Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>7</u>	SHORT NAME:	MARIJUANA SEIZED THROUGHOUT STATE	N	N	N	C	L	H
	FULL NAME:	Amount of Marijuana Seized by DPS throughout the State of Texas						
	DESCRIPTION:	Amount of Marijuana Seized by DPS throughout the State of Texas						
<u>8</u>	SHORT NAME:	COCAINE SEIZED THROUGHOUT STATE	N	N	N	C	L	H
	FULL NAME:	Amount of Cocaine Seized by DPS throughout the State of Texas						
	DESCRIPTION:	Amount of Cocaine Seized by DPS throughout the State of Texas						
<u>9</u>	SHORT NAME:	HEROIN SEIZED THROUGHOUT STATE	N	N	N	C	L	H
	FULL NAME:	Amount of Heroin Seized by DPS throughout the State of Texas						
	DESCRIPTION:	Amount of Heroin Seized by DPS throughout the State of Texas						
<u>10</u>	SHORT NAME:	METHAMPHETAMINE SEIZED IN-STATE	N	N	N	C	L	H
	FULL NAME:	Amount of Methamphetamine Seized by DPS throughout the State of Texas						
	DESCRIPTION:	Amount of Methamphetamine Seized by DPS throughout the State of Texas						
<u>11</u>	SHORT NAME:	CURRENCY SEIZED THROUGHOUT STATE	N	N	N	C	L	H
	FULL NAME:	Dollar Value of Currency Seized by DPS throughout State of Texas						
	DESCRIPTION:	Dollar Value of Currency Seized by DPS throughout the State of Texas						
<u>12</u>	SHORT NAME:	WEAPONS SEIZED THROUGHOUT STATE	N	N	N	C	L	H
	FULL NAME:	Number of Weapons Seized by DPS throughout State						
	DESCRIPTION:	Number of Weapons Seized by DPS throughout the State of Texas						
Strategy: <u>2</u> Texas Rangers								
<b>MEASURE TYPE: OP      Output Measures</b>								
<u>1</u>	SHORT NAME:	INVESTIGATIONS CONDUCTED	Y	N	N	C	H	H

Agency Code: **405** Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number of Investigations Conducted by Texas Rangers						
	DESCRIPTION:	Number of Investigations Conducted by Texas Rangers						
<u>2</u>	SHORT NAME:	SUPPORT DEPLOYMENTS	Y	N	N	C	H	H
	FULL NAME:	Number of Support Deployments by Texas Rangers						
	DESCRIPTION:	Number of Support Deployments by Texas Rangers						
Objective: <u>3</u> Conduct Investigations								
Strategy: <u>1</u> Deter, Detect, and Interdict Public Safety Threats on Roadways								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	HIGHWAY PATROL SERVICE HOURS	Y	N	N	C	H	H
	FULL NAME:	Number of Highway Patrol Service Hours on Routine Patrol						
	DESCRIPTION:	Number of Highway Patrol Service Hours on Routine Patrol						
<u>2</u>	SHORT NAME:	TRAFFIC LAW VIOLATOR CONTACTS	Y	N	N	C	H	H
	FULL NAME:	Number of Traffic Law Violator Contacts						
	DESCRIPTION:	Number of Traffic Law Violator Contacts						
<u>3</u>	SHORT NAME:	COMMERCIAL VEHICLE PATROL HOURS	Y	N	N	C	H	H
	FULL NAME:	Number of Commercial Vehicle Enforcement Hours on Routine Patrol						
	DESCRIPTION:	Number of Commercial Vehicle Enforcement Hours on Routine Patrol						
<u>4</u>	SHORT NAME:	CV DRIVERS PLACED OUT OF SERVICE	N	N	N	C	L	H
	FULL NAME:	Number of Commercial Vehicle Drivers Placed Out of Service						
	DESCRIPTION:	Number of Commercial Vehicle Drivers Placed Out of Service						
<u>5</u>	SHORT NAME:	NUMBER OF WEIGHT VIOLATION CITATION	N	N	N	C	L	H

Agency Code: **405** Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number of Weight Violation Citations						
	DESCRIPTION:	Number of Weight Violation Citations						
<u>6</u>	SHORT NAME:	NUMBER OF COMM VEHICLES INSPECTED	N	N	N	C	L	H
	FULL NAME:	Number of Commercial Vehicles Inspected						
	DESCRIPTION:	Number of Commercial Vehicles Inspected						
<u>7</u>	SHORT NAME:	SCHOOL SAFETY VISITS	Y	N	N	C	H	H
	FULL NAME:	Number of School Safety Visits by Commissioned THP Members						
	DESCRIPTION:	Number of School Safety Visits by Commissioned THP Members						
<u>8</u>	SHORT NAME:	ARRESTS CONDUCTED	Y	N	N	C	M	H
	FULL NAME:	Number Arrests Conducted by THP Members						
	DESCRIPTION:	Number Arrests Conducted by THP Members						
<u>9</u>	SHORT NAME:	NUMBER OF MOTORIST ASSISTS	N	N	N	C	L	H
	FULL NAME:	Number of Motorist Assists						
	DESCRIPTION:	Number of Motorist Assists						
<b>MEASURE TYPE: EF Efficiency Measures</b>								
<u>1</u>	SHORT NAME:	TRAFFIC CRASHES INVESTIGATED	N	N	N	C	L	L
	FULL NAME:	Number of Traffic Crashes Investigated						
	DESCRIPTION:	Number of Traffic Crashes Investigated						
<u>2</u>	SHORT NAME:	COMMERCIAL TRAFFIC LAW CONTACTS	Y	N	N	C	H	H
	FULL NAME:	Number of Commercial Vehicle Traffic Law Violator Contacts						
	DESCRIPTION:	Number of Commercial Vehicle Traffic Law Violator Contacts						

Agency Code: **405** Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>3</u>	SHORT NAME:	AVERGE COST CV INSPECTIONS	N	N	N	N	L	L
	FULL NAME:	Average Cost of Commercial Vehicle Inspections						
	DESCRIPTION:	The Average Actual Cost of Performance Commercial Vehicle Inspections						
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<u>1</u>	SHORT NAME:	COM. VEH. PLACED OUT OF SERVICE	N	N	N	N	L	L
	FULL NAME:	Commercial Vehicles Placed Out of Service						
	DESCRIPTION:	Commercial Vehicles Placed Out of Service						
	Strategy:	<u>2</u> Aircraft Operations						
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	AIRCRAFT HOURS FLOWN	N	N	N	C	L	H
	FULL NAME:	Number of Aircraft Hours Flown						
	DESCRIPTION:	Number of Law Enforcement Agency or Emergency Aircraft Hours Flown						
<u>2</u>	SHORT NAME:	SUBJECTS LOCATED AND ARRESTED	N	N	N	C	M	H
	FULL NAME:	Number of Subjects Located and Arrested with Aircraft Support						
	DESCRIPTION:	Number of Subjects Located and Arrested with Aircraft Support						
<u>3</u>	SHORT NAME:	ASSISTS AND RESCUES BY DPS AIRCRAFT	N	N	N	C	M	H
	FULL NAME:	Number of Assists and Rescues by DPS Aircraft						
	DESCRIPTION:	Number of Assists and Rescues by DPS Aircraft						
	Strategy:	<u>3</u> Security Programs						
<b>MEASURE TYPE: EF Efficiency Measures</b>								
<u>1</u>	SHORT NAME:	COST OF SECURITY PER BUILDING	N	N	N	N	L	L
	FULL NAME:	Average Cost of Providing Security Service Per Building						

Agency Code: **405** Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
DESCRIPTION: Average Cost of Providing Security Service Per Building								
Goal: <u>2</u> Reduce Border-Related and Transnational-Related Crime								
Objective: <u>1</u> Secure Texas from Transnational Crime								
Strategy: <u>1</u> Deter, Detect, and Interdict Trafficking								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	INTERAGENCY OPERATIONS COORD	Y	N	N	C	H	H
FULL NAME: Total Number of Interagency Law Enforcement Operations Coordinated								
DESCRIPTION: Total Number of Interagency Law Enforcement Ops Coordinated by the BSOC								
Strategy: <u>2</u> Routine Operations								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	TACTICAL MARINE UNIT PATROL HOURS	N	N	N	C	H	H
FULL NAME: Number of Tactical Marine Unit Patrol Hours								
DESCRIPTION: Number of Tactical Marine Unit Patrol Hours								
<u>2</u>	SHORT NAME:	WEAPONS SEIZED BY LEAS-BORDER REG	N	N	N	C	H	H
FULL NAME: Total Number of Weapons Seized by LEAs in the Border Region								
DESCRIPTION: Total Number of Weapons Seized by LEAs in the Border Region								
<u>3</u>	SHORT NAME:	VALUE OF CURRENCY SEIZED BY LEAS	N	N	N	C	H	H
FULL NAME: Total Dollar Value of Currency Seized by LEAs in the Border Region								
DESCRIPTION: Total Dollar Value of Currency Seized by LEAs in the Border Region								
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<u>1</u>	SHORT NAME:	NUMBER OF CAMERAS DEPLOYED	N	N	N	N	H	H
FULL NAME: Number of Cameras Deployed								

Agency Code: **405** Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	The Number of Portable Surveillance Cameras Used for the Detention of Criminal Activity Installed within Border Region as of the Last Day of the Reporting Period						
Goal:	<u>3</u>	Provide Regulatory and Law Enforcement Services to All Customers						
Objective:	<u>1</u>	Provide Law Enforcement Services						
Strategy:	<u>1</u>	Crime Laboratory Services						
<b>MEASURE TYPE:</b>	<b>OP</b>	<b>Output Measures</b>						
<u>1</u> SHORT NAME:	DRUG CASES COMPLETED		Y	N	N	C	H	H
FULL NAME:	Number of Drug Cases Completed by DPS Crime Laboratories							
DESCRIPTION:	Number of Drug Cases Completed by DPS Crime Laboratories							
<u>2</u> SHORT NAME:	TOXICOLOGY CASES		N	N	N	C	H	L
FULL NAME:	Number of Toxicology Cases Completed by DPS Crime Laboratories							
DESCRIPTION:	Number of Toxicology Cases Completed by DPS Crime Laboratories							
<u>3</u> SHORT NAME:	DNA CASES COMPLETED		Y	N	N	C	H	H
FULL NAME:	Number of DNA Cases Completed by DPS Crime Laboratories							
DESCRIPTION:	Number of DNA Cases Completed by DPS Crime Laboratories							
<b>MEASURE TYPE:</b>	<b>EF</b>	<b>Efficiency Measures</b>						
<u>1</u> SHORT NAME:	AVERAGE COST TO TEST DNA CASE		Y	N	N	N	H	L
FULL NAME:	Average Cost to Complete a DNA Case							
DESCRIPTION:	Average Cost to Complete a DNA Case							
<b>MEASURE TYPE:</b>	<b>EX</b>	<b>Explanatory/Input Measures</b>						
<u>1</u> SHORT NAME:	DNA Profiles Completed		Y	N	N	N	L	H
FULL NAME:	Number of Arrestee and Offender DNA Profiles Completed							

Agency Code: **405**      Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Number of Arrestee and Offender DNA Profiles Completed						
	Strategy:	<u>3</u> Victim & Employee Support Services						
<b>MEASURE TYPE:</b>	<b>OP</b>	<b>Output Measures</b>						
<u>1</u> SHORT NAME:	VICTIMS SERVED		N	N	N	C	L	H
FULL NAME:	Number of Victims Served							
DESCRIPTION:	Number of Victims Served							
Objective:	<u>2</u>	Provide Regulatory Services						
Strategy:	<u>1</u>	Administer Programs, Issue Licenses, and Enforce Compliance						
<b>MEASURE TYPE:</b>	<b>EX</b>	<b>Explanatory/Input Measures</b>						
<u>1</u> SHORT NAME:	SAFETY/EMISSION VEH INSPECTIONS		N	N	N	N	L	H
FULL NAME:	Number of Commercial Vehicle Safety Inspections Performed							
DESCRIPTION:	Number of Commercial Vehicle Safety Inspections Performed in Safety-Only and Emissions Counties							
<u>2</u> SHORT NAME:	LICENSED BUSINESS ENTITIES		N	N	N	N	L	H
FULL NAME:	Number of Active Licensed Business Entities							
DESCRIPTION:	Number of Active Licensed Business Entities							
<u>3</u> SHORT NAME:	HANDGUN LICENCES ISSUED		Y	N	N	N	H	H
FULL NAME:	Number of Original and Renewal Licenses to Carry a Handgun Issued							
DESCRIPTION:	Number of Original and Renewal Licenses to Carry a Handgun Issued							
<u>4</u> SHORT NAME:	PRIVATE SECURITY LICENSES ISSUED		N	N	N	N	H	H
FULL NAME:	Number of Original & Renewal Private Security Licenses Issued							
DESCRIPTION:	Number of Original & Renewal Private Security Licenses Issued							



Agency Code: **405**      Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>5</u>	SHORT NAME:	COMPLIANCE INSPECTIONS CONDUCTED	N	N	N	N	L	H
	FULL NAME:	Number of Compliance Inspections Conducted						
	DESCRIPTION:	Number of Compliance Inspections Conducted						
<u>6</u>	SHORT NAME:	DAYS TO ISSUE LICENSE CARRY HANDGUN	N	N	N	N	H	L
	FULL NAME:	Average Number of Days to Issue an Original License to Carry a Handgun						
	DESCRIPTION:	Average Number of Days to Issue an Original License to Carry a Handgun						

Goal: 4 Enhance Public Safety through the Licensing of Texas Drivers

Objective: 1 Provide Driver License Services

Strategy: 1 Issue Driver Licenses and Enforce Compliance on Roadways

**MEASURE TYPE: OP      Output Measures**

1 SHORT NAME: DLS & ID CARDS MAILED      N      N      N      C      L      H

FULL NAME: Number of Driver Licenses and Identification Cards Mailed

DESCRIPTION: Number of Driver Licenses and Identification Cards Mailed

**MEASURE TYPE: EX      Explanatory/Input Measures**

1 SHORT NAME: NUMBER OF DRIVER RECORDS MAINTAINED      N      N      N      N      L      H

FULL NAME: Number of Driver Records Maintained

DESCRIPTION: Number of Driver Records Maintained

Goal: 5 Provide Agency Administrative Services and Support

Objective: 1 Provide Administration and Support

Strategy: 4 Training Academy and Development

**MEASURE TYPE: OP      Output Measures**

1 SHORT NAME: ACTIVE ATTACK RESPONSE STUDENTS      N      N      N      C      M      H

FULL NAME: Number of Active Attack Response Students

DESCRIPTION: Number of Active Attack Response Students

Agency Code: **405** Agency: **Department of Public Safety**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>2</u>	SHORT NAME:	RECRUITS TRAINED	N	N	N	N	H	H
	FULL NAME:	Number of Recruits Trained						
	DESCRIPTION:	Number of Recruits Trained						

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	1	Number of Arrests for Drug Violations	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 01-02-01 OP 01
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 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. The total number of individuals arrested for a narcotics felony or misdemeanor offense by a commissioned officer within the Criminal Investigations Division (CID), including arrests for narcotics offenses investigated by CID and arrests for narcotics offenses that occurred when CID assisted other agencies.

**BL 2026 Data Limitations**

The accuracy of the count is dependent on manual data entry processes. Final disposition of seized weapons is unknown.

**BL 2026 Data Source**

Every individual arrested by CID for a narcotics felony or misdemeanor offense is documented by field investigators in DPS State Police Unified Reporting System (SPURS), including arrests for offenses that were investigated by CID and arrests that occurred when CID assisted other agencies. These reports are utilized to generate arrest statistics.

**BL 2026 Methodology**

The total number of narcotics arrests is retrieved from SPURS on a weekly basis. The number includes arrests made by CID; arrests made by another agency with assistance from CID; and arrests made by another agency where CID provided intelligence that led to the arrests.

**BL 2026 Purpose**

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

**BL 2027 Definition**

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

**BL 2027 Data Limitations**

The accuracy of the count is dependent on manual data entry processes. Final disposition of seized weapons is unknown.

**BL 2027 Data Source**

**Strategy-Related Measures Definitions**

89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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Every individual arrested by CID for a narcotics felony or misdemeanor offense is documented by field investigators in DPS State Police Unified Reporting System (SPURS), including arrests for offenses that were investigated by CID and arrests that occurred when CID assisted other agencies. These reports are utilized to generate arrest statistics..

**BL 2027 Methodology**

The total number of narcotics arrests is retrieved from SPURS on a weekly basis. The number includes arrests made by CID; arrests made by another agency with assistance from CID; and arrests made by another agency where CID provided intelligence that led to the arrests.

**BL 2027 Purpose**

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

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	2	Number of Human Trafficking Investigations Closed	
Calculation Method: C	Target Attainment: H	Priority: H	Cross Reference: Agy 405 088-R-S70-1 01-02-01 OP 02
Key Measure: Y	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

The total number of human trafficking investigations that have been closed by a commissioned officer within the Criminal Investigations Division (CID).

**BL 2026 Data Limitations**

Investigative programs are manually entered by field investigators into the Texas DPS Unified Reporting System. An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

**BL 2026 Data Source**

Every human trafficking investigation that has been closed by CID is documented by field investigators in the Texas DPS Unified Reporting System under the human trafficking program, including human trafficking investigations where CID served as the lead agency and human trafficking investigations led by other agencies that were assisted by CID.

**BL 2026 Methodology**

The total number of investigations under the human trafficking program is retrieved from the Texas DPS Unified Reporting System on a weekly basis. The number includes all human trafficking program investigations being conducted, or that have been closed, by CID as the lead agency as well as human trafficking program investigations that were led by another agency with assistance from CID.

**BL 2026 Purpose**

This is one measure of the activities of the Criminal Investigations Division. The measure is intended to assist with assessing the agency's impact on human trafficking activity in the state.

**BL 2027 Definition**

The total number of human trafficking investigations that have been closed by a commissioned officer within the Criminal Investigations Division (CID).

**BL 2027 Data Limitations**

Investigative programs are manually entered by field investigators into the Texas DPS Unified Reporting System. An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

**BL 2027 Data Source**

**Strategy-Related Measures Definitions**

89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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Every human trafficking investigation that has been closed by CID is documented by field investigators in the Texas DPS Unified Reporting System under the human trafficking program, including human trafficking investigations where CID served as the lead agency and human trafficking investigations led by other agencies that were assisted by CID.

**BL 2027 Methodology**

The total number of investigations under the human trafficking program is retrieved from the Texas DPS Unified Reporting System on a weekly basis. The number includes all human trafficking program investigations being conducted, or that have been closed, by CID as the lead agency as well as human trafficking program investigations that were led by another agency with assistance from CID.

**BL 2027 Purpose**

This is one measure of the activities of the Criminal Investigations Division. The measure is intended to assist with assessing the agency's impact on human trafficking activity in the state.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	3	Number of Felony Arrests by CID	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference:
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 Data Limitations**

Offense codes are manually selected by field investigators in the Texas DPS Unified Reporting System. An investigator's failure to enter all charges filed properly in the SPURS arrest record will negatively impact this statistic.

**BL 2026 Data Source**

Arrest records created in CID investigations for felony offense(s). Every individual arrested by CID for a felony offense is documented by field investigators in the Texas DPS Unified Reporting System arrest entity including arrests for offenses that were investigated by CID and arrests for felony offenses that occurred when CID assisted other agencies.

**BL 2026 Methodology**

The total number of felony arrests is retrieved from the Texas DPS Unified Reporting System on a weekly basis. The number includes felony arrests made by CID; felony arrests made by another agency with assistance from CID; and felony arrests made by another agency where CID provided intelligence that led to the arrests

**BL 2026 Purpose**

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

**BL 2027 Definition**

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

**BL 2027 Data Limitations**

Offense codes are manually selected by field investigators in the Texas DPS Unified Reporting System. An investigator's failure to enter all charges filed properly in the SPURS arrest record will negatively impact this statistic.

**BL 2027 Data Source**

**Strategy-Related Measures Definitions**

89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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Arrest records created in CID investigations for felony offense(s). Every individual arrested by CID for a felony offense is documented by field investigators in the Texas DPS Unified Reporting System arrest entity including arrests for offenses that were investigated by CID and arrests for felony offenses that occurred when CID assisted other agencies.

**BL 2027 Methodology**

The total number of felony arrests is retrieved from the Texas DPS Unified Reporting System on a weekly basis. The number includes felony arrests made by CID; felony arrests made by another agency with assistance from CID; and felony arrests made by another agency where CID provided intelligence that led to the arrests

**BL 2027 Purpose**

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



**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	4	Number of Human Trafficking Investigations Conducted by CID	
Calculation Method: C	Target Attainment: H	Priority: H	Cross Reference:
Key Measure: Y	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

The total number of human trafficking investigations being conducted by a commissioned officer within the Criminal Investigations Division (CID).

**BL 2026 Data Limitations**

Investigative programs are manually entered by field investigators into the Texas DPS Unified Reporting System. An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

**BL 2026 Data Source**

Every human trafficking investigation being conducted, or that has been closed, by CID is documented by field investigators in the Texas DPS Unified Reporting System under the human trafficking program, including human trafficking investigations where CID served as the lead agency and human trafficking investigations led by other agencies that were assisted by CID.

**BL 2026 Methodology**

The total number of investigations under the human trafficking program is retrieved from the Texas DPS Unified Reporting System on a weekly basis. The number includes all human trafficking program investigations being conducted, or that have been closed, by CID as the lead agency as well as human trafficking program investigations that were led by another agency with assistance from CID.

**BL 2026 Purpose**

This is one measure of the activities of the Criminal Investigations Division. The measure is intended to assist with assessing the agency's impact on human trafficking activity in the state.

**BL 2027 Definition**

The total number of human trafficking investigations being conducted by a commissioned officer within the Criminal Investigations Division (CID).

**BL 2027 Data Limitations**

Investigative programs are manually entered by field investigators into the Texas DPS Unified Reporting System. An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

**BL 2027 Data Source**

**Strategy-Related Measures Definitions**

89th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

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Every human trafficking investigation being conducted, or that has been closed, by CID is documented by field investigators in the Texas DPS Unified Reporting System under the human trafficking program, including human trafficking investigations where CID served as the lead agency and human trafficking investigations led by other agencies that were assisted by CID.

**BL 2027 Methodology**

The total number of investigations under the human trafficking program is retrieved from the Texas DPS Unified Reporting System on a weekly basis. The number includes all human trafficking program investigations being conducted, or that have been closed, by CID as the lead agency as well as human trafficking program investigations that were led by another agency with assistance from CID.

**BL 2027 Purpose**

This is one measure of the activities of the Criminal Investigations Division. The measure is intended to assist with assessing the agency's impact on human trafficking activity in the state.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	5	Number of Organized Crime Investigations Conducted by CID	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference:
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The total number of criminal investigations being conducted by a commissioned officer within the Criminal Investigations Division (CID) for the offense codes pertaining to Chapter 71 of the Texas Penal Code (TPC).

**BL 2026 Data Limitations**

Investigative offense codes are manually entered by field investigators into the Texas DPS Unified Reporting System. An investigator's failure to enter TPC Chapter 71 offenses into the case management module will negatively impact this statistic.

**BL 2026 Data Source**

Any criminal investigations pertaining to TPC Chapter 71 that are being conducted, or that have been closed, by CID is documented by field investigators in the Texas DPS Unified Reporting System's case management module, including criminal investigations where CID served as the lead agency and criminal investigations led by other agencies that were assisted by CID.

**BL 2026 Methodology**

The total number of criminal investigations pertaining to TCP Chapter 71 is retrieved from Texas DPS Unified Reporting System's on a weekly basis. The number includes all criminal investigations being conducted, or that have been closed, by CID as the lead agency as well as criminal investigations that were led by another agency with assistance from CID.

**BL 2026 Purpose**

This is one measure of the activities of the Criminal Investigations Division. The measure is intended to assist with assessing the agency's impact on organized criminal activity in the state

**BL 2027 Definition**

The total number of criminal investigations being conducted by a commissioned officer within the Criminal Investigations Division (CID) for the offense codes pertaining to Chapter 71 of the Texas Penal Code (TPC).

**BL 2027 Data Limitations**

Investigative offense codes are manually entered by field investigators into the Texas DPS Unified Reporting System. An investigator's failure to enter TPC Chapter 71 offenses into the case management module will negatively impact this statistic.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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BL 2027 Data Source

Any criminal investigations pertaining to TPC Chapter 71 that are being conducted, or that have been closed, by CID is documented by field investigators in the Texas DPS Unified Reporting System's case management module, including criminal investigations where CID served as the lead agency and criminal investigations led by other agencies that were assisted by CID.

BL 2027 Methodology

The total number of criminal investigations pertaining to TCP Chapter 71 is retrieved from Texas DPS Unified Reporting System's on a weekly basis. The number includes all criminal investigations being conducted, or that have been closed, by CID as the lead agency as well as criminal investigations that were led by another agency with assistance from CID.

BL 2027 Purpose

This is one measure of the activities of the Criminal Investigations Division. The measure is intended to assist with assessing the agency's impact on organized criminal activity in the state

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	6	Number of Fatal Doses of Fentanyl Seized by DPS	
Calculation Method: C	Target Attainment: H	Priority: H	Cross Reference:
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

Number of Fatal Doses of Fentanyl Seized by DPS throughout the State of Texas.

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**BL 2026 Methodology**

The number of lethal doses is measured by summing of the weight of fentanyl seized and dividing that sum by 2 milligrams (the weight of a lethal dose of fentanyl as determined by the federal Drug Enforcement Agency). Monthly totals are summed by the ICT Division to determine a quarterly total.

**BL 2026 Purpose**

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

**BL 2027 Definition**

Number of Fatal Doses of Fentanyl Seized by DPS throughout the State of Texas.

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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BL 2027 Methodology

The number of lethal doses is measured by summing of the weight of fentanyl seized and dividing that sum by 2 milligrams (the weight of a lethal dose of fentanyl as determined by the federal Drug Enforcement Agency). Monthly totals are summed by the ICT Division to determine a quarterly total.

BL 2027 Purpose

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

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	7	Amount of Marijuana Seized by DPS throughout the State of Texas	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference:
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**BL 2026 Methodology**

The sum of the weight of marijuana (measured in pounds) seized is totaled each month by the Intelligence and Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

**BL 2026 Purpose**

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

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

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BL 2027 Methodology

The sum of the weight of marijuana (measured in pounds) seized is totaled each month by the Intelligence and Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

BL 2027 Purpose

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



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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	8	Amount of Cocaine Seized by DPS throughout the State of Texas	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference:
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**BL 2026 Methodology**

The sum of the weight of cocaine (measured in pounds) seized is totaled each month by the Intelligence and Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

**BL 2026 Purpose**

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

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

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BL 2027 Methodology

The sum of the weight of cocaine (measured in pounds) seized is totaled each month by the Intelligence and Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

BL 2027 Purpose

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

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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	9	Amount of Heroin Seized by DPS throughout the State of Texas	
Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference:
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**BL 2026 Methodology**

The sum of the weight of heroin (measured in pounds) seized is totaled each month by the Intelligence and Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

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BL 2027 Methodology

The sum of the weight of heroin (measured in pounds) seized is totaled each month. Monthly totals are summed to determine a quarterly total.

BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	10	Amount of Methamphetamine Seized by DPS throughout the State of Texas	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference:
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**BL 2026 Methodology**

The sum of the weight of methamphetamine (measured in pounds) seized is totaled each month by the Intelligence and Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

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BL 2027 Methodology

The sum of the weight of methamphetamine (measured in pounds) seized is totaled each month. Monthly totals are summed to determine a quarterly total.

BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	11	Dollar Value of Currency Seized by DPS throughout State of Texas	
Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference:
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Asset Forfeiture Unit (AFU).

**BL 2026 Methodology**

The sum of currency (in dollars) seized and kept by DPS law enforcement is totaled each week by the Asset Forfeiture Unit (AFU).

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Asset Forfeiture Unit (AFU).

**BL 2027 Methodology**

The sum of currency (in dollars) seized and kept by DPS law enforcement is totaled each week by the Asset Forfeiture Unit (AFU).

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BL 2027 Purpose

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.



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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks	
Measure Type	OP		
Measure No.	12	Number of Weapons Seized by DPS throughout State	
Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference:
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**BL 2026 Methodology**

The sum of the number of weapons seized is totaled each month by the Intelligence & Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

Data is collected from records maintained by the Criminal Investigations Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

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BL 2027 Methodology

The sum of the number of weapons seized is totaled each month by the Intelligence & Counterterrorism Division. Monthly totals are summed to determine a quarterly total.

BL 2027 Purpose

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.

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Agency Code: <b>405</b>	Agency: <b>Department of Public Safety</b>
Goal No.	1 Protect Texas from Public Safety Threats
Objective No.	2 Conduct Investigations
Strategy No.	2 Texas Rangers
Measure Type	OP
Measure No.	1 Number of Investigations Conducted by Texas Rangers

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 405 088-R-S70-1 01-02-02 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

Texas Rangers' investigations conducted include, but are not limited to, the following categories of investigations: High Threat Offense, Public Corruption (HB2086), Major Crime Scene, Officer Involved Shootings, Questionable deaths, Cold Cases, Custodial Deaths, and Public Integrity (HB1690).

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

Rangers will use the Ranger Division Statistical Workbook and the State Police Unified Reporting System to report on the number of investigations opened by Texas Rangers. .

**BL 2026 Methodology**

Total number of investigative files conducted by Texas Rangers in the Ranger Division Statistical Workbook and recorded within the State Police Unified Reporting System.

**BL 2026 Purpose**

A Texas Ranger has the authority to initiate investigations under conditions authorized by law.

**BL 2027 Definition**

Texas Rangers' investigations conducted include, but are not limited to, the following categories of investigations: High Threat Offense, Public Corruption (HB2086), Major Crime Scene, Officer Involved Shootings, Questionable deaths, Cold Cases, Custodial Deaths, and Public Integrity (HB1690).

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

Rangers will use the Ranger Division Statistical Workbook and the State Police Unified Reporting System to report on the number of investigations opened by Texas Rangers. .

**Strategy-Related Measures Definitions**  
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BL 2027 Methodology

Total number of investigative files conducted by Texas Rangers in the Ranger Division Statistical Workbook and recorded within the State Police Unified Reporting System.

BL 2027 Purpose

A Texas Ranger has the authority to initiate investigations under conditions authorized by law.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	2	Conduct Investigations	
Strategy No.	2	Texas Rangers	
Measure Type	OP		
Measure No.	2	Number of Support Deployments by Texas Rangers	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 01-02-02 OP 02
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The total number of law enforcement support deployment activities provided by Texas Rangers. Ranger law enforcement support deployments (lead and non-lead) include, but are not limited to, the following: Unmanned Aerial System (UAS) deployments, Border operation deployments, LEICA deployments, Major Crime Scene Deployments, Barricaded Subject Responses, Hostage Rescues, Crisis Negotiations, Preplanned SWAT/SRT Warrants, Emergency SWAT/SRT Callouts, and Civil Disturbances and Natural Disaster Responses.

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

Rangers will use the Ranger Division Statistical Workbook and the Texas DPS Unified Reporting System to report on Ranger law enforcement support deployments.

**BL 2026 Methodology**

Total number of law enforcement support deployment activities (lead and non-lead) as recorded in the Ranger Division Statistical Workbook and the State Police Unified Reporting System.

**BL 2026 Purpose**

A Texas Ranger has the authority to provide law enforcement support services under conditions authorized by law.

**BL 2027 Definition**

The total number of law enforcement support deployment activities provided by Texas Rangers. Ranger law enforcement support deployments (lead and non-lead) include, but are not limited to, the following: Unmanned Aerial System (UAS) deployments, Border operation deployments, LEICA deployments, Major Crime Scene Deployments, Barricaded Subject Responses, Hostage Rescues, Crisis Negotiations, Preplanned SWAT/SRT Warrants, Emergency SWAT/SRT Callouts, and Civil Disturbances and Natural Disaster Responses.

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

Rangers will use the Ranger Division Statistical Workbook and the Texas DPS Unified Reporting System to report on Ranger law enforcement support deployments.

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BL 2027 Methodology

Total number of law enforcement support deployment activities (lead and non-lead) as recorded in the Ranger Division Statistical Workbook and the State Police Unified Reporting System.

BL 2027 Purpose

A Texas Ranger has the authority to provide law enforcement support services under conditions authorized by law.

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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	EF		
Measure No.	1	Number of Traffic Crashes Investigated	

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<b>Calculation Method: C</b>	<b>Target Attainment: L</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 EF 01
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The number of traffic crashes investigated by DPS troopers.

**BL 2026 Data Limitations**

The accuracy of the count is dependent on manual data entry processes. The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

The number of traffic crashes investigated by DPS troopers.

**Strategy-Related Measures Definitions**  
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BL 2027 Data Limitations

The accuracy of the count is dependent on manual data entry processes. The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel.

BL 2027 Data Source

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.

BL 2027 Methodology

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.

BL 2027 Purpose

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.



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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	EF		
Measure No.	2	Number of Commercial Vehicle Traffic Law Violator Contacts	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 EF 02
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 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.

**BL 2026 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.

**BL 2026 Data Source**

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) Safety Inspection Database System or the Automated Information Services (AIS).

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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.

**BL 2027 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.

**BL 2027 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.

**BL 2027 Data Source**

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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) Safety Inspection Database System or the Automated Information Services (AIS).

BL 2027 Methodology

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

BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	EF		
Measure No.	3	Average Cost of Commercial Vehicle Inspections	

**Calculation Method: N**      **Target Attainment: L**      **Priority: L**      Cross Reference: Agy 405 088-R-S70-1 01-03-01 EF 03

**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

The average cost of performing commercial vehicle inspections.

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

The average cost of performing commercial vehicle inspections.

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

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.

**BL 2027 Methodology**

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.

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BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	EX		
Measure No.	1	Commercial Vehicles Placed Out of Service	

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<b>Calculation Method: N</b>	<b>Target Attainment: L</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 EX 01
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 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.

**BL 2026 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 focusing on economic profitability.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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.

**BL 2027 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.

**BL 2027 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 focusing on economic profitability.

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BL 2027 Data Source

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.

BL 2027 Methodology

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

BL 2027 Purpose

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.

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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	1	Number of Highway Patrol Service Hours on Routine Patrol	
Calculation Method: C	Target Attainment: H	Priority: H	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

**BL 2026 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.

**BL 2026 Data Limitations**

The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 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.

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BL 2027 Data Limitations

The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel.

BL 2027 Data Source

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.

BL 2027 Methodology

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.

BL 2027 Purpose

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.



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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	2	Number of Traffic Law Violator Contacts	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 02
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 Data Limitations**

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

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 Data Limitations**

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

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**BL 2027 Data Source**

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.

**BL 2027 Methodology**

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.

**BL 2027 Purpose**

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.

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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	3	Number of Commercial Vehicle Enforcement Hours on Routine Patrol	

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 03  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 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.

**BL 2026 Data Limitations**

The accuracy of the count is dependent on manual processes of data entry. The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel.

**BL 2026 Data Source**

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).

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 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.

**BL 2027 Data Limitations**

The accuracy of the count is dependent on manual processes of data entry. The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel.

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BL 2027 Data Source

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).

BL 2027 Methodology

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.

BL 2027 Purpose

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.

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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	4	Number of Commercial Vehicle Drivers Placed Out of Service	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 04
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

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.

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BL 2027 Methodology

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.

BL 2027 Purpose

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.

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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	5	Number of Weight Violation Citations	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 05
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 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.

**BL 2026 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.

**BL 2026 Data Source**

These activities are recorded on an inspection report (CVE 3) or THP-6 and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database or the Automated Information Services (AIS).

**BL 2026 Methodology**

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.

**BL 2026 Purpose**

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.

**BL 2027 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.

**BL 2027 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.

**BL 2027 Data Source**

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These activities are recorded on an inspection report (CVE 3) or THP-6 and are entered into the Texas Highway Patrol's (THP) CVE-3 Inspection application database or the Automated Information Services (AIS).

**BL 2027 Methodology**

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.

**BL 2027 Purpose**

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.



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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	6	Number of Commercial Vehicles Inspected	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 06
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

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.

**BL 2027 Methodology**

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

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BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	7	Number of School Safety Visits by Commissioned THP Members	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 07
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The number of school safety visits conducted by commissioned members of the THP Division.

**BL 2026 Data Limitations**

The accuracy of the count is dependent on manual entry into the TXMAP school layer. The availability of accurate and current data is dependent on entry into TXMAP.

**BL 2026 Data Source**

Information relating to this measure is entered directly into TXMAP by Highway Patrol Division troopers. Once school visit is complete, Highway Patrol Division troopers will enter the information into TXMAP. The term “trooper” as used herein includes all commissioned Highway Patrol Division employees.

**BL 2026 Methodology**

Actual count of school visits entered into TXMAP by Highway Patrol Division troopers. Once entered into TXMAP, HSOC analysts have the ability to extract the reason for the school visit and any updated information pertaining to the safety and vulnerability of the school from TXMAP.

**BL 2026 Purpose**

This measure addresses the number of school safety visits conducted by commissioned Highway Patrol Division troopers. THP troopers routinely conduct school safety visits as part of their routine duties. The term “trooper” as used herein includes all commissioned Highway Patrol Division employees conducting school safety visits during routine patrol activities.

**BL 2027 Definition**

The number of school safety visits conducted by commissioned members of the THP Division.

**BL 2027 Data Limitations**

The accuracy of the count is dependent on manual entry into the TXMAP school layer. The availability of accurate and current data is dependent on entry into TXMAP.

**BL 2027 Data Source**

Information relating to this measure is entered directly into TXMAP by Highway Patrol Division troopers. Once school visit is complete, Highway Patrol Division troopers will enter the information into TXMAP. The term “trooper” as used herein includes all commissioned Highway Patrol Division employees.

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**BL 2027 Methodology**

Actual count of school visits entered into TXMAP by Highway Patrol Division troopers. Once entered into TXMAP, HSOC analysts have the ability to extract the reason for the school visit and any updated information pertaining to the safety and vulnerability of the school from TXMAP.

**BL 2027 Purpose**

This measure addresses the number of school safety visits conducted by commissioned Highway Patrol Division troopers. THP troopers routinely conduct school safety visits as part of their routine duties. The term “trooper” as used herein includes all commissioned Highway Patrol Division employees conducting school safety visits during routine patrol activities.

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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	8	Number Arrests Conducted by THP Members	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: M</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-01 OP 08
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The total number of arrests conducted by members of the THP Division.

**BL 2026 Data Limitations**

The accuracy of the count is dependent on manual data entry processes and electronic submission of citations in the Enterprise Model (EM) and the Automated Information Systems (AIS). The availability to accurate quarterly data is impacted by the high volume of citations entered and electronically submitted into the Enterprise Model (EM) and AIS.

**BL 2026 Data Source**

Information relating to this measure is entered directly into the Texas Highway Patrol (THP) Enterprise Model (EM) and Automated Information Systems (AIS). The term “trooper” as used herein includes all commissioned Highway Patrol Division employees.

**BL 2026 Methodology**

Actual count of criminal arrests, including fugitive, extracted from the THP AIS database. This measure involves Highway Patrol Division trooper activity from all parts of Texas. Because of the current processes required to enter 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 Division employees making felony arrests for violations of state law.

**BL 2026 Purpose**

This measure addresses the actual arrests made by commissioned Highway Patrol Division troopers. Examples include offenses for possession of controlled substances, driving while intoxicated and human trafficking, troopers encounter a wide range of offenses and as such are counted on to make arrests for both violent, non-violent, and traffic offenses. The term “trooper” as used herein includes all commissioned Highway Patrol Division employees making criminal arrests for violation of state law.

**BL 2027 Definition**

The total number of arrests conducted by members of the THP Division.

**BL 2027 Data Limitations**

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The accuracy of the count is dependent on manual data entry processes and electronic submission of citations in the Enterprise Model (EM) and the Automated Information Systems (AIS). The availability to accurate quarterly data is impacted by the high volume of citations entered and electronically submitted into the Enterprise Model (EM) and AIS.

**BL 2027 Data Source**

Information relating to this measure is entered directly into the Texas Highway Patrol (THP) Enterprise Model (EM) and Automated Information Systems (AIS). The term “trooper” as used herein includes all commissioned Highway Patrol Division employees.

**BL 2027 Methodology**

Actual count of criminal arrests, including fugitive, extracted from the THP AIS database. This measure involves Highway Patrol Division trooper activity from all parts of Texas. Because of the current processes required to enter 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 Division employees making felony arrests for violations of state law.

**BL 2027 Purpose**

This measure addresses the actual arrests made by commissioned Highway Patrol Division troopers. Examples include offenses for possession of controlled substances, driving while intoxicated and human trafficking, troopers encounter a wide range of offenses and as such are counted on to make arrests for both violent, non-violent, and traffic offenses. The term “trooper” as used herein includes all commissioned Highway Patrol Division employees making criminal arrests for violation of state law.

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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways	
Measure Type	OP		
Measure No.	9	Number of Motorist Assists	
Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference:
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

The number of motorist assists conducted by DPS Highway Patrol troopers.

**BL 2026 Data Limitations**

None.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

Actual count extracted from the THP AIS database.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

The number of motorist assists conducted by DPS Highway Patrol troopers.

**BL 2027 Data Limitations**

None.

**BL 2027 Data Source**

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.

**BL 2027 Methodology**

Actual count extracted from the THP AIS database.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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BL 2027 Purpose

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.



**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	2	Aircraft Operations	
Measure Type	OP		
Measure No.	1	Number of Aircraft Hours Flown	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-02 OP 01
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 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.

**BL 2026 Data Limitations**

None.

**BL 2026 Data Source**

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

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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.

**BL 2027 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.

**BL 2027 Data Limitations**

None.

**BL 2027 Data Source**

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

**Strategy-Related Measures Definitions**  
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**BL 2027 Methodology**

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

**BL 2027 Purpose**

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.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	2	Aircraft Operations	
Measure Type	OP		
Measure No.	2	Number of Subjects Located and Arrested with Aircraft Support	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: M</b>	Cross Reference: Agy 405 088-R-S70-1 01-03-02 OP 08
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

Total number of subjects located by DPS Aircraft and subsequently arrested by Law Enforcement. This number would include subjects located with the assistance of Aircraft by leveraging technology sources such as infrared cameras, searchlights, night vision goggles, mapping systems, and multi-band radios capable of communicating with multiple agencies.

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

DPS Aircraft utilizes a software management system (Digital Airware)

**BL 2026 Methodology**

Digital Airware provides a report based on statistics inputted by the aircrews on their flight logs. A flight log is submitted for each flight a DPS aircraft makes. The software management system will query the inputted data and produce a report based on the requested time period. Based on historical data a metric of 4450 subjects located and arrested per year will be established.

**BL 2026 Purpose**

This performance measure reflects the amount of support DPS Aircraft provides to other than DPS agencies.

**BL 2027 Definition**

Total number of subjects located by DPS Aircraft and subsequently arrested by Law Enforcement. This number would include subjects located with the assistance of Aircraft by leveraging technology sources such as infrared cameras, searchlights, night vision goggles, mapping systems, and multi-band radios capable of communicating with multiple agencies.

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

DPS Aircraft utilizes a software management system (Digital Airware)

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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BL 2027 Methodology

Digital Airware provides a report based on statistics inputted by the aircrews on their flight logs. A flight log is submitted for each flight a DPS aircraft makes. The software management system will query the inputted data and produce a report based on the requested time period. Based on historical data a metric of 4450 subjects located and arrested per year will be established.

BL 2027 Purpose

This performance measure reflects the amount of support DPS Aircraft provides to other than DPS agencies.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	2	Aircraft Operations	
Measure Type	OP		
Measure No.	3	Number of Assists and Rescues by DPS Aircraft	
Calculation Method: C	Target Attainment: H	Priority: M	Cross Reference: Agy 405 088-R-S70-1 01-03-02 OP 09
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

This number will include the aviation support of other than DPS agencies to include municipal, county, state, and federal. Support will include criminal patrol flights, manhunts, missing persons, vehicle pursuits, criminal investigations, criminal photography, high risk warrant service, special weapons and tactics missions, disaster reconnaissance, search and rescue, and transport of special teams, investigators, medical equipment, and criminal lab personnel

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

DPS Aircraft utilizes a software management system (Digital Airware)

**BL 2026 Methodology**

Digital Airware provides a report based on statistics inputted by the aircrews on their flight logs. A flight log is submitted for each flight a DPS aircraft makes. The software management system will query the inputted data and produce a report based on the requested time period. Based on historical data a metric of 5600 agency assists per year will be established.

**BL 2026 Purpose**

This performance measure reflects the amount of support DPS Aircraft provides to other than DPS agencies.

**BL 2027 Definition**

This number will include the aviation support of other than DPS agencies to include municipal, county, state, and federal. Support will include criminal patrol flights, manhunts, missing persons, vehicle pursuits, criminal investigations, criminal photography, high risk warrant service, special weapons and tactics missions, disaster reconnaissance, search and rescue, and transport of special teams, investigators, medical equipment, and criminal lab personnel

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

DPS Aircraft utilizes a software management system (Digital Airware)

**Strategy-Related Measures Definitions**  
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BL 2027 Methodology

Digital Airware provides a report based on statistics inputted by the aircrews on their flight logs. A flight log is submitted for each flight a DPS aircraft makes. The software management system will query the inputted data and produce a report based on the requested time period. Based on historical data a metric of 5600 agency assists per year will be established.

BL 2027 Purpose

This performance measure reflects the amount of support DPS Aircraft provides to other than DPS agencies.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	Conduct Investigations	
Strategy No.	3	Security Programs	
Measure Type	EF		
Measure No.	1	Average Cost of Providing Security Service Per Building	

**Calculation Method: N**      **Target Attainment: L**      **Priority: L**      Cross Reference: Agy 405 088-R-S70-1 01-03-03 EF 01

**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 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.

**BL 2026 Data Limitations**

None.

**BL 2026 Data Source**

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).

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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

**BL 2027 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.

**BL 2027 Data Limitations**

None.

**BL 2027 Data Source**

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).

**BL 2027 Methodology**

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

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
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BL 2027 Purpose

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



**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	2	Reduce Border-Related and Transnational-Related Crime	
Objective No.	1	Secure Texas from Transnational Crime	
Strategy No.	1	Deter, Detect, and Interdict Trafficking	
Measure Type	OP		
Measure No.	1	Total Number of Interagency Law Enforcement Operations Coordinated	

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 405 088-R-S70-1 02-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

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

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

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

**BL 2026 Methodology**

The total number of operations coordinated through the BSOC.

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

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

**BL 2027 Methodology**

The total number of operations coordinated through the BSOC.

**Strategy-Related Measures Definitions**  
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BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	2	Reduce Border-Related and Transnational-Related Crime	
Objective No.	1	Secure Texas from Transnational Crime	
Strategy No.	2	Routine Operations	
Measure Type	EX		
Measure No.	1	Number of Cameras Deployed	

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<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 02-01-02 EX 01
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The number of portable surveillance cameras used for the detection of criminal activity installed within the border region as of the last day of the reporting period.

**BL 2026 Data Limitations**

The accuracy of the total is dependent on data entry that totals amounts from reports or logs.

**BL 2026 Data Source**

Data required to calculate this measure is obtained from state agencies participating in border security.

**BL 2026 Methodology**

The total number of cameras installed and operational as of the last day of the reporting period in the border region.

**BL 2026 Purpose**

Indicates progress of camera installation, increasing surveillance capability. Adjustments in cameras deployed may impact other operations measures

**BL 2027 Definition**

The number of portable surveillance cameras used for the detection of criminal activity installed within the border region as of the last day of the reporting period.

**BL 2027 Data Limitations**

The accuracy of the total is dependent on data entry that totals amounts from reports or logs.

**BL 2027 Data Source**

Data required to calculate this measure is obtained from state agencies participating in border security.

**BL 2027 Methodology**

The total number of cameras installed and operational as of the last day of the reporting period in the border region.

**BL 2027 Purpose**

Indicates progress of camera installation, increasing surveillance capability. Adjustments in cameras deployed may impact other operations measures

**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	2	Reduce Border-Related and Transnational-Related Crime	
Objective No.	1	Secure Texas from Transnational Crime	
Strategy No.	2	Routine Operations	
Measure Type	OP		
Measure No.	1	Number of Tactical Marine Unit Patrol Hours	

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 405 088-R-S70-1 02-01-02 OP 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 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.

**BL 2026 Data Limitations**

Untimely submission of boat logs could impact accuracy.

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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.

**BL 2027 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.

**BL 2027 Data Limitations**

Untimely submission of boat logs could impact accuracy.

**BL 2027 Data Source**

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.

**Strategy-Related Measures Definitions**  
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**BL 2027 Methodology**

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

**BL 2027 Purpose**

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.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	2	Reduce Border-Related and Transnational-Related Crime	
Objective No.	1	Secure Texas from Transnational Crime	
Strategy No.	2	Routine Operations	
Measure Type	OP		
Measure No.	2	Total Number of Weapons Seized by LEAs in the Border Region	

---

<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 02-01-02 OP 02
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

#### BL 2026 Definition

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

#### BL 2026 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.

#### BL 2026 Data Source

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.

#### BL 2026 Methodology

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

#### BL 2026 Purpose

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.

#### BL 2027 Definition

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

#### BL 2027 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.

#### BL 2027 Data Source

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.

**Strategy-Related Measures Definitions**  
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BL 2027 Methodology

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

BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	2	Reduce Border-Related and Transnational-Related Crime	
Objective No.	1	Secure Texas from Transnational Crime	
Strategy No.	2	Routine Operations	
Measure Type	OP		
Measure No.	3	Total Dollar Value of Currency Seized by LEAs in the Border Region	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 02-01-02 OP 03
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

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

**BL 2026 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.

**BL 2026 Data Source**

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).

**BL 2026 Methodology**

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

**BL 2026 Purpose**

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.

**BL 2027 Definition**

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

**BL 2027 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.

**BL 2027 Data Source**

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).



**Strategy-Related Measures Definitions**  
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BL 2027 Methodology

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

BL 2027 Purpose

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.

**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	1	Crime Laboratory Services	
Measure Type	EF		
Measure No.	1	Average Cost to Complete a DNA Case	

---

<b>Calculation Method: N</b>	<b>Target Attainment: L</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 03-01-01 EF 01
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The average cost to complete a DNA case includes the personnel costs including salaries and overtime; operating costs including State budget expenditures and grant expenditures; divided by the number of DNA cases reported out. The number of DNA cases includes Forensic Biology cases that were reported as negative for DNA.

**BL 2026 Data Limitations**

A limitation to the data is the cases completed during the reporting period may not have been received during the reporting period.

**BL 2026 Data Source**

DPS budget reports from CAPPs for salary and operating expenditures.

**BL 2026 Methodology**

Sum the personnel and operating expenses and divide by the number of cases completed.

**BL 2026 Purpose**

The measure can be used to track the costs to perform DNA casework over time and can be used to predict future costs based on changes to the number of cases received/expected. The measure for cases completed by DPS Crime Labs includes the cost of testimony for those cases that proceed to a trial.

**BL 2027 Definition**

The average cost to complete a DNA case includes the personnel costs including salaries and overtime; operating costs including State budget expenditures and grant expenditures; divided by the number of DNA cases reported out. The number of DNA cases includes Forensic Biology cases that were reported as negative for DNA.

**BL 2027 Data Limitations**

A limitation to the data is the cases completed during the reporting period may not have been received during the reporting period.

**BL 2027 Data Source**

DPS budget reports from CAPPs for salary and operating expenditures.

**BL 2027 Methodology**

Sum the personnel and operating expenses and divide by the number of cases completed.

**Strategy-Related Measures Definitions**

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**BL 2027 Purpose**

The measure can be used to track the costs to perform DNA casework over time and can be used to predict future costs based on changes to the number of cases received/expected. The measure for cases completed by DPS Crime Labs includes the cost of testimony for those cases that proceed to a trial.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	1	Crime Laboratory Services	
Measure Type	EX		
Measure No.	1	Number of Arrestee and Offender DNA Profiles Completed	

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<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: L</b>	Cross Reference: Agy 405 088-R-S70-1 03-01-01 EX 01
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The total number of convicted offender and arrestee DNA profiles for which DNA analysis has been conducted and the profile entered into the Combined DNA Index System (CODIS).

**BL 2026 Data Limitations**

DNA 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 those profiles are uploaded to the state database.

**BL 2026 Data Source**

The CODIS Laboratory Information Management System (LIMS) 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.

**BL 2026 Methodology**

The sum of all the profiles uploaded during the reporting period is determined by the LIMS based on the definition provided for a complete profile and the range of calendar dates input when generating the report.

**BL 2026 Purpose**

This measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

**BL 2027 Definition**

The total number of convicted offender and arrestee DNA profiles for which DNA analysis has been conducted and the profile entered into the Combined DNA Index System (CODIS).

**BL 2027 Data Limitations**

DNA 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 those profiles are uploaded to the state database.

**BL 2027 Data Source**

The CODIS Laboratory Information Management System (LIMS) 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.

**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

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BL 2027 Methodology

The sum of all the profiles uploaded during the reporting period is determined by the LIMS based on the definition provided for a complete profile and the range of calendar dates input when generating the report.

BL 2027 Purpose

This measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	1	Crime Laboratory Services	
Measure Type	OP		
Measure No.	1	Number of Drug Cases Completed by DPS Crime Laboratories	
Calculation Method: C	Target Attainment: H	Priority: H	Cross Reference: Agy 405 088-R-S70-1 03-01-01 OP 01
Key Measure: Y	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

The number of seized 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.

**BL 2026 Data Limitations**

This performance measure does not include cases worked by outside parties such as contracted vendors.

**BL 2026 Data Source**

The DPS Laboratory Information Management System captures the status of seized drug cases. This system reports the count of seized drug cases reported in the database.

**BL 2026 Methodology**

The system described in the 'Data Source' section above generates data based on the number of cases completed within the quarterly reporting period.

**BL 2026 Purpose**

The measure is intended to track the volume of seized drug cases completed in DPS crime laboratories over time.

**BL 2027 Definition**

The number of seized 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.

**BL 2027 Data Limitations**

This performance measure does not include cases worked by outside parties such as contracted vendors.

**BL 2027 Data Source**

The DPS Laboratory Information Management System captures the status of seized drug cases. This system reports the count of seized drug cases reported in the database.

**BL 2027 Methodology**

The system described in the 'Data Source' section above generates data based on the number of cases completed within the quarterly reporting period.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
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BL 2027 Purpose

The measure is intended to track the volume of seized drug cases completed in DPS crime laboratories over time.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	1	Crime Laboratory Services	
Measure Type	OP		
Measure No.	2	Number of Toxicology Cases Completed by DPS Crime Laboratories	

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<b>Calculation Method: C</b>	<b>Target Attainment: L</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 03-01-01 OP 02
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The total number of toxicology cases completed by the Crime Laboratories. Toxicology cases include blood and urine evidence tested for the presence of alcohol, other volatiles, and drugs.

**BL 2026 Data Limitations**

This performance measure does not include cases worked by outside parties such as contracted vendors.

**BL 2026 Data Source**

The DPS Laboratory Information Management System tracks the progress of toxicology cases. This database reports the number of toxicology cases submitted during the quarter.

**BL 2026 Methodology**

The system described in the 'Data Source' section above generates data based on the number of cases completed within the quarterly reporting period.

**BL 2026 Purpose**

The measure is intended to reflect the volume of service the Crime Laboratory provides for toxicology cases.

**BL 2027 Definition**

The total number of toxicology cases completed by the Crime Laboratories. Toxicology cases include blood and urine evidence tested for the presence of alcohol, other volatiles, and drugs.

**BL 2027 Data Limitations**

This performance measure does not include cases worked by outside parties such as contracted vendors.

**BL 2027 Data Source**

The DPS Laboratory Information Management System tracks the progress of toxicology cases. This database reports the number of toxicology cases submitted during the quarter.

**BL 2027 Methodology**

The system described in the 'Data Source' section above generates data based on the number of cases completed within the quarterly reporting period.



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BL 2027 Purpose

The measure is intended to reflect the volume of service the Crime Laboratory provides for toxicology cases.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	1	Crime Laboratory Services	
Measure Type	OP		
Measure No.	3	Number of DNA Cases Completed by DPS Crime Laboratories	

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<b>Calculation Method: C</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 03-01-01 OP 03
<b>Key Measure: Y</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

The number of DNA cases completed by the DPS Crime Laboratories. “Completed” means the DNA case is analyzed and the results are reported by a DPS Crime Laboratory and uploaded into CODIS as appropriate. Completed includes DNA cases where there is no DNA sources present or identified (screening only cases).

**BL 2026 Data Limitations**

This performance measure does not include cases worked by outside parties such as contracted vendors.

**BL 2026 Data Source**

In DPS Crime Laboratories, upon completion of analysis and report of each DNA case, the case is shown as completed in the Laboratory Information Management System database.

**BL 2026 Methodology**

The system described in the 'Data Source' section above generates data based on the number of cases completed within the quarterly reporting period.

**BL 2026 Purpose**

The measure is intended to demonstrate the volume of DNA cases completed by DPS crime laboratories.

**BL 2027 Definition**

The number of DNA cases completed by the DPS Crime Laboratories. “Completed” means the DNA case is analyzed and the results are reported by a DPS Crime Laboratory and uploaded into CODIS as appropriate. Completed includes DNA cases where there is no DNA sources present or identified (screening only cases).

**BL 2027 Data Limitations**

This performance measure does not include cases worked by outside parties such as contracted vendors.

**BL 2027 Data Source**

In DPS Crime Laboratories, upon completion of analysis and report of each DNA case, the case is shown as completed in the Laboratory Information Management System database.

**BL 2027 Methodology**

The system described in the 'Data Source' section above generates data based on the number of cases completed within the quarterly reporting period.

**Strategy-Related Measures Definitions**  
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BL 2027 Purpose

The measure is intended to demonstrate the volume of DNA cases completed by DPS crime laboratories.

**Strategy-Related Measures Definitions**  
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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	3	Victim & Employee Support Services	
Measure Type	OP		
Measure No.	1	Number of Victims Served	
Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference: Agy 405 088-R-S70-1 03-01-03 OP 01
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

The number of persons who, as the result of a crime or trauma that was caused by personal injury, emotional harm, or financial loss, received assistance from employees assigned to this function. Referrals for assistance correlate with the number of crimes against persons and investigations conducted by DPS.

**BL 2026 Data Limitations**

The accuracy of the count is dependent on data entry being correct.

**BL 2026 Data Source**

Victim and Employee Support Services spreadsheet and/or a case management system.

**BL 2026 Methodology**

Each counselor completes a monthly report in excel format or enters the data into the case management system, which includes the number of victims served. The numbers from the reports are compiled into a spreadsheet and combined with the numbers from a report generated from the case management system.

**BL 2026 Purpose**

This Output Measure demonstrates the number of victims that received any type of service from our program.

**BL 2027 Definition**

The number of persons who, as the result of a crime or trauma that was caused by personal injury, emotional harm, or financial loss, received assistance from employees assigned to this function. Referrals for assistance correlate with the number of crimes against persons and investigations conducted by DPS.

**BL 2027 Data Limitations**

The accuracy of the count is dependent on data entry being correct.

**BL 2027 Data Source**

Victim and Employee Support Services spreadsheet and/or a case management system.

**BL 2027 Methodology**

Each counselor completes a monthly report in excel format or enters the data into the case management system, which includes the number of victims served. The numbers from the reports are compiled into a spreadsheet and combined with the numbers from a report generated from the case management system.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
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BL 2027 Purpose

This Output Measure demonstrates the number of victims that received any type of service from our program.

**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	2	Provide Regulatory Services	
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance	
Measure Type	EX		
Measure No.	1	Number of Commercial Vehicle Safety Inspections Performed	

**Calculation Method: N**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 405 088-R-S70-1 01-03-01 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

The total number of commercial vehicle safety inspections performed by licensed vehicle inspection stations in safety-only and emissions counties.

**BL 2026 Data Limitations**

None.

**BL 2026 Data Source**

Data is collected through database queries.

**BL 2026 Methodology**

The sum of the number of commercial vehicles inspected by licensed vehicle inspection stations, which includes initial inspections and re-inspections.

**BL 2026 Purpose**

To highlight trends in regulatory activity, prioritize resources, provide data transparency to stakeholders and the public, and target enforcement efforts where most needed.

**BL 2027 Definition**

The total number of commercial vehicle safety inspections performed by licensed vehicle inspection stations in safety-only and emissions counties.

**BL 2027 Data Limitations**

None.

**BL 2027 Data Source**

Data is collected through database queries.

**BL 2027 Methodology**

The sum of the number of commercial vehicles inspected by licensed vehicle inspection stations, which includes initial inspections and re-inspections.

**BL 2027 Purpose**

To highlight trends in regulatory activity, prioritize resources, provide data transparency to stakeholders and the public, and target enforcement efforts where most needed.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	2	Provide Regulatory Services	
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance	
Measure Type	EX		
Measure No.	2	Number of Active Licensed Business Entities	

**Calculation Method: N**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 405 088-R-S70-1 03-02-01 EX 02

**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

Number of active licensed business entities.

**BL 2026 Data Limitations**

None.

**BL 2026 Data Source**

Data is collected through database queries.

**BL 2026 Methodology**

Queries compile reports of each active licensed business entity within the time parameters of the request.

**BL 2026 Purpose**

To give a baseline by which to report the performance measure, “Number of regulatory program inspections of licensed business entities conducted for compliance with each program’s rules and regulations.”

**BL 2027 Definition**

Number of active licensed business entities.

**BL 2027 Data Limitations**

None.

**BL 2027 Data Source**

Data is collected through database queries.

**BL 2027 Methodology**

Queries compile reports of each active licensed business entity within the time parameters of the request.

**BL 2027 Purpose**

To give a baseline by which to report the performance measure, “Number of regulatory program inspections of licensed business entities conducted for compliance with each program’s rules and regulations.”

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	2	Provide Regulatory Services	
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance	
Measure Type	EX		
Measure No.	3	Number of Original and Renewal Licenses to Carry a Handgun Issued	

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 405 088-R-S70-1 03-02-01 EX 03  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

Number of original and renewal licenses to carry a handgun issued.

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

Data is collected through database queries.

**BL 2026 Methodology**

Total number of original and renewal licenses to carry a handgun issued during the reporting period.

**BL 2026 Purpose**

To highlight trends in regulatory activity, prioritize resources, and provide data transparency to stakeholders and the public.

**BL 2027 Definition**

Number of original and renewal licenses to carry a handgun issued.

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

Data is collected through database queries.

**BL 2027 Methodology**

Total number of original and renewal licenses to carry a handgun issued during the reporting period.

**BL 2027 Purpose**

To highlight trends in regulatory activity, prioritize resources, and provide data transparency to stakeholders and the public.



**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	2	Provide Regulatory Services	
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance	
Measure Type	EX		
Measure No.	4	Number of Original & Renewal Private Security Licenses Issued	

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<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 03-02-01 EX 04
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

BL 2026 Definition

Number of original and renewal PSP licenses issued to companies and individuals after a complete application has been received

BL 2026 Data Limitations

None

BL 2026 Data Source

Data is collected through database queries.

BL 2026 Methodology

Total number of original and renewal PSP licenses issued during the reporting period.

BL 2026 Purpose

To highlight trends in regulatory activity, prioritize resources, and provide data transparency to stakeholders and the public.

BL 2027 Definition

Number of original and renewal PSP licenses issued to companies and individuals after a complete application has been received

BL 2027 Data Limitations

None

BL 2027 Data Source

Data is collected through database queries.

BL 2027 Methodology

Total number of original and renewal PSP licenses issued during the reporting period.

BL 2027 Purpose

To highlight trends in regulatory activity, prioritize resources, and provide data transparency to stakeholders and the public.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	2	Provide Regulatory Services	
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance	
Measure Type	EX		
Measure No.	5	Number of Compliance Inspections Conducted	
Calculation Method: N	Target Attainment: H	Priority: L	Cross Reference: Agy 405 088-R-S70-1 03-02-01 EX 05
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

Number of compliance inspections conducted of licensed business entities.

**BL 2026 Data Limitations**

None

**BL 2026 Data Source**

Data is collected through database queries.

**BL 2026 Methodology**

The total number of regulatory program inspections of licensed business entities conducted during the reporting period.

**BL 2026 Purpose**

To ensure program compliance and to assist in determining the allocation of resources. It is an important tool in accessing specific needs for enforcement action and for determining corrective action

**BL 2027 Definition**

Number of compliance inspections conducted of licensed business entities.

**BL 2027 Data Limitations**

None

**BL 2027 Data Source**

Data is collected through database queries.

**BL 2027 Methodology**

The total number of regulatory program inspections of licensed business entities conducted during the reporting period.

**BL 2027 Purpose**

To ensure program compliance and to assist in determining the allocation of resources. It is an important tool in accessing specific needs for enforcement action and for determining corrective action

**Strategy-Related Measures Definitions**  
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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	2	Provide Regulatory Services	
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance	
Measure Type	EX		
Measure No.	6	Average Number of Days to Issue an Original License to Carry a Handgun	
Calculation Method: N	Target Attainment: L	Priority: H	Cross Reference: Agy 405 088-R-S70-1 03-02-01 EX 06
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

The average number of days between the submission of a complete application and the mailing of an original license to carry.

**BL 2026 Data Limitations**

None.

**BL 2026 Data Source**

Data is collected through database queries.

**BL 2026 Methodology**

The number of days between the complete application receipt date and the license mailing date is calculated for each original license to carry a handgun. The average is derived by dividing the total number of days by the number of original licenses issued during the reporting period. The application receipt date is counted as day one; the subsequent date is counted as day two, etc.

**BL 2026 Purpose**

To evaluate the effectiveness of business processes and technological improvements in reducing the average time it takes to process original handgun licenses to carry a handgun.

**BL 2027 Definition**

The average number of days between the submission of a complete application and the mailing of an original license to carry.

**BL 2027 Data Limitations**

None.

**BL 2027 Data Source**

Data is collected through database queries.

**BL 2027 Methodology**

The number of days between the complete application receipt date and the license mailing date is calculated for each original license to carry a handgun. The average is derived by dividing the total number of days by the number of original licenses issued during the reporting period. The application receipt date is counted as day one; the subsequent date is counted as day two, etc.

**Strategy-Related Measures Definitions**  
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BL 2027 Purpose

To evaluate the effectiveness of business processes and technological improvements in reducing the average time it takes to process original handgun licenses to carry a handgun.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	4	Enhance Public Safety through the Licensing of Texas Drivers	
Objective No.	1	Provide Driver License Services	
Strategy No.	1	Issue Driver Licenses and Enforce Compliance on Roadways	
Measure Type	EX		
Measure No.	1	Number of Driver Records Maintained	

**Calculation Method: N**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 405 088-R-S70-1 04-01-01 EX 01

**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

**BL 2026 Definition**

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.

**BL 2026 Data Limitations**

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

**BL 2026 Data Source**

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.

**BL 2026 Methodology**

The sum of the number of driver records maintained calculated monthly and reported annually.

**BL 2026 Purpose**

This measure provides a needs-assessment for equipment, training, and staffing.

**BL 2027 Definition**

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.

**BL 2027 Data Limitations**

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

**BL 2027 Data Source**

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.

**BL 2027 Methodology**

The sum of the number of driver records maintained calculated monthly and reported annually.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
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BL 2027 Purpose

This measure provides a needs-assessment for equipment, training, and staffing.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	4	Enhance Public Safety through the Licensing of Texas Drivers	
Objective No.	1	Provide Driver License Services	
Strategy No.	1	Issue Driver Licenses and Enforce Compliance on Roadways	
Measure Type	OP		
Measure No.	1	Number of Driver Licenses and Identification Cards Mailed	
Calculation Method: C	Target Attainment: H	Priority: L	Cross Reference: Agy 405 088-R-S70-1 04-01-01 OP 01
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 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.

**BL 2026 Data Limitations**

Manual processes are involved.

**BL 2026 Data Source**

The Driver License System (DLS) program records the number of DLs/IDs produced and mailed.

**BL 2026 Methodology**

The sum of the number of DLs/IDs produced and mailed calculated monthly and reported annually.

**BL 2026 Purpose**

This Measure provides a needs-assessment for equipment, training, and staffing.

**BL 2027 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.

**BL 2027 Data Limitations**

Manual processes are involved.

**BL 2027 Data Source**

The Driver License System (DLS) program records the number of DLs/IDs produced and mailed.

**BL 2027 Methodology**

The sum of the number of DLs/IDs produced and mailed calculated monthly and reported annually.

**Strategy-Related Measures Definitions**  
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BL 2027 Purpose

This Measure provides a needs-assessment for equipment, training, and staffing.



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Agency Code:	405	Agency:	Department of Public Safety
Goal No.	5	Provide Agency Administrative Services and Support	
Objective No.	1	Provide Administration and Support	
Strategy No.	4	Training Academy and Development	
Measure Type	OP		
Measure No.	1	Number of Active Attack Response Students	
Calculation Method: C	Target Attainment: H	Priority: M	Cross Reference: Agy 405 088-R-S70-1 05-01-04 OP 01
Key Measure: N	New Measure: N	Percentage Measure: N	

**BL 2026 Definition**

This measure will include the number of students including recruits, commissioned employees, non-commissioned employees, as well as Non-DPS students who attended “Active Attack Response” related training provided by Department instructors and/or coordinators. This number includes the following specific courses: Civilian Response to Active Shooter Events (CRASE), School Safety, Tactical Emergency Casualty Care (TECC), Stop the Bleed, ALERRT LEVEL 1, External Response to Active Shooter Events (ERASE), Off-Duty & Plainclothes Solutions, Officer Counter-Ambush, Vehicle Close Quarter Battle, and any and all other training provided by Department instructors and/or coordinators intended to stop active attack threats and/or increase survivability of any person during Active Attack (Active Shooter) Events.

**BL 2026 Data Limitations**

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

**BL 2026 Data Source**

The source for the data reported is the Learning Content Management System (LCMS) currently in use by the Training Operations Division as well as TOD coordinators/instructors.

**BL 2026 Methodology**

Data related to the course, course content, number of students, date, location, etc. is entered into the LCMS by the instructor or coordinator. The number of persons trained will reflect the number of students who complete applicable training during the period queried. In the event that a course was not entered into the LCMS, numbers will be provided by individual course rosters with intentional measures to prevent duplication or omission. Only the number of students specifically verifiable by LCMS records and/or individual student rosters will be reported.

**BL 2026 Purpose**

The purpose of Active Attack Response training is to increase individual survivability by better educating and preparing students to respond to incidents such as active shooters, bombings, or other mass assault events. Courses with specific content focusing on any combination of topics such as recognizing an attack, stopping the attacker(s), providing aid to victims, evacuating/transporting victims, post-event reunification.

**BL 2027 Definition**

**Strategy-Related Measures Definitions**  
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This measure will include the number of students including recruits, commissioned employees, non-commissioned employees, as well as Non-DPS students who attended “Active Attack Response” related training provided by Department instructors and/or coordinators. This number includes the following specific courses: Civilian Response to Active Shooter Events (CRASE), School Safety, Tactical Emergency Casualty Care (TECC), Stop the Bleed, ALERRT LEVEL 1, External Response to Active Shooter Events (ERASE), Off-Duty & Plainclothes Solutions, Officer Counter-Ambush, Vehicle Close Quarter Battle, and any and all other training provided by Department instructors and/or coordinators intended to stop active attack threats and/or increase survivability of any person during Active Attack (Active Shooter) Events.

**BL 2027 Data Limitations**

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

**BL 2027 Data Source**

The source for the data reported is the Learning Content Management System (LCMS) currently in use by the Training Operations Division as well as TOD coordinators/instructors.

**BL 2027 Methodology**

Data related to the course, course content, number of students, date, location, etc. is entered into the LCMS by the instructor or coordinator. The number of persons trained will reflect the number of students who complete applicable training during the period queried. In the event that a course was not entered into the LCMS, numbers will be provided by individual course rosters with intentional measures to prevent duplication or omission. Only the number of students specifically verifiable by LCMS records and/or individual student rosters will be reported.

**BL 2027 Purpose**

The purpose of Active Attack Response training is to increase individual survivability by better educating and preparing students to respond to incidents such as active shooters, bombings, or other mass assault events. Courses with specific content focusing on any combination of topics such as recognizing an attack, stopping the attacker(s), providing aid to victims, evacuating/transporting victims, post-event reunification.

**Strategy-Related Measures Definitions**  
89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	<b>405</b>	Agency:	<b>Department of Public Safety</b>
Goal No.	5	Provide Agency Administrative Services and Support	
Objective No.	1	Provide Administration and Support	
Strategy No.	4	Training Academy and Development	
Measure Type	OP		
Measure No.	2	Number of Recruits Trained	

---

<b>Calculation Method: N</b>	<b>Target Attainment: H</b>	<b>Priority: H</b>	Cross Reference: Agy 405 088-R-S70-1 05-01-04 OP 02
<b>Key Measure: N</b>	<b>New Measure: N</b>	<b>Percentage Measure: N</b>	

**BL 2026 Definition**

This measure will represent the number of trooper-trainees (recruits) to complete the Texas Department of Public Safety Law Enforcement Academy as entry-level, Basic Peace Officer candidates during the reporting period.

**BL 2026 Data Limitations**

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

**BL 2026 Data Source**

The source for the data reported is the recruit roster upon completion of the academy.

**BL 2026 Methodology**

Since the Texas DPS recruit school is approximately six months in duration, this measure will be reported as zero (0) unless an academy has been completed during the reporting period. Variances in the number of recruits (due to the addition or deletion of a scheduled school) would be explained.

**BL 2026 Purpose**

The purpose of the recruit school is to receive duly vetted candidates and provide the training, guidance, and leadership required for them to become state troopers. Basic Peace Officer requirements are met, and hundreds of advanced training hours are provided to maintain a standard of excellence expected of a state trooper. Based on yearly attrition of commissioned personnel as well as average attrition of recruits in training, two schools per year, each graduating a minimum of eighty-five (85) trooper-trainees, is needed to meet the personnel needs of the law enforcement divisions.

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89th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

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**BL 2027 Methodology**

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**SCHEDULE C**-HISTORICALLY UNDERUTILIZED BUSINESS (HUBs) STRATEGIC PLAN

In accordance with [Texas Government Code 2161.123](#)

**Mission Statement**

The Texas Department of Public Safety (DPS) administers the HUB Program to encourage participation by Historically Underutilized Businesses (HUBs) in all contracting and subcontracting by DPS. The DPS HUB Program's mission is 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.

**DPS's HUB Program**

The HUB Program administers the state-mandated HUB Program for the agency, which promotes full and equal utilization of minority, women-owned, and service-disabled veteran businesses in procuring commodities and services.

**DPS's HUB Policy**

DPS adopted Title 34, Texas Administrative Code (TAC), Subchapter [34 TAC §20.281-20.298](#), including the recent updates to 34 TAC §20.281, effective July 5, 2017, as its own (reference [37 TAC Rule §1.261](#)). Additional guidance is provided in the DPS's Historically Underutilized Business (HUB) Policies and Procedures Manual.

**HUB Definition**

A HUB, as defined by the Texas Government Code ([TGC](#)) [2161](#) and [34 TAC Rule §20.294](#), must meet the following criteria:

- a for-profit entity that has not exceeded the size standard prescribed by [34 TAC §20.294](#), has its principal place of business in Texas, and
- is at least 51 percent owned by an: Asian Pacific American, Black American, Hispanic American, Native American, American woman, or Service-Disabled Veteran, who resides in Texas and actively participates in the control, operations, and management of the entity's affairs.

**HUB Program Staff**

- DPS's HUB program is a part of the Procurement & Contract Services Department Infrastructure Operations Division at the agency's headquarters office in Austin. The HUB program staff consists of seven (7) FTEs: a HUB Coordinator (Director of Procurement & Contract Services), a HUB Manager, and five (5) Contract Specialists/HUB Program administrators. Each staff member is responsible for coordinating all functions and performances related to the HUB program's rules and regulations.

- DPS's HUB program has a role in increasing HUB participation through Procurement and Contracts Services by promoting equal opportunities for all vendors in State contracting, encouraging and assisting HUBs in acquiring CPA HUB certification, increasing awareness of HUB opportunities through education, communication, training, facilitating agency specific HUB forums, sponsoring HUB month, and other innovative outreach efforts.
- The HUB Program staff also act as Contract monitors for large agency- wide enterprise contracts. They provide a comprehensive approach to overseeing specific agency contracts within DPS, ensuring they align with business goals, regulatory requirements, and best practices throughout their lifecycles. By adopting this approach, DPS can provide greater efficiency, reduced risks, and improved visibility into contractual obligations.

### Key Factors

- [Texas Government Code \(TGC\) 2155](#) mandates DPS to purchase commodities and services from established statewide contracts that meet the agency's requirements. If the commodity or service is unavailable under the established contract, the DPS policy uses HUBs for all non-competitive purchases whenever feasible. The HUB staff provides a list of certified HUB vendors to agency procurement staff and prime vendors seeking HUB subcontractors. DPS communicates our business needs to develop the vendor's abilities to meet those needs. The HUB staff provides technical assistance to HUB vendors interested in obtaining agency bid opportunities, including follow-up debriefings for unsuccessful bid responses. Staff regularly assess the HUB Program goals against performance and continuously seek HUB vendor opportunities and program impact. DPS will modify annual "good faith efforts" to concentrate on any agency procurement category in which performance has slipped since the prior year. DPS has created a series of specialized forums to provide marketing information that directs HUBs to key procurement staff within the agency to increase the utilization of HUBs for these procurement categories. DPS created "HUB Month," which challenges the agency procurement staff to buy non-competitive procurements directly from HUB vendors. DPS regularly makes procurement opportunities available at the HUB events conducted throughout the State. DPS is proud of the work and education efforts with the agency's divisions; over ninety percent of all purchase orders and contract awards made to HUB vendors are through direct awards. The high percentage of Direct HUB awards is a significant achievement compared to the State's overall utilization focusing on subcontracting opportunities.

**HUB Process**

- The DPS HUB program staff, as a part of the procurement divisions, works closely with the procurement personnel to integrate the purchasing guidelines and the HUB rules to facilitate implementation and compliance for each DPS purchase. Additionally, the HUB staff works closely with the other DPS divisions to ensure that HUB's requirements are considered during the development of a solicitation. The HUB program staff are involved in all phases of the Procurement Lifecycle. The staff reviews DPS solicitations to determine the probability of subcontracting, attends division meetings, compiles required legislative reports, and conducts training for agency staff and vendors on all HUB Program requirements.
- The HUB Program staff also serve as contracts monitors for enterprise contracts to ensure they align with business goals, regulatory requirements, and best practices throughout their lifecycles. By adopting this approach, DPS can provide greater efficiency, reduced risks, and improved visibility into contractual obligations.

DPS strongly encourages state-certified HUB vendors to compete for all DPS procurement opportunities by actively recruiting HUB vendors for all procurements or encouraging them to work with prime vendors as resellers or subcontractors.

**Goals, Objective, and Output Measures****Goals**

The DPS HUB Strategic Plan aims to promote fair and competitive business opportunities that maximize the inclusion of state-certified HUBs in DPS's procurement and contracting activities.

**Objective**

DPS strives to meet or exceed the Statewide Annual HUB Utilization Goals and agency-specific goals identified each fiscal year in the procurement categories related to DPS's current strategies and programs. Currently, DPS has adopted the Statewide Goals as the agency's goals; however, the agency is evaluating the development of a hybrid model of State and agency HUB goals to incorporate historical agency spending in each category and State goals to help ensure DPS's commitment to HUB seek and recruit new HUB vendors as well as retaining HUB vendors.

**Output Measures**

In accordance with the [Texas Government Code, §2161.123](#), [Texas Administrative Code, Title 34, Rule §20.284](#), and [The State's Disparity Study-2009](#), 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 each fiscal year no later than the sixtieth (60th) calendar day of each fiscal year. DPS publishes the agency's goals in the Legislative Appropriation Request (LAR) and Agency Strategic Plan, as applicable.

In procuring commodities and services through contracts, DPS will make a good faith effort to meet or exceed the statewide goals, as described in Table 1, and/or agency-specific goals for HUB participation for the contracts that the agency expects to award in a fiscal year.

#### ACTUAL PERFORMANCE PREVIOUS THREE YEARS

Table 1

GOAL	OBJECTIVE	OUTCOME MEASURES (Procurement Category)	Statewide Utilization Goals	Goals for FYs 2021-2023	Performance			Goals for FYs 2024-2028
					2021	2022	2023	
A	01	Heavy Construction	11.20%	11.20%	0.00%	47.06%	33.07%	11.20%
	02	Building Construction	21.10%	21.10%	6.16%	37.95%	48.08%	21.10%
	03	Special Trade	32.90%	32.90%	39.68%	41.40%	42.99%	32.90%
	04	Professional Services	23.70%	23.70%	2.96%	10.37%	0.0%	23.70%
	05	Other Services	26.00	26.00%	12.95%	17.44%	17.24%	26.00%
	06	Commodity Purchasing	21.10%	21.10%	15.10%	20.52%	24.17%	21.10%

Table 2

Fiscal Year	DPS Performance	DPS HUB Expenditures	Direct Spend w/ HUBS	Direct Spend %
2021	14.64%	\$28,079,575	\$25,235,361	90%
2022	20.65%	\$48,836,989	\$44,865,067	92%
2023	22.01%	\$52,703,709	\$51,228,810	97%

Per 34 TAC § 20.287(e), DPS demonstrates that good faith efforts not expounded upon during the procurement are included in the supplemental letters to the Comptroller's office with its HUB report identifying its progress.

### Planned Improvements

DPS's improvement efforts for increased HUB utilization will establish and continue to increase good faith efforts in the following areas:

#### HUB Vendors

Increase the utilization of HUB-certified vendors.

- plan for specialized Economic Opportunity Forums (EOFs) every



quarter selecting a procurement category to introduce HUB vendors to agency procurement staff. provide internal training on the HUB Program on "how to find HUB vendors" and externally to HUB vendors on "How to do Business with DPS." Sponsor an additional Mentor Protégé team. HUB staff attend pre-bid conferences to provide subcontracting training and conduct courtesy reviews of the HSP.

- increase awareness of purchases awarded directly and indirectly through subcontracts to HUBs under the procurement categories.
- conduct post-award meetings with prime contractors to discuss the requirements related to the HUB Subcontracting Plan (HSP) and monthly reporting.
- coordinate networking opportunities for vendors to meet key DPS staff.
- continue to update the HUB page on the DPS website for vendor access to procurement information, bid opportunities, and economic opportunity forums (EOF).
- identify and assist vendors who need HUB certification or re-certification.

#### **Purchasers, Key Decision Makers, and DPS Staff**

- increase utilization of HUBs agency-wide
- designate an annual HUB month at the agency to challenge staff to purchase from HUB's directly for all procurements under \$10,000.
- host an annual HUB training event for DPS employees.
- provide quarterly updates to Executive Management, the Public Safety Commission, and the monthly Division meetings pertaining to DPS HUB program activities, reports,
- related initiatives, and projects; analyze and present expenditures by division monthly and communicate suggestions for increased HUB participation.
- promote HUB usage within agencies' procurement card programs; host or co-host annual Economic Opportunity Forums (EOF).
- utilize current HUB directories, minority or women's trade organizations, or development centers to solicit bids.
- continue to validate contract compliance in all phases for contracts over \$100K with a HUB Subcontracting Plan (HSP): planning, posting, evaluation, award, and close-out.

#### **Policies and Procedures**

Establish HUB-related procurement and contracting policies and procedures that effectively maximize HUB utilization.

- 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 agency policies and procedures.

- Identify and participate, whenever possible, in activities provided by the State or an agency of the State that encourages the inclusion of HUB vendors.
- maintain a chair position and DPS HUB staff participation in the HUB Discussion Workgroup and will continue to be an active member to increase awareness of the HUB program.
- increase good faith efforts to encourage HUBs in all procurement opportunities as set forth by [TAC Rule §20.284 \(a\)](#).

# **Texas Department of Public Safety**

## **SCHEDULE F – Agency Workforce Plan 2024**

### **Overview**

The DPS Workforce Plan provides a snapshot of our agency’s workforce demographics, as well as other relevant information related to human resources. The Plan includes information about the number of full-time equivalent employees, employee turnover, compensation, and workforce demographics. The data was extracted from CAPPS.

### **Full-Time Equivalent Employees**

The FY 2023 average of filled FTE positions for the agency was 10,250, which was 69.75 FTEs less (-0.6%) than FY 2022 filled FTE average of 10,319.7 FTEs. This data is reported quarterly to the State Auditor’s Office by our Finance Division. FTE counts do not equate to employee headcount.

### **Employee Turnover**

Employee turnover analysis is prepared from quarterly and year-end summary information entered by the agency divisions into CAPPS. The FY 2023 average headcount for the agency was 10,250 with 1,009 separations, resulting in a turnover percentage of 9.8%. Agency turnover is separated into the four categories listed below:

<b>Category</b>	<b># Of Separations</b>
Involuntary Separations	42
Voluntary Separations	666
Retirements	301
Total	1,009

At this time, because CAPPS provides a limited number of “reason for separation” choices, we are unable to determine how many employees have left for better salaries, better jobs, work environment, relocation, etc. If they participate in the voluntary SAO survey, we are able capture some data in that report; however, the data is minimal.

### **Fiscal Year 2023 Workforce Demographics and Veteran Workforce Analysis**

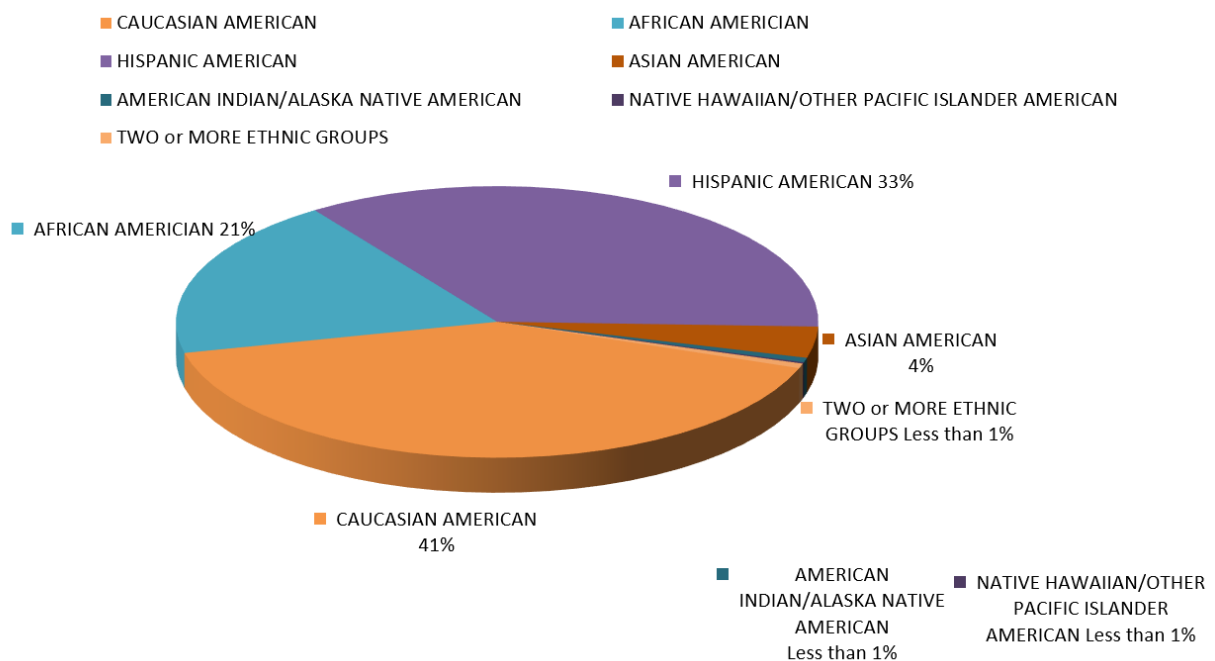
The agency achieved a 19% veteran status. We did not have any situations where the veteran’s preference had to be invoked.

## Workforce Demographics

Workforce demographics include classified regular, full and part-time employees. This data is gathered from CAPPS. The graphs included below reflect the statistical data as it relates to the composition of the population in the agency.

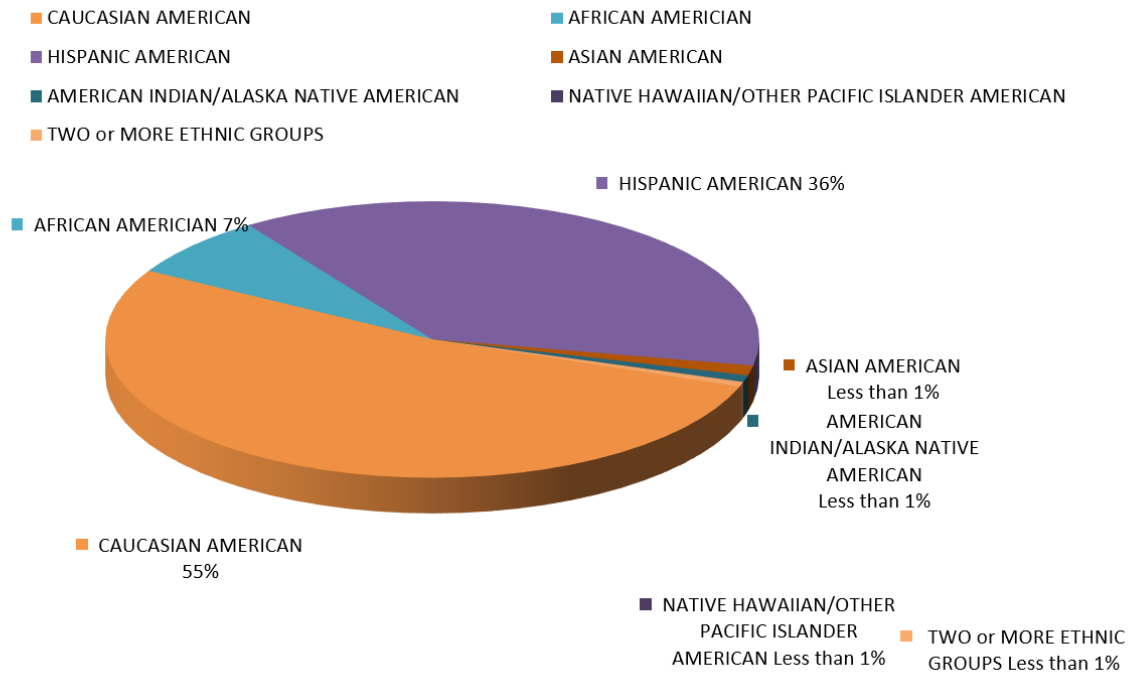
Of our non-commissioned employees, Caucasian Americans make up 41%, followed by Hispanic Americans with 33%, African Americans with 21%, Asian Americans with 4%, American Indian/Alaska Native American with less than 1%, Native Hawaiian/Other Pacific Islander American with less than 1%, and those selecting two or more ethnic groups with less than 1%.

### ETHNICITY FOR NONCOMMISSIONED



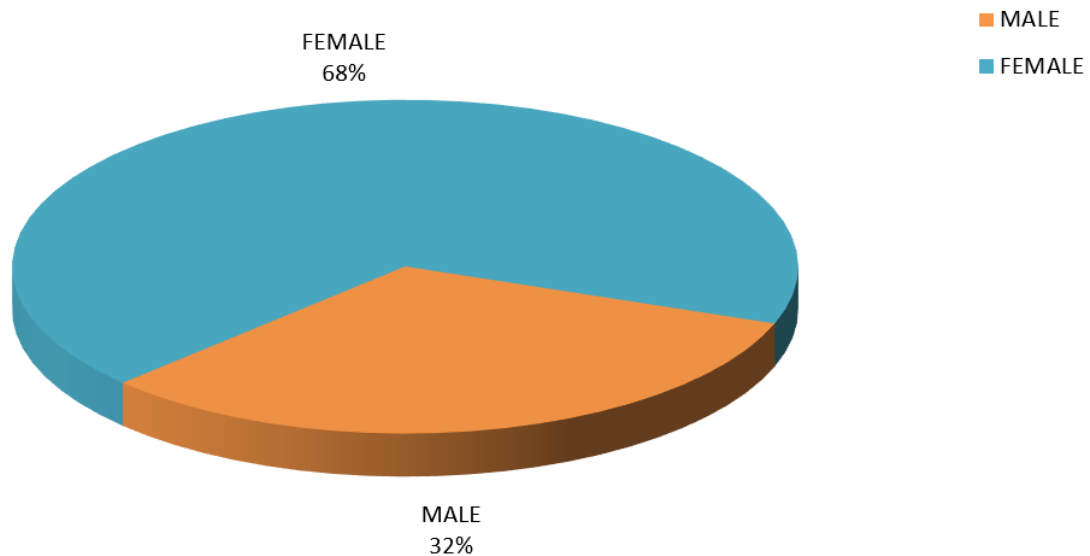
Of our law enforcement officers, Caucasian Americans make up 55%, followed by Hispanic Americans with 36%, African Americans with 7%, Asian Americans with less than 1%, American Indian/Alaska Native American with less than 1%, Native Hawaiian/Other Pacific Islander American with less than 1%, and those selecting two or more ethnic groups with less than 1%.

## ETHNICITY FOR COMMISSIONED

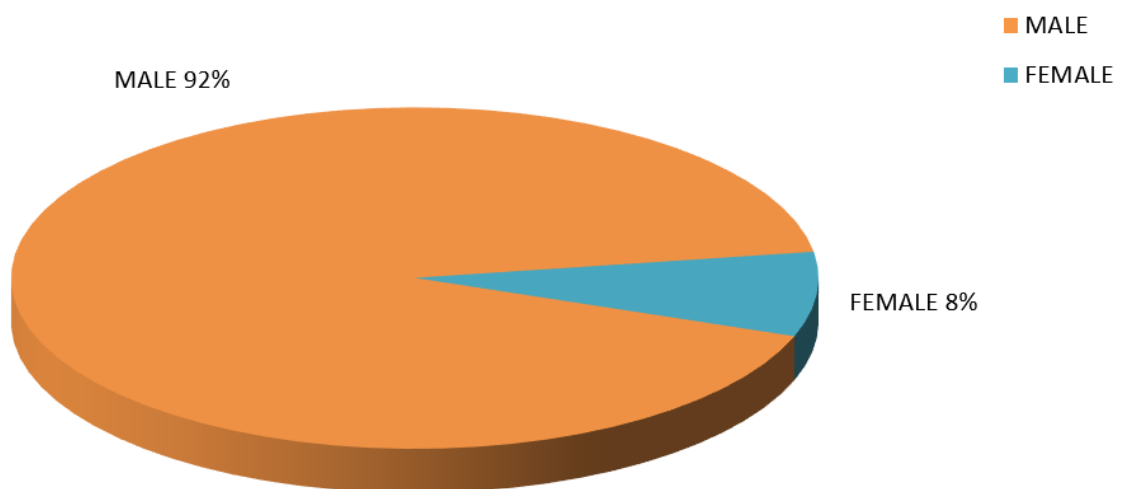


Also included in our analysis is data pertaining to gender, age, agency length of service (tenure), and education level of all our non-commissioned and commissioned employees.

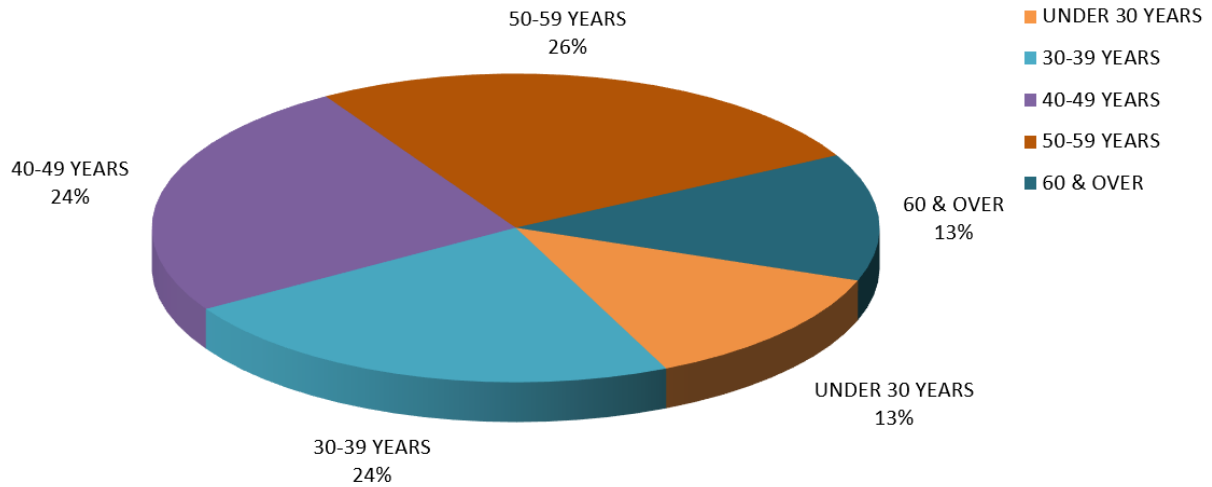
## GENDER FOR NONCOMMISSIONED



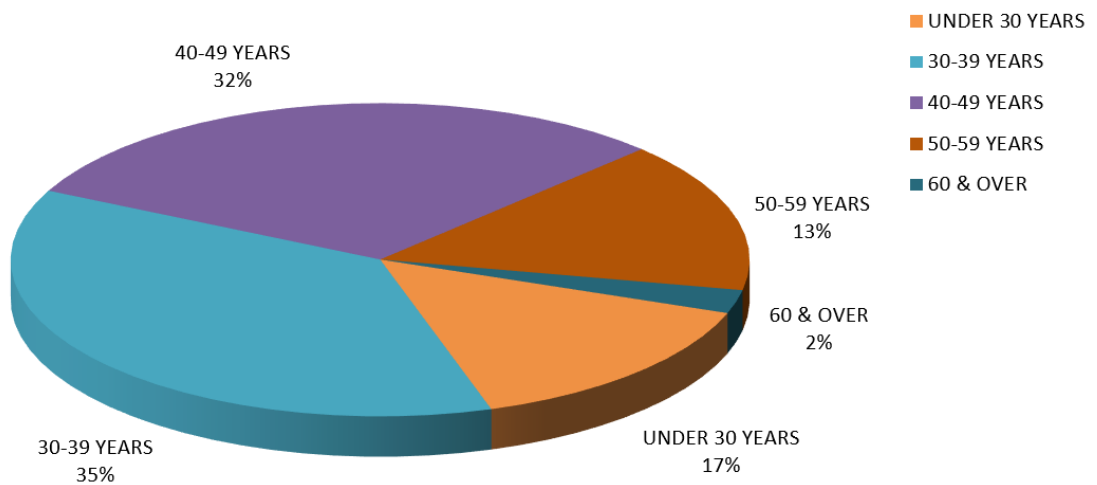
## GENDER FOR COMMISSIONED



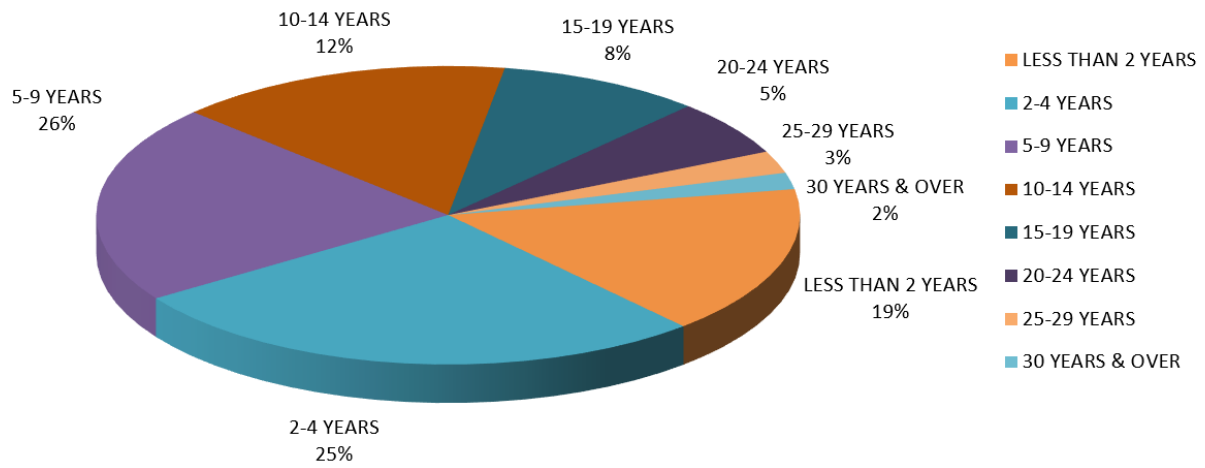
## AGE FOR NONCOMMISSIONED



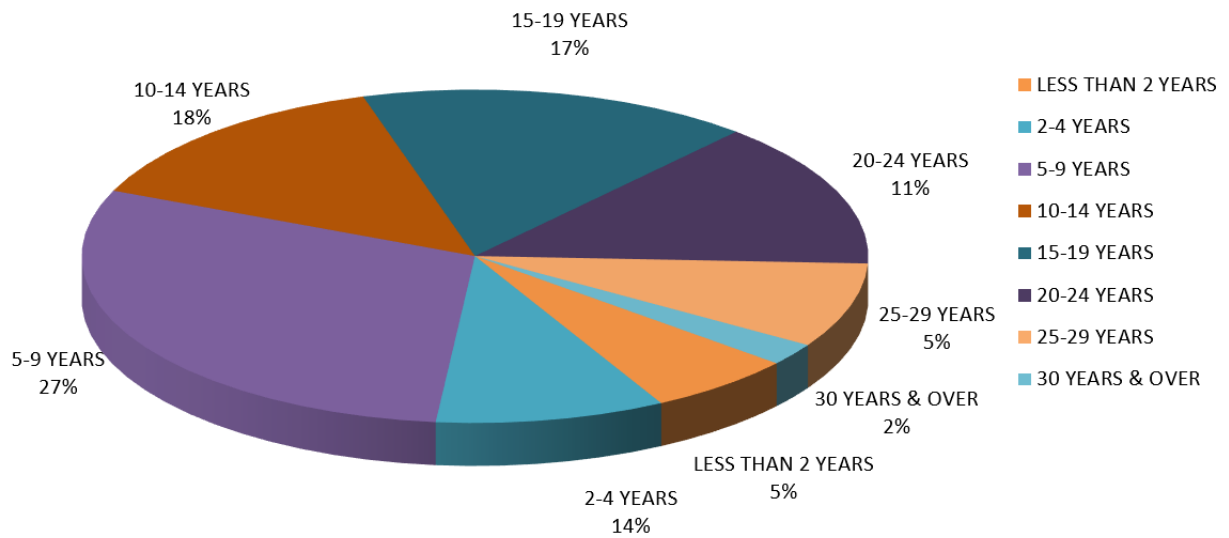
## AGE FOR COMMISSIONED



## TENURE FOR NONCOMMISSIONED

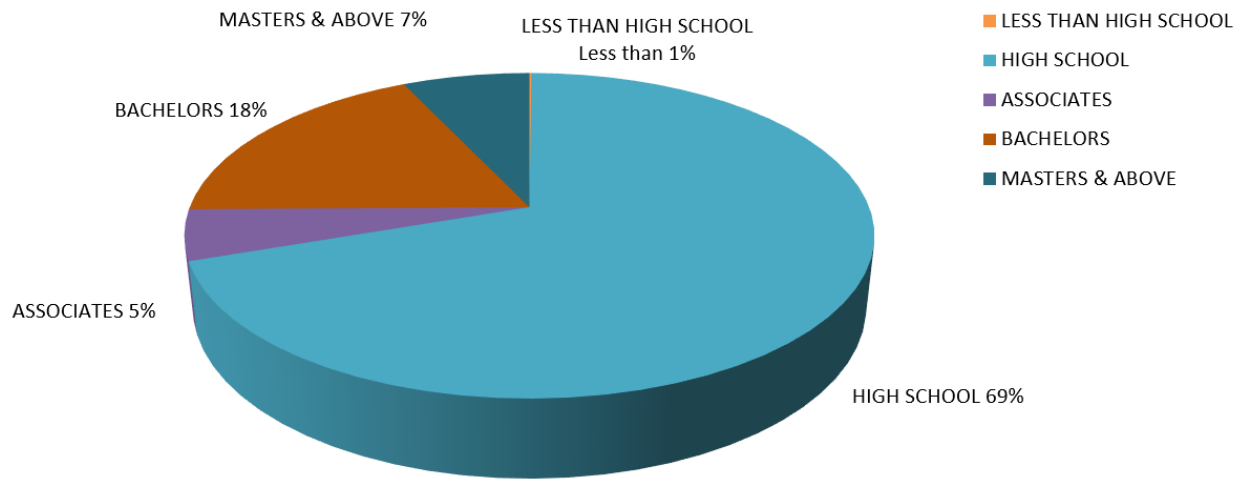


## TENURE FOR COMMISSIONED

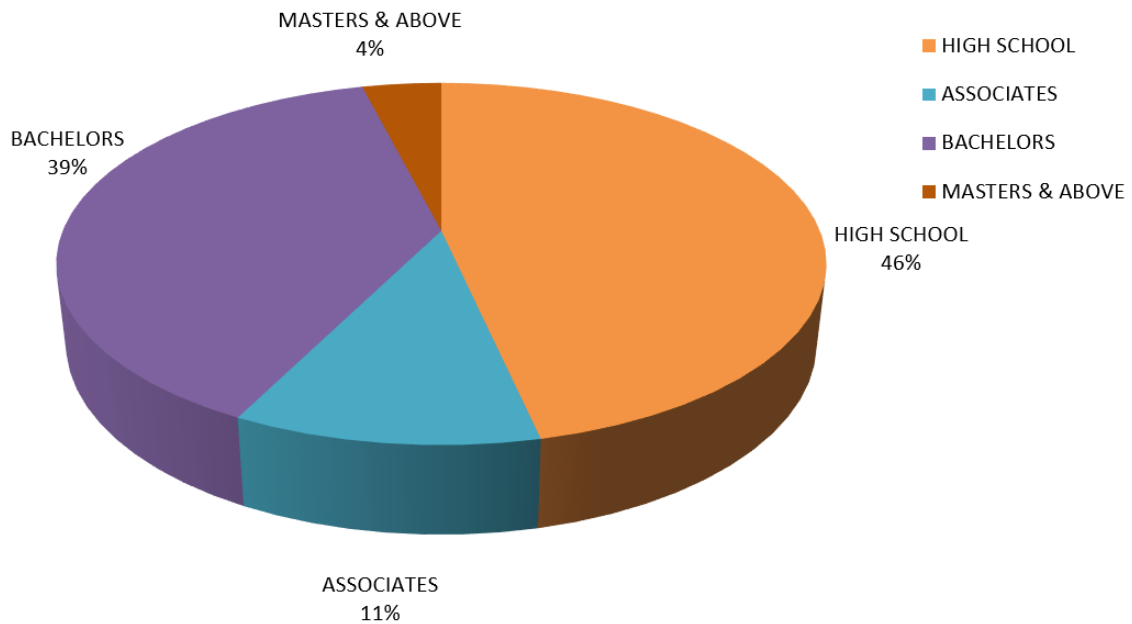




## EDUCATION LEVEL FOR NONCOMMISSIONED

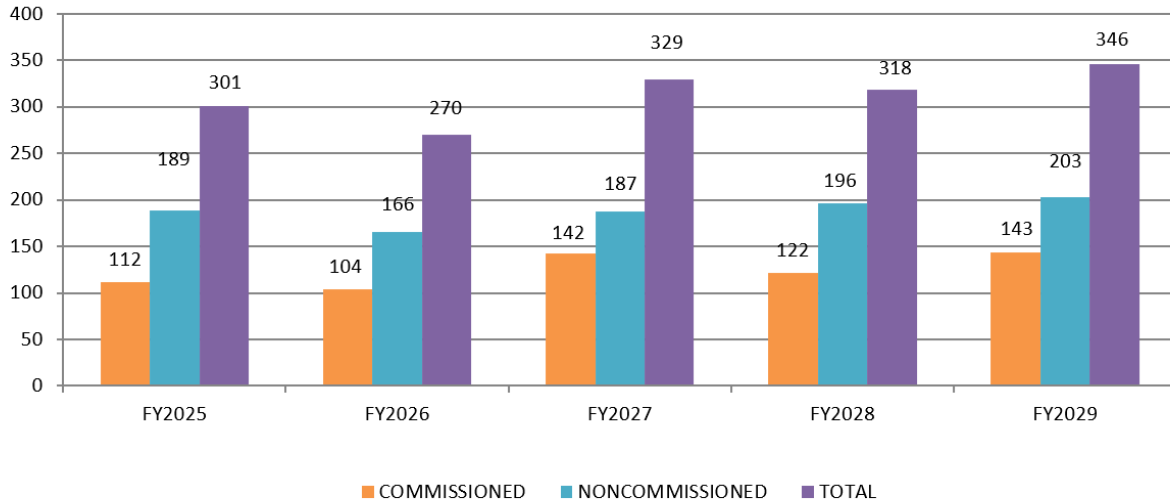


## EDUCATION LEVEL FOR COMMISSIONED

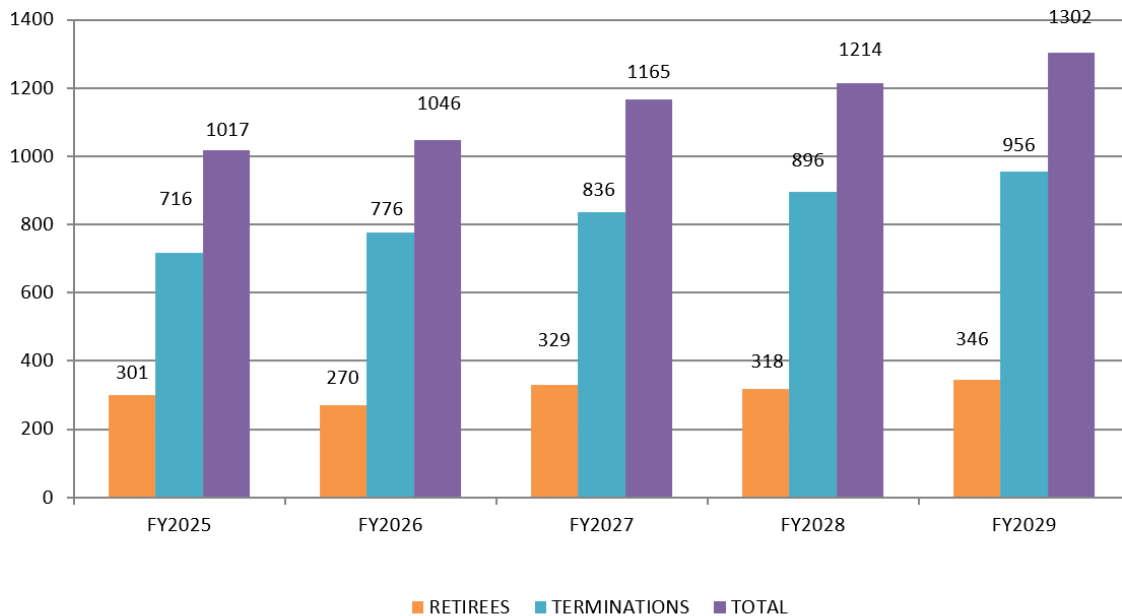


Finally, we gathered data regarding our personnel eligible to retire and projections in future fiscal years.

### PROJECTED # OF EMPLOYEES ELIGIBLE TO RETIRE BY FISCAL YEAR



### PROJECTED TURNOVER WITH ELIGIBLE RETIREES BY FISCAL YEAR



Training objectives are not a part of our Human Resource Operations strategy and are addressed by the division of Training Operations and included in the Agency Strategic Plan. The SEE 2024 results are also included in the Agency Strategic Plan.

# INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

## The University of Texas at Austin

### **Texas Department of Public Safety Driver License Division**

#### **Customer Service Assessment**

Quarter 1 - (September 2022 - November 2022)

Quarter 2 - (December 2022 - February 2023)

Quarter 3 - (March 2023 - May 2023)

**Quarter 4 - (June 2023 - August 2023)**

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<b>About the IOE</b>	

# PARTNERS



## Texas Department of Public Safety (TXDPS)

The Texas Department of Public Safety is responsible for proactively protecting the citizens of Texas in an ever changing threat environment while always remaining faithful to the U.S. and State Constitution. Its varied goals include combating crime and terrorism, enhancing highway and public safety, enhancing statewide emergency management, and enhancing public safety licensing and regulatory services. TXDPS oversees the Driver License department, which is responsible for the renewal of Texas driver licenses or IDs, changes to addresses, surcharges, suspensions, and reinstatements.



## Institute for Organizational Excellence (IOE) The University of Texas at Austin

The Institute for Organizational Excellence has experience in providing survey research services to over one hundred state and local government agencies, institutions of higher education and private and nonprofit organizations since 1979. The overlying goal of the IOE is to promote excellence within organizations by encouraging research and continuing education.

# EXECUTIVE SUMMARY

## Overview

The Texas Department of Public Safety Driver License Division commissioned the Institute for Organizational Excellence (IOE) at The University of Texas at Austin to conduct a number of surveys to gauge customer perceptions of satisfaction and customer opinions towards various services offered by the TXDPS Driver License Division. Customers were asked to evaluate these services by completing online surveys which posed items related to known key drivers of customer service. Customer service drivers included the following: perceptions of how customers were treated by staff, what they thought of the service processes, did customers feel wait times were reasonable, their level of trust in the Driver License Division, opinions about the adequacy of the facilities, did customers think they were fairly treated, did they successfully get the service they needed, and finally, what was their overall satisfaction. All data were collected by the Institute for Organizational Excellence at The University of Texas at Austin.

As stated above, a number of different assessments were conducted to produce this report. The specific methodology used for this iteration of the report is a result of past pilot and test projects conducted between 2013 and 2015. During that time, a variety of distribution methods were used such as paper and pencil instruments, survey invitations mailed to participants, memo stickers distributed, displays allowing for online access, and direct email. Comparisons were created to investigate the impact and difference in response types based on survey distribution. Going forward from 2015, the method that arose that showed consistency in reliability and validity in obtaining a representative sample of the population served by the Driver License Division was through a sampled population from email addresses provided by the respondents. Furthermore, for continuous data collection, a customer service website ([www.telltxdps.com](http://www.telltxdps.com)) was always available for individuals to access the survey and provide continuous input.

The assessment results reported herein are designed to provide the Driver License Division with a multi-layered understanding of customer perceptions across Texas and also a specific understanding of key areas of interest to the Division. First, in regards to the multi-layered approach, Statewide survey scores were established in 2016. This Statewide survey score is further broken down into and reported by each of the structured regional areas (1A, 1B, 1C, 2A, 2B, 2C, 3, 4, 5, 6A, 6B, Online).

## EXECUTIVE SUMMARY (cont'd)

Beginning in September of 2018, monthly surveys of customers are occurring which potentially should allow for regional area reports to be further broken down by, at a minimum, high volume Driver License Offices.

A series of additional survey reports and processes were created to provide additional information to the Division on specific customer perceptions pertaining to targeted services. The IOE conducted a survey on a special initiative called the ITTD Program (Impact Texas Teen Drivers). This assessment included a survey of the attitudes of young drivers both before and after they completed the ITTD requirements. Moreover, drivers obtaining their Texas driver license for the first time were also assessed as to the perceptions of quality of the related processes, materials, and exams they experienced. Similarly, CDL (Commercial Driver License) applicants were asked a series of questions to help the Division better understand the impact that changes in the CDL delivery process had for persons obtaining that license. An additional analysis was also conducted of those customers opting to visit a physical Driver License Office location even though those services were available online.

Three other initiatives were launched during 2019. First, the assessment was designed to capture responses from customers who may have used the Customer Service Center in Austin (the Austin-based call center). Second, customers who did not directly visit an office had the ability to assess the online services offered by the Division. Both the first and second data collection processes have just begun and an insufficient number of responses to report have been obtained. Third, to broaden the potential audience, invitations were included in the packets sent to drivers receiving their licenses in the mail. This method increased both the number of responses for those receiving online services and those contacting the Customer Service Center in Austin. While some of the surveys listed have been fully completed, many of these projects are ongoing and require additional surveying. Results of these surveys are discussed in greater detail later in the report.

Lastly, the entire Texas Department of Public Safety participated in the Survey of Employee Engagement (SEE). The SEE is an assessment of human resources and is designed to measure the level of employee engagement within an organization. The assessment is conducted among state employees in Texas every two years and is used by various entities within state government and agency leadership.





# STATEWIDE ASSESSMENT

## Overview

Understanding the customer service experience is highly valued at the Texas DPS Driver License Division. The primary goal is for all employees to diligently work to make every customer's experience excellent. The stated vision of the Texas DPS Driver License Division is to strive to be outstanding in everything it does and to never settle for less. In order to reach this goal and measure the successes and challenges faced by the Division, a baseline survey for customer service delivery, measured both statewide and by region, was administered. This administration will continue on a monthly basis to continuously provide updated customer service data.

The overall purpose of the statewide survey was to establish a baseline of customer satisfaction with the services provided by the Texas DPS Driver License Division. Data collected was intended to be used as a comparison for other services, such as the Mega Center Customer Satisfaction survey. The IOE created a customized customer service survey that was made available to Texas DPS Driver License Division customers throughout the state by invitation. The respondents selected for this analysis were specifically drawn from those customers who had an email address contained within their customer information. Approximately half of all customers provided an email address in their personal information to Texas DPS.

## Research Objectives

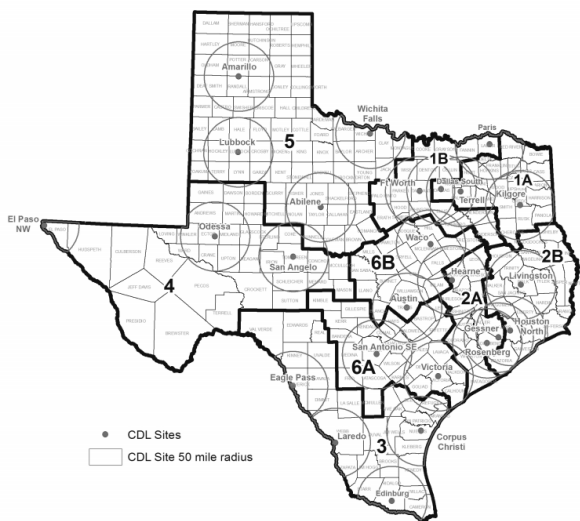
This survey aimed to find a basic standard for customer service being provided by the Texas DPS Driver License Division. The intent was to obtain general knowledge about customer satisfaction levels that could give insight and comparison for the more specific surveys that were conducted. Surveys were available via an online link and could be accessed on any device such as desktops, laptops, tablet or mobile devices. The survey was fully accessible to visual screen readers and available in English and Spanish. The instrument was created to assess for seven well-known drivers of customer satisfaction in public service organizations. The drivers of customer satisfaction include: staff, fairness, time, processes, trust, outcome, and overall satisfaction.

## STATEWIDE ASSESSMENT (cont'd)

The STAFF driver encompasses both competence and attitude of employees. Competence includes skill, professionalism, and diligence, while attitude refers to friendliness, courtesy, care and attentiveness. The honesty and FAIRNESS with which customers are treated is also important. TIME refers to the speed and timeliness of service delivery. This includes the ability of the service provider to respond quickly to requests, with minimal wait and queue time for customers. Simple, intuitive, user-friendly and efficient PROCESSES can lead to customer satisfaction. TRUST emerges from the organization's culture and values, and its ability to accomplish its mission. OUTCOME refers to the end result of a customer's visit—the quality of the end product and the ability of customers to obtain what they wanted. The customer's OVERALL perception of satisfaction was the final driver evaluated in this study.



### Texas Department of Public Safety DRIVER LICENSE DIVISION



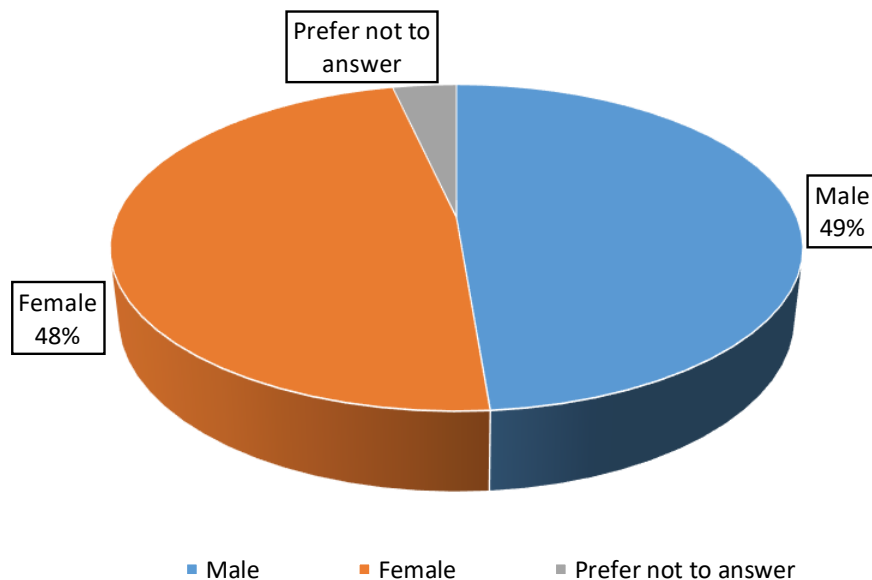
# STATEWIDE: DEMOGRAPHICS

## Rate of Response

	Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23 - Aug23
Estimated # of Participants	70,000	70,000	70,000	70,000
Total # of Responses	3,246	2,704	3,922	2,441
Rate of Response	4.6%	3.9%	5.6%	3.5%

## Gender

The data below show the gender breakdown of participants: male, female, and those who indicated that they preferred not to answer.

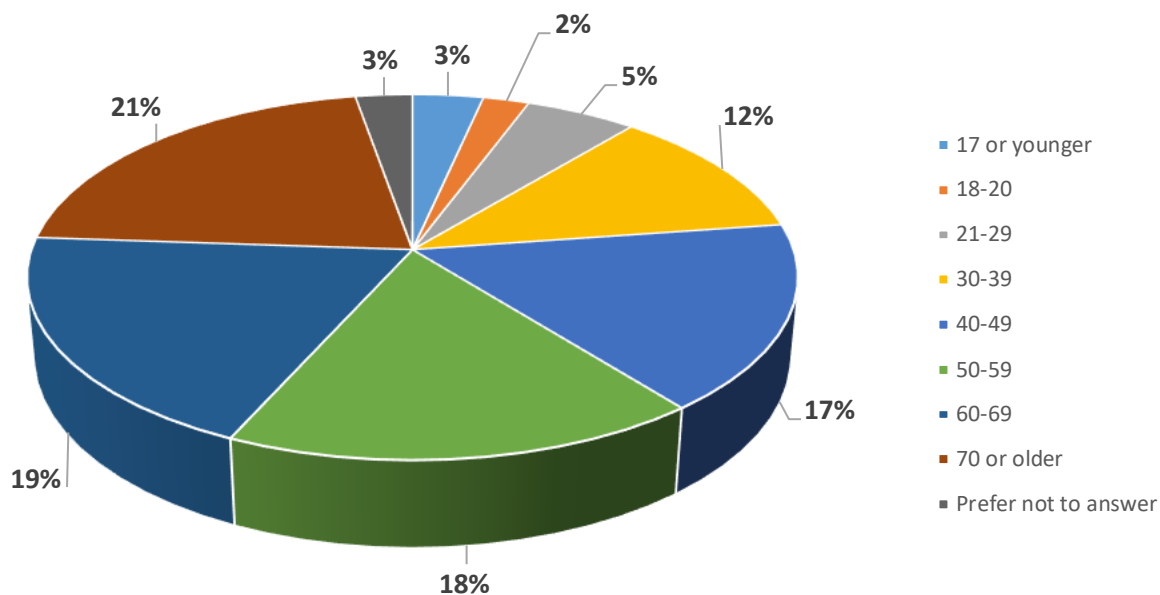


	Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23 - Aug23
Male	1480	1302	1819	1118
Female	1652	1276	1928	1215
Prefer Not to Answer	95	95	147	86
# Responses	3227	2673	3894	2419

# STATEWIDE: AGE

## Age

The data below show the current age breakdown of participants: 17 or younger, 18-20, 21-29, 30-39, 40-49, 50-59, 60-69, and 70 or older.

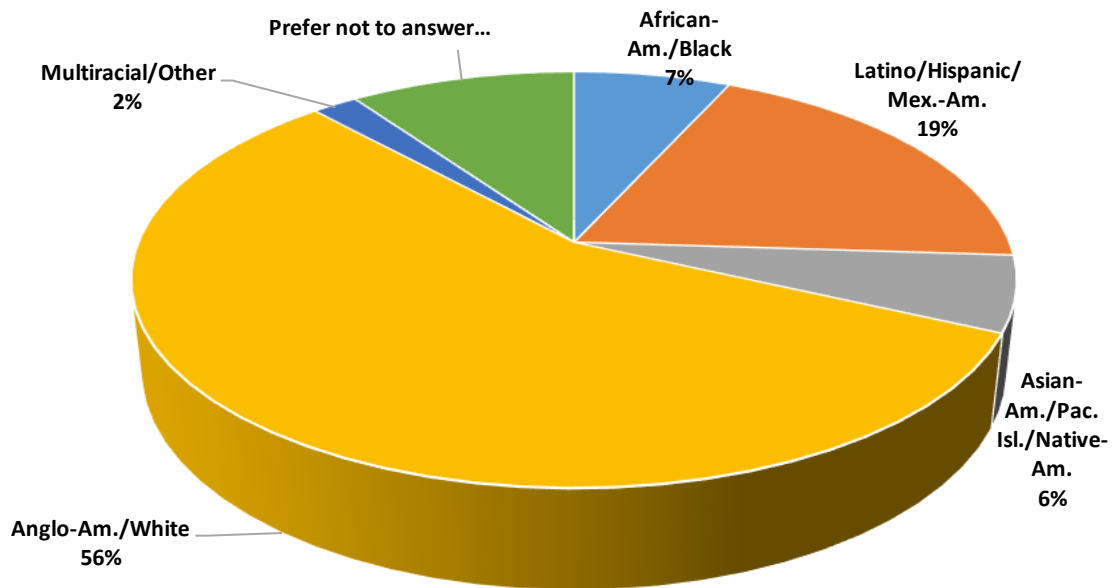


	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>17 or younger</b>	168	5.2%	92	3.4%	176	4.5%	128	5.3%
<b>18-20</b>	91	2.8%	60	2.2%	95	2.4%	75	3.1%
<b>21-29</b>	222	6.9%	145	5.4%	267	6.8%	141	5.8%
<b>30-39</b>	432	13.4%	313	11.7%	544	13.9%	298	12.3%
<b>40-49</b>	570	17.6%	445	16.6%	615	15.8%	364	15.0%
<b>50-59</b>	543	16.8%	469	17.5%	637	16.3%	408	16.8%
<b>60-69</b>	610	18.9%	519	19.3%	757	19.4%	482	19.8%
<b>70 or older</b>	525	16.2%	568	21.2%	702	18.0%	473	19.5%
<b>Prefer not to answer</b>	70	2.2%	74	2.8%	108	2.8%	60	2.5%
<b># Responses</b>	3231		2685		3901		2429	

# STATEWIDE: ETHNICITY

## Ethnicity

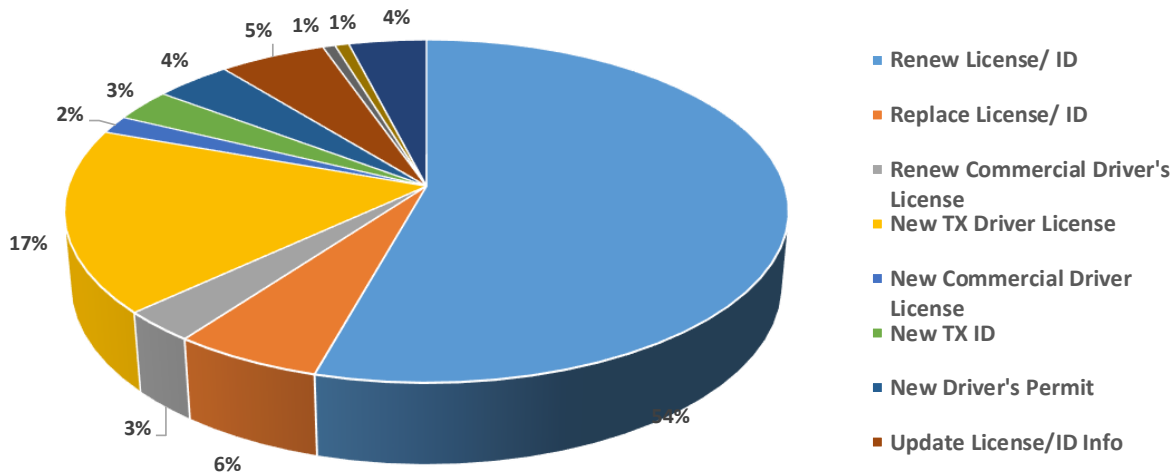
The data below show the ethnicity breakdown of participants: Anglo-American/White, Hispanic/Mexican-Am/Latino, African American/Black, Asian Am./Pacific Islander/Native Am., Multiracial/Other, and those who indicated that they preferred not to answer.



	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>African-Am./Black</b>	223	6.9%	182	6.8%	290	7.5%	162	6.7%
<b>Latino/Hispanic/Mex.-Am.</b>	656	20.3%	514	19.2%	830	21.4%	502	20.7%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	208	6.4%	157	5.9%	205	5.3%	157	6.5%
<b>Anglo-Am./White</b>	1770	54.9%	1508	56.4%	2069	53.3%	1324	54.7%
<b>Multiracial/Other</b>	69	2.1%	53	2.0%	83	2.1%	61	2.5%
<b>Prefer not to answer</b>	299	9.3%	262	9.8%	405	10.4%	216	8.9%
<b># Responses</b>	3225		2676		3882		2422	

## STATEWIDE: SERVICES SOUGHT

The data below show the percentage of participants who sought the following services from the Driver License office: renew license/ID, replace license/ID, renew CDL, new TX driver license, new CDL, new TX ID, new driver permit, update license/ID info, I needed assistance, update license/ID photo, and other.

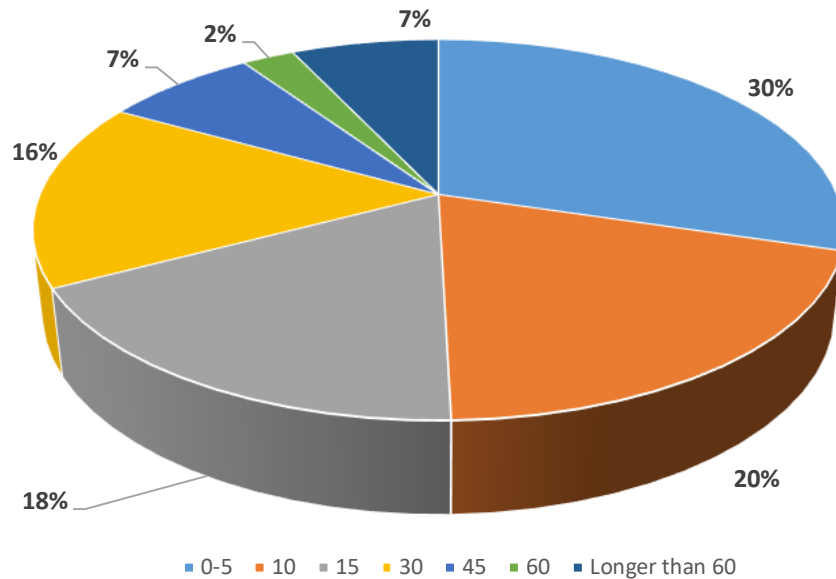


### What did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Renew License/ID</b>	1631	50.7%	1445	54.3%	2028	52.4%	1237	51.7%
<b>Replace License/ID</b>	167	5.2%	155	5.8%	271	7.0%	154	6.4%
<b>Renew CDL</b>	76	2.4%	79	3.0%	115	3.0%	53	2.2%
<b>New TX Driver License</b>	619	19.3%	462	17.4%	668	17.3%	418	17.5%
<b>New CDL</b>	64	2.0%	45	1.7%	55	1.4%	35	1.5%
<b>New TX ID</b>	106	3.3%	81	3.0%	142	3.7%	83	3.5%
<b>New Driver Permit</b>	208	6.5%	105	3.9%	209	5.4%	149	6.2%
<b>Update License/ID Info</b>	170	5.3%	146	5.5%	196	5.1%	128	5.4%
<b>I Needed Assistance</b>	4	0.1%	17	0.6%	5	0.1%	8	0.3%
<b>Update License/ID Photo</b>	39	1.2%	19	0.7%	42	1.1%	23	1.0%
<b>Other</b>	130	4.0%	106	4.0%	137	3.5%	104	4.3%
<b># Responses</b>	3214		2660		3868		2392	

## STATEWIDE: WAIT TIME

The data below show how long participants waited after they arrived in the office, in minutes: 0-5, 10, 15, 30, 45, 60, or longer than 60.



Once you arrived at the office, how long did you wait (minutes)-

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>0-5</b>	1148	35.6%	982	37.0%	1383	35.7%	714	29.7%
<b>10</b>	675	20.9%	544	20.5%	764	19.7%	479	19.9%
<b>15</b>	601	18.7%	463	17.4%	663	17.1%	425	17.7%
<b>30</b>	422	13.1%	370	13.9%	565	14.6%	383	15.9%
<b>45</b>	160	5.0%	133	5.0%	200	5.2%	176	7.3%
<b>60</b>	70	2.2%	44	1.7%	74	1.9%	60	2.5%
<b>Longer than 60</b>	146	4.5%	119	4.5%	229	5.9%	169	7.0%
<b># Responses</b>	3222		2655		3878		2406	

# STATEWIDE: ITEM ANALYSIS

## Analysis Overview

Participants were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as Quarter 1 (September 2022 – November 2022), Quarter 2 (December 2022 – February 2023), Period 3 (March 2023 – May 2023), and Period 4 (June 2023 – July 2023).

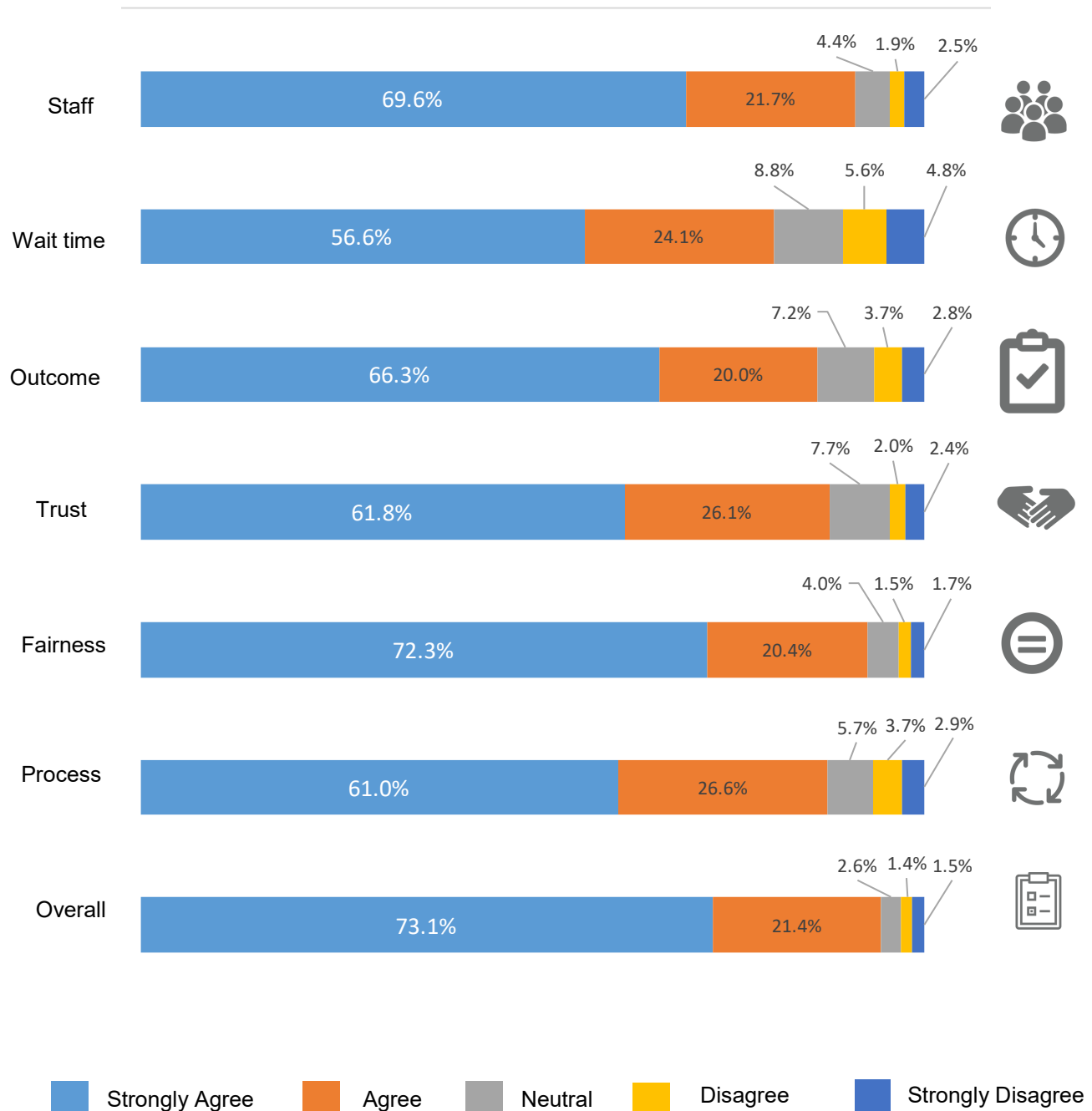
## Key Findings

- ◇ The item that participants scored the highest was “I received what I needed from my visit,” at 4.67.
- ◇ The item that participants scored the lowest was “My wait time was reasonable,” at 4.35.
- ◇ 87.4% of participants described their overall experience as “Excellent” or “Good.”
- ◇ 94.1% of participants waited an hour or less.
- ◇ 59.4% of participants came to the driver license office to renew or replace their license/ID.
  - ◇ 92.5% of participants agreed that “I was treated fairly”.



# STATEWIDE: DRIVERS OF SATISFACTION






The chart below shows the statewide perceptions of the seven key drivers of customer satisfaction. The percentage of participants who strongly agreed that the driver was achieved is represented by the light blue portions of the bars.



# STATEWIDE: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23- Aug23
	<b>Excellent</b>	2194 68.0%	1825 67.9%	2678 68.6%	1604 66.3%
	<b>Good</b>	652 20.2%	553 20.6%	734 18.8%	485 20.0%
	<b>Fair</b>	196 6.1%	165 6.1%	270 6.9%	175 7.2%
	<b>Poor</b>	106 3.3%	75 2.8%	109 2.8%	89 3.7%
	<b>Very Poor</b>	80 2.5%	68 2.5%	112 2.9%	67 2.8%
<b>Total</b>		3228	2686	3903	2420
<b>Statewide Average</b>		4.48	4.49	4.48	4.43



# STATEWIDE: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	2004	62.5%	1633	61.8%	2419	62.7%	1349	56.6%
<b>Agree</b>	743	23.2%	638	24.1%	820	21.3%	575	24.1%
<b>Neutral</b>	235	7.3%	187	7.1%	293	7.6%	210	8.8%
<b>Disagree</b>	119	3.7%	98	3.7%	184	4.8%	133	5.6%
<b>Strongly Disagree</b>	104	3.2%	86	3.3%	142	3.7%	115	4.8%
<b>Total</b>	3205		2642		3858		2382	
<b>Statewide Average</b>	4.38		4.38		4.35		4.22	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	2405	74.8%	1953	74.2%	2903	75.5%	1747	73.1%
<b>Agree</b>	641	19.9%	545	20.7%	753	19.6%	512	21.4%
<b>Neutral</b>	71	2.2%	62	2.4%	88	2.3%	62	2.6%
<b>Disagree</b>	42	1.3%	40	1.5%	51	1.3%	33	1.4%
<b>Strongly Disagree</b>	56	1.7%	33	1.3%	51	1.3%	37	1.5%
<b>Statewide Average</b>	4.65		4.65		4.67		4.63	

# STATEWIDE: ITEM ANALYSIS



**I trust the Texas Driver License Division to do a good job.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	2083	64.9%	1723	65.0%	2500	64.7%	1481	61.8%
<b>Agree</b>	775	24.1%	637	24.0%	928	24.0%	625	26.1%
<b>Neutral</b>	235	7.3%	191	7.2%	289	7.5%	185	7.7%
<b>Disagree</b>	61	1.9%	58	2.2%	61	1.6%	48	2.0%
<b>Strongly Disagree</b>	58	1.8%	43	1.6%	85	2.2%	57	2.4%
<b>Statewide Average</b>	4.48		4.49		4.47		4.43	



**I was treated fairly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	2372	73.9%	1912	72.6%	2871	74.5%	1720	72.3%
<b>Agree</b>	588	18.3%	531	20.2%	693	18.0%	486	20.4%
<b>Neutral</b>	147	4.6%	119	4.5%	160	4.2%	95	4.0%
<b>Disagree</b>	57	1.8%	28	1.1%	56	1.5%	36	1.5%
<b>Strongly Disagree</b>	45	1.4%	44	1.7%	75	1.9%	41	1.7%
<b>Statewide Average</b>	4.62		4.61		4.62		4.60	

# STATEWIDE: ITEM ANALYSIS

 **The process to receive my service was easy**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	2025	63.1%	1675	63.7%	2519	65.4%	1455	61.0%
<b>Agree</b>	832	25.9%	682	25.9%	890	23.1%	635	26.6%
<b>Neutral</b>	158	4.9%	127	4.8%	207	5.4%	137	5.7%
<b>Disagree</b>	96	3.0%	90	3.4%	121	3.1%	88	3.7%
<b>Strongly Disagree</b>	100	3.1%	57	2.2%	112	2.9%	69	2.9%
<b>Statewide Average</b>	4.43		4.45		4.45		4.39	

 **If respondent expressed dissatisfaction with process, these reasons were selected**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Getting answers to questions at the office.</b>	13	2.5%	9	2.3%	6	0.9%	7	1.7%
<b>Understanding the process at the office.</b>	117	22.3%	107	27.8%	157	24.6%	89	21.2%
<b>Scheduling an appointment for additional services on site.</b>	63	12.0%	36	9.4%	60	9.4%	37	8.8%
<b>I could not find the information on the website.</b>	51	9.7%	39	10.1%	70	11.0%	46	11.0%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	69	13.2%	53	13.8%	101	15.8%	59	14.0%
<b>I had problems scheduling an appointment for the service on the website.</b>	74	14.1%	46	11.9%	86	13.5%	72	17.1%
<b>Website did not properly function</b>	18	3.4%	19	4.9%	28	4.4%	18	4.3%
<b>Other</b>	119	22.7%	76	19.7%	130	20.4%	92	21.9%

# STATEWIDE: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	2294	71.5%	1874	71.0%	2791	72.3%	1660	69.6%
<b>Agree</b>	620	19.3%	522	19.8%	713	18.5%	517	21.7%
<b>Neutral</b>	148	4.6%	128	4.9%	169	4.4%	104	4.4%
<b>Disagree</b>	82	2.6%	55	2.1%	97	2.5%	45	1.9%
<b>Strongly Disagree</b>	66	2.1%	60	2.3%	91	2.4%	60	2.5%
<b>Statewide Average</b>	4.56		4.55		4.56		4.54	



**If respondent expressed dissatisfaction with the staff, these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Staff were unprofessional.</b>	78	18.4%	59	17.5%	96	19.0%	61	20.3%
<b>Staff did not address my concerns.</b>	33	7.8%	32	9.5%	47	9.3%	30	10.0%
<b>Staff were not friendly.</b>	165	39.0%	130	38.6%	214	42.4%	107	35.7%
<b>Staff were unable to answer my questions.</b>	41	9.7%	22	6.5%	39	7.7%	25	8.3%
<b>Language barrier.</b>	6	1.4%	8	2.4%	10	2.0%	9	3.0%
<b>Other</b>	100	23.6%	86	25.5%	99	19.6%	68	22.7%

# NEW DRIVER LICENSE ANALYSIS



## How to read this report.

Participants obtaining their Texas driver license for the first time were assessed as to the perceptions of quality of the related processes, materials, and exams they experienced. In addition to indicating how they prepared for the driving exam, participants were asked to indicate their level of agreement with a number of positively phrased statements. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree.

## Key Findings

- ◇ 87.6% of those obtaining a new driver license agreed or strongly agreed that the preparation materials were clear and helpful.
- ◇ 79.5% of participants were satisfied with the scheduling process, but 6.6% strongly disagreed that it was easy to schedule their exam and appointment.
- ◇ 65.8% of participants strongly agreed that the instructions given by the examiner during the skills (behind-the-wheel) exam were clear.

# NEW DRIVER LICENSE ANALYSIS

You indicated you came in for a new driver license. How did you prepare for the exam?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Driving School</b>	99	15.7%	75	16.0%	140	20.6%	72	17.0%
<b>Parent-Taught</b>	111	17.6%	77	16.5%	111	16.3%	87	20.6%
<b>Self-Taught</b>	102	16.2%	73	15.6%	94	13.8%	88	20.8%
<b>No Exam</b>	27	4.3%	18	3.8%	45	6.6%	24	5.7%
<b>Other</b>	292	46.3%	225	48.1%	289	42.6%	152	35.9%

The preparation materials were clear and helpful.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	246	49.5%	169	49.6%	289	54.4%	166	51.4%
<b>Agree</b>	158	33.8%	106	31.1%	163	30.7%	117	36.2%
<b>Neutral</b>	37	8.5%	38	11.1%	55	10.4%	22	6.8%
<b>Disagree</b>	21	5.9%	18	5.3%	14	2.6%	9	2.8%
<b>Strongly Disagree</b>	9	2.3%	10	2.9%	10	1.9%	9	2.8%
<b>Statewide Average</b>	4.30		4.19		4.33		4.31	



# NEW DRIVER LICENSE ANALYSIS



I understood the requirements.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	319	57.3%	224	54.5%	351	57.6%	208	56.5%
<b>Agree</b>	170	30.5%	134	32.6%	186	30.5%	114	31.0%
<b>Neutral</b>	33	5.9%	29	7.1%	41	6.7%	24	6.5%
<b>Disagree</b>	21	3.8%	18	4.4%	23	3.8%	11	3.0%
<b>Strongly Disagree</b>	14	2.5%	6	1.5%	8	1.3%	11	3.0%
<b>Statewide Average</b>	4.36		4.34		4.39		4.35	

It was easy to schedule the exam by appointment.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	183	55.1%	117	49.2%	228	59.5%	142	55.0%
<b>Agree</b>	86	25.9%	65	27.3%	78	20.4%	63	24.4%
<b>Neutral</b>	20	6.0%	22	9.2%	25	6.5%	19	7.4%
<b>Disagree</b>	22	6.6%	21	8.8%	23	6.0%	17	6.6%
<b>Strongly Disagree</b>	21	6.3%	13	5.5%	29	7.6%	17	6.6%
<b>Statewide Average</b>	4.17		4.06		4.18		4.15	

# NEW DRIVER LICENSE ANALYSIS

Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	198	67.3%	124	62.6%	243	72.5%	156	65.8%
<b>Agree</b>	64	21.8%	51	25.8%	63	18.8%	62	26.2%
<b>Neutral</b>	17	5.8%	10	5.1%	14	4.2%	10	4.2%
<b>Disagree</b>	9	3.1%	6	3.0%	5	1.5%	3	1.3%
<b>Strongly Disagree</b>	6	2.0%	7	3.5%	10	3.0%	6	2.5%
<b>Statewide Average</b>	4.49		4.41		4.56		4.51	



# COMMERCIAL DRIVER LICENSE ANALYSIS



## How to read this report.

Participants obtaining their Texas commercial driver license for the first time were assessed as to the perceptions of quality of the related processes, materials, and exams they experienced. In addition to indicating how they prepared for the driving exam, participants were asked to indicate their level of agreement with a number of positively phrased statements. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree.

## Key Findings

- ◇ 56.3% of participants drove less than 25 miles to obtain their Commercial Driver License.
- ◇ The item that scored highest among the CDL participants was “The time I waited to take my skills exam after making the appointment was reasonable” with an average of 4.84, and the items that scored lowest was “The preparation materials were clear and helpful” with an average of 4.41.
- ◇ 80.7% agreed the time waited to take the skills exam after making the appointment was reasonable, but 4.8% strongly disagreed that the time waited to take the skills exam after making the appointment was reasonable.

# COMMERCIAL DRIVER LICENSE ANALYSIS

## How did you prepare for the CDL exam?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Driving school or college program</b>	33	50%	28	51%	34	54%	15	43%
<b>Self-Taught</b>	16	24%	14	25%	17	27%	11	31%
<b>Training program through work</b>	14	21%	5	9%	6	10%	7	20%
<b>Other</b>	3	5%	8	15%	6	10%	2	6%

## The preparation materials were clear and helpful.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	37	58.7%	21	42.9%	33	54.1%	22	64.7%
<b>Agree</b>	20	31.7%	15	30.6%	17	27.9%	7	20.6%
<b>Neutral</b>	1	1.6%	9	18.4%	6	9.8%	3	8.8%
<b>Disagree</b>	0	0.0%	3	6.1%	1	1.6%	1	2.9%
<b>Strongly Disagree</b>	5	7.9%	1	2.0%	4	6.6%	1	2.9%
<b>Statewide Average</b>	4.33		4.06		4.21		4.41	

# COMMERCIAL DRIVER LICENSE ANALYSIS

I understood the requirements.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	38	58.5%	25	51.0%	36	58.1%	22	64.7%
<b>Agree</b>	21	32.3%	18	36.7%	16	25.8%	10	29.4%
<b>Neutral</b>	2	3.1%	3	6.1%	7	11.3%	1	2.9%
<b>Disagree</b>	3	4.6%	1	2.0%	2	3.2%	0	0.0%
<b>Strongly Disagree</b>	1	1.5%	2	4.1%	1	1.6%	1	2.9%
<b>Statewide Average</b>	4.42		4.29		4.35		4.53	

It was easy to schedule the exam by appointment.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	24	48.0%	18	43.9%	28	65.1%	16	80.0%
<b>Agree</b>	15	30.0%	16	39.0%	13	30.2%	3	15.0%
<b>Neutral</b>	4	8.0%	4	9.8%	0	0.0%	1	5.0%
<b>Disagree</b>	6	12.0%	2	4.9%	0	0.0%	0	0.0%
<b>Strongly Disagree</b>	1	2.0%	1	2.4%	2	4.7%	0	0.0%
<b>Statewide Average</b>	4.10		4.17		4.51		4.75	

# COMMERCIAL DRIVER LICENSE ANALYSIS

Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	28	57.1%	27	67.5%	34	79.1%	16	84.2%
<b>Agree</b>	12	24.5%	9	22.5%	3	7.0%	2	10.5%
<b>Neutral</b>	3	6.1%	3	7.5%	5	11.6%	0	0.0%
<b>Disagree</b>	2	4.1%	1	2.5%	1	2.3%	1	5.3%
<b>Strongly Disagree</b>	4	8.2%	0	0.0%	0	0.0%	0	0.0%
<b>Statewide Average</b>	4.18		4.55		4.63		4.74	

The time I waited to take my skills exam after making the appointment was reasonable.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	28	54.9%	21	51.2%	32	65.3%	16	84.2%
<b>Agree</b>	12	23.5%	13	31.7%	11	22.4%	3	15.8%
<b>Neutral</b>	7	13.7%	4	9.8%	3	6.1%	0	0.0%
<b>Disagree</b>	2	3.9%	2	4.9%	0	0.0%	0	0.0%
<b>Strongly Disagree</b>	2	3.9%	1	2.4%	3	6.1%	0	0.0%
<b>Statewide Average</b>	4.22		4.24		4.41		4.84	

# COMMERCIAL DRIVER LICENSE ANALYSIS

Approximately how many miles (round-trip) did you travel to take the CDL exam?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>0-25</b>	22	36.7%	24	53.3%	20	35.7%	18	56.3%
<b>26-50</b>	21	35.0%	10	22.2%	17	30.4%	7	21.9%
<b>51-75</b>	5	8.3%	4	8.9%	8	14.3%	1	3.1%
<b>75+</b>	12	20.0%	7	15.6%	11	19.6%	6	18.8%

## IN-PERSON SERVICE ANALYSIS

Participants who received services in person were asked why they made this choice. They had the following options: Received a letter indicating I had to go in person, no internet access, prefer to complete in person, I did not know if the service was available online, I do not provide personal information online, website was difficult to use, my issue was not addressed on the website, I'm from out of state, I was 18 years or younger, I needed a new photo, replacing lost or damaged License/ID, needed an eye exam, updating personal information, my License/ID was lost or stolen, or other.

**If you visited a DPS office, why did you choose to get the services in person?**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Received a letter indicating I had to go in person</b>	1157	47.2%	986	45.4%	1344	45.1%	844	44.2%
<b>No internet access</b>	22	0.9%	23	1.1%	20	0.7%	15	0.8%
<b>Prefer to complete in person</b>	230	9.4%	222	10.2%	286	9.6%	151	7.9%
<b>I did not know if the service was available online</b>	56	2.3%	56	2.6%	70	2.3%	55	2.9%
<b>I do not provide personal information online</b>	25	1.0%	30	1.4%	27	0.9%	31	1.6%
<b>Website was difficult to use</b>	63	2.6%	46	2.1%	79	2.7%	48	2.5%
<b>My issue was not addressed on the website</b>	152	6.2%	124	5.7%	151	5.1%	114	6.0%
<b>I'm from out of state</b>	72	2.9%	47	2.2%	57	1.9%	34	1.8%
<b>I was 18 years or younger</b>	20	0.8%	13	0.6%	15	0.5%	19	1.0%
<b>I needed a new photo</b>	137	5.6%	113	5.2%	164	5.5%	96	5.0%
<b>Replacing lost or damaged License/ID</b>	58	2.4%	59	2.7%	110	3.7%	82	4.3%
<b>Needed an eye exam</b>	54	2.2%	47	2.2%	59	2.0%	39	2.0%
<b>Updating personal information</b>	166	6.8%	146	6.7%	213	7.2%	131	6.9%
<b>My License/ID was lost or stolen</b>	20	0.8%	25	1.2%	64	2.1%	39	2.0%
<b>Other</b>	221	9.0%	236	10.9%	320	10.7%	213	11.1%
<b>Total Responses</b>	2453		2173		2979		1911	



# DIGITAL DRIVER LICENSE PILOT



## How to read this report.

Participants were asked a series of pilot items regarding their perceptions of digital driver licenses. Participants were asked to indicate their level of agreement with a number of positively phrased statements. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree.

## Key Findings

- ◇ 61.0% of participants were interested in having a digital driver license in addition to their hard copy license
- ◇ 54.4% of participants agreed that they would be confident in the security of having a digital driver license, but 11.9% strongly disagreed that they would be confident in the security of having a digital driver license
- ◇ 20.0% of participants strongly agreed that they would be willing to pay an extra fee for a digital driver license, but 26.2% strongly disagreed that they would be willing to pay an extra fee a for digital driver license.

# DIGITAL DRIVER LICENSE PILOT

I would be interested in having a digital driver license (on my mobile device) in addition to my hard copy license.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	1245	41.5%	1000	40.2%	1573	44.2%	987	43.9%
<b>Agree</b>	565	18.9%	491	19.8%	666	18.7%	382	17.0%
<b>Neutral</b>	628	21.0%	550	22.1%	663	18.6%	461	20.5%
<b>Disagree</b>	274	9.1%	217	8.7%	325	9.1%	187	8.3%
<b>Strongly Disagree</b>	285	9.5%	227	9.1%	330	9.3%	229	10.2%
<b>Statewide Average</b>	3.74		3.73		3.79		3.76	

I would be confident in the security of having a digital driver license (on my mobile device).

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	993	33.1%	825	33.1%	1306	36.5%	823	36.4%
<b>Agree</b>	599	20.0%	485	19.4%	698	19.5%	408	18.0%
<b>Neutral</b>	694	23.1%	611	24.5%	771	21.6%	499	22.1%
<b>Disagree</b>	368	12.3%	297	11.9%	388	10.9%	263	11.6%
<b>Strongly Disagree</b>	348	11.6%	277	11.1%	413	11.5%	269	11.9%
<b>Statewide Average</b>	3.51		3.51		3.59		3.55	

# DIGITAL DRIVER LICENSE PILOT

I would be willing to pay an extra fee for a digital driver license.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	559	18.7%	425	17.0%	731	20.5%	453	20.0%
<b>Agree</b>	392	13.1%	299	12.0%	451	12.7%	250	11.0%
<b>Neutral</b>	651	21.7%	546	21.9%	759	21.3%	483	21.3%
<b>Disagree</b>	652	21.8%	561	22.5%	742	20.8%	484	21.4%
<b>Strongly Disagree</b>	743	24.8%	662	26.6%	876	24.6%	593	26.2%
<b>Statewide Average</b>	2.79		2.70		2.84		2.77	

# REGION 1A: OVERVIEW

## How to read this report.

Participants in Region 1A were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

## Key Findings



- ◇ 67.9% of respondents rated their overall experience as Excellent, and 18.2% rated it as Good.
- ◇ The item participants scored lowest was “It was easy to schedule the (behind the wheel) exam appointment.” with an average of 3.74, and the item scored highest was “Instructions given by the examiner during the skills (behind the wheel) exam were clear.” at 4.64. Statewide, the highest item is usually “ I was treated fairly.”

# REGION 1A: DEMOGRAPHIC PROFILE



**Gender  
I am:**

**Sep22 - Nov22**

**Dec22 - Feb23**

**Mar23 - May23**

**Jun23- Aug23**

<b>Male</b>	125	41.7%	104	43.3%	161	43.3%	104	44.8%
<b>Female</b>	164	54.7%	124	51.7%	197	53.0%	119	51.3%
<b>Prefer Not to Answer</b>	11	3.7%	12	5.0%	14	3.8%	9	3.9%
<b># Responses</b>	300		240		372		232	



**Age**

**Sep22 - Nov22**

**Dec22 - Feb23**

**Mar23 - May23**

**Jun23- Aug23**

<b>17 or younger</b>	14	4.7%	5	2.0%	18	4.8%	9	3.9%
<b>18-20</b>	7	2.3%	8	3.3%	10	2.7%	9	3.9%
<b>21-29</b>	19	6.3%	8	3.3%	22	5.9%	12	5.2%
<b>30-39</b>	36	12.0%	28	11.5%	45	12.0%	25	10.8%
<b>40-49</b>	55	18.3%	38	15.6%	55	14.7%	25	10.8%
<b>50-59</b>	50	16.6%	38	15.6%	69	18.4%	40	17.2%
<b>60-69</b>	71	23.6%	52	21.3%	71	19.0%	49	21.1%
<b>70 or older</b>	40	13.3%	60	24.6%	78	20.9%	55	23.7%
<b>Prefer not to answer</b>	9	3.0%	7	2.9%	6	1.6%	8	3.4%
<b># Responses</b>	301		244		374		232	

# REGION 1A: DEMOGRAPHIC PROFILE



## Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>African-Am./Black</b>	37	12.3%	29	11.9%	37	9.9%	24	10.4%
<b>Latino/Hispanic/Mex.-Am.</b>	29	9.7%	23	9.4%	48	12.8%	27	11.7%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	25	8.3%	6	2.5%	17	4.5%	13	5.6%
<b>Anglo-Am./White</b>	177	59.0%	147	60.2%	218	58.3%	139	60.2%
<b>Multiracial/Other</b>	2	0.7%	11	4.5%	8	2.1%	5	2.2%
<b>Prefer not to answer</b>	30	10.0%	28	11.5%	46	12.3%	23	10.0%
<b># Responses</b>	300		244		374		231	

# REGION 1A: RESPONDENT PROFILE

## What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Renew License/ID</b>	159	52.8%	131	54.8%	204	55.3%	120	52.9%
<b>Replace License/ID</b>	14	4.7%	8	3.3%	19	5.1%	9	4.0%
<b>Renew CDL</b>	7	2.3%	11	4.6%	5	1.4%	9	4.0%
<b>New TX Driver License</b>	57	18.9%	46	19.2%	53	14.4%	36	15.9%
<b>New CDL</b>	10	3.3%	6	2.5%	9	2.4%	3	1.3%
<b>New TX ID</b>	7	2.3%	7	2.9%	14	3.8%	8	3.5%
<b>New Driver Permit</b>	17	5.6%	10	4.2%	24	6.5%	18	7.9%
<b>Update License/ID Info</b>	18	6.0%	10	4.2%	16	4.3%	13	5.7%
<b>I Needed Assistance</b>	0	0.0%	1	0.4%	1	0.3%	1	0.4%
<b>Update License/ID Photo</b>	2	0.7%	0	0.0%	9	2.4%	1	0.4%
<b>Other</b>	10	3.3%	9	3.8%	15	4.1%	9	4.0%
	301		239		369		227	

## Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	105	34.8%	88	36.4%	114	30.4%	59	25.4%
<b>10</b>	72	23.8%	50	20.7%	80	21.3%	40	17.2%
<b>15</b>	60	19.9%	42	17.4%	63	16.8%	50	21.6%
<b>30</b>	33	10.9%	37	15.3%	58	15.5%	39	16.8%
<b>45</b>	17	5.6%	9	3.7%	24	6.4%	23	9.9%
<b>60</b>	5	1.7%	4	1.7%	5	1.3%	3	1.3%
<b>Longer than 60</b>	10	3.3%	12	5.0%	31	8.3%	18	7.8%

## REGION 1A: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
	Excellent	213	70.5%	154	63.4%	254	67.9%	145	62.8%
	Good	56	18.5%	56	23.0%	68	18.2%	53	22.9%
	Fair	8	2.6%	20	8.2%	26	7.0%	21	9.1%
	Poor	17	5.6%	7	2.9%	16	4.3%	10	4.3%
	Very Poor	8	2.6%	6	2.5%	10	2.7%	2	0.9%
Region Average		4.49		4.42		4.44		4.42	



I trust the Texas Driver License Division to do a good job.

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
Strongly Agree		197	65.7%	158	65.3%	221	59.7%	140	60.6%
Agree		67	22.3%	52	21.5%	111	30.0%	63	27.3%
Neutral		25	8.3%	21	8.7%	22	5.9%	19	8.2%
Disagree		4	1.3%	6	2.5%	8	2.2%	5	2.2%
Strongly Disagree		7	2.3%	5	2.1%	8	2.2%	4	1.7%
Region Average		4.48		4.45		4.43		4.43	



## REGION 1A: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	195	64.6%	145	60.2%	209	56.2%	118	51.5%
<b>Agree</b>	73	24.2%	61	25.3%	93	25.0%	66	28.8%
<b>Neutral</b>	16	5.3%	18	7.5%	30	8.1%	18	7.9%
<b>Disagree</b>	11	3.6%	9	3.7%	23	6.2%	14	6.1%
<b>Strongly Disagree</b>	7	2.3%	8	3.3%	17	4.6%	13	5.7%
<b>Region Average</b>	4.45		4.35		4.22		4.14	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	235	78.1%	171	71.8%	263	70.9%	160	69.3%
<b>Agree</b>	51	16.9%	50	21.0%	86	23.2%	56	24.2%
<b>Neutral</b>	6	2.0%	4	1.7%	11	3.0%	9	3.9%
<b>Disagree</b>	3	1.0%	9	3.8%	7	1.9%	4	1.7%
<b>Strongly Disagree</b>	6	2.0%	4	1.7%	4	1.1%	2	0.9%
<b>Region Average</b>	4.68		4.58		4.61		4.59	

## REGION 1A: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	233	77.7%	174	72.5%	277	74.5%	167	72.6%
<b>Agree</b>	51	17.0%	46	19.2%	64	17.2%	44	19.1%
<b>Neutral</b>	8	2.7%	16	6.7%	21	5.6%	11	4.8%
<b>Disagree</b>	4	1.3%	2	0.8%	5	1.3%	6	2.6%
<b>Strongly Disagree</b>	4	1.3%	2	0.8%	5	1.3%	2	0.9%
<b>Region Average</b>	4.68		4.62		4.62		4.60	



## REGION 1A: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	197	65.2%	145	60.4%	225	60.8%	132	57.1%
<b>Agree</b>	67	22.2%	64	26.7%	102	27.6%	67	29.0%
<b>Neutral</b>	18	6.0%	11	4.6%	15	4.1%	18	7.8%
<b>Disagree</b>	7	2.3%	15	6.3%	13	3.5%	8	3.5%
<b>Strongly Disagree</b>	13	4.3%	5	2.1%	15	4.1%	6	2.6%
<b>Region Average</b>	4.35		4.37		4.37		4.34	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Getting answers to questions at the office.</b>	7	10.3%	12	20.3%	6	9.8%	5	8.5%
<b>Understanding the process at the office.</b>	16	23.5%	14	23.7%	16	26.2%	11	18.6%
<b>Scheduling an appointment for additional services on site.</b>	4	5.9%	5	8.5%	3	4.9%	4	6.8%
<b>I could not find the information on the website.</b>	7	10.3%	3	5.1%	5	8.2%	9	15.3%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	10	14.7%	8	13.6%	12	19.7%	6	10.2%
<b>I had problems scheduling an appointment for the service on the website.</b>	10	14.7%	7	11.9%	6	9.8%	9	15.3%
<b>Website was not functioning.</b>	2	2.9%	3	5.1%	1	1.6%	4	6.8%
<b>Other.</b>	12	17.6%	7	11.9%	12	19.7%	11	18.6%

## REGION 1A: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	224	75.2%	167	70.2%	267	71.2%	155	67.4%
<b>Agree</b>	55	18.5%	47	19.7%	73	19.5%	51	22.2%
<b>Neutral</b>	7	2.3%	12	5.0%	19	5.1%	9	3.9%
<b>Disagree</b>	6	2.0%	3	1.3%	9	2.4%	10	4.3%
<b>Strongly Disagree</b>	6	2.0%	9	3.8%	7	1.9%	5	2.2%
<b>Region Average</b>	4.63		4.51		4.56		4.48	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Staff were unprofessional.</b>	5	17.2%	7	17.5%	7	17.1%	5	13.9%
<b>Staff did not address my concerns.</b>	2	6.9%	4	10.0%	2	4.9%	4	11.1%
<b>Staff were not friendly.</b>	9	31.0%	16	40.0%	17	41.5%	17	47.2%
<b>Staff were unable to answer my questions.</b>	4	13.8%	3	7.5%	2	4.9%	3	8.3%
<b>Language barrier.</b>	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Other.</b>	9	31.0%	10	25.0%	13	31.7%	7	19.4%

# REGION 1B: OVERVIEW

## How to read this report.

Participants in Region 1B were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

## Key Findings



- ◇ 65.1% of respondents rated their overall experience as Excellent, and 17.4% rated it as Good.
- ◇ The item participants scored highest was “I received what I needed from my visit.” with an average of 4.59, and the item scored lowest was “My wait time was reasonable.” at 4.04. This is consistent with statewide trends.

## REGION 1B: DEMOGRAPHIC PROFILE



**Gender**  
I am:

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23- Aug23

<b>Male</b>	123	40.7%	113	45.2%	161	46.9%	110	45.3%
<b>Female</b>	167	55.3%	124	49.6%	170	49.6%	122	50.2%
<b>Prefer Not to Answer</b>	12	4.0%	13	5.2%	12	3.5%	11	4.5%
<b># Responses</b>	302		250		343		243	



**Age**

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23- Aug23

<b>17 or younger</b>	13	4.3%	10	4.0%	15	4.4%	13	5.3%
<b>18-20</b>	5	1.7%	7	2.8%	8	2.3%	7	2.9%
<b>21-29</b>	17	5.6%	16	6.4%	22	6.4%	14	5.7%
<b>30-39</b>	42	13.9%	22	8.8%	52	15.2%	37	15.1%
<b>40-49</b>	52	17.2%	37	14.7%	63	18.4%	35	14.3%
<b>50-59</b>	40	13.2%	43	17.1%	54	15.7%	39	15.9%
<b>60-69</b>	59	19.5%	51	20.3%	57	16.6%	47	19.2%
<b>70 or older</b>	64	21.2%	54	21.5%	61	17.8%	45	18.4%
<b>Prefer not to answer</b>	10	3.3%	11	4.4%	11	3.2%	8	3.3%
<b># Responses</b>	302		251		343		245	

# REGION 1B: DEMOGRAPHIC PROFILE








## Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>African-Am./Black</b>	23	7.6%	23	9.2%	26	7.6%	18	7.4%
<b>Latino/Hispanic/Mex.-Am.</b>	37	12.3%	25	10.0%	57	16.8%	32	13.1%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	15	5.0%	13	5.2%	19	5.6%	15	6.1%
<b>Anglo-Am./White</b>	196	64.9%	155	61.8%	198	58.2%	142	58.2%
<b>Multiracial/Other</b>	5	1.7%	6	2.4%	9	2.6%	12	4.9%
<b>Prefer not to answer</b>	26	8.6%	29	11.6%	31	9.1%	25	10.2%
<b># Responses</b>	302		251		340		244	

## REGION 1B: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23- Aug23
	Excellent	189 62.8%	145 58.0%	202 58.9%	157 65.1%
	Good	61 20.3%	67 26.8%	72 21.0%	42 17.4%
	Fair	36 12.0%	15 6.0%	42 12.2%	26 10.8%
	Poor	11 3.7%	13 5.2%	11 3.2%	9 3.7%
	Very Poor	4 1.3%	10 4.0%	16 4.7%	7 2.9%
	Region Average	4.40	4.30	4.26	4.38



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23- Aug23
Strongly Agree	190 63.1%	149 59.8%	207 60.5%	145 59.9%
Agree	85 28.2%	74 29.7%	81 23.7%	57 23.6%
Neutral	20 6.6%	20 8.0%	34 9.9%	28 11.6%
Disagree	3 1.0%	3 1.2%	9 2.6%	5 2.1%
Strongly Disagree	3 1.0%	3 1.2%	11 3.2%	7 2.9%
Region Average	4.51	4.48	4.36	4.36



## REGION 1B: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Renew License/ID</b>	160	53.5%	130	52.2%	185	53.9%	134	55.4%
<b>Replace License/ID</b>	14	4.7%	11	4.4%	17	5.0%	9	3.7%
<b>Renew CDL</b>	5	1.7%	5	2.0%	9	2.6%	3	1.2%
<b>New TX Driver License</b>	67	22.4%	60	24.1%	71	20.7%	44	18.2%
<b>New CDL</b>	2	0.7%	4	1.6%	3	0.9%	4	1.7%
<b>New TX ID</b>	10	3.3%	7	2.8%	10	2.9%	7	2.9%
<b>New Driver Permit</b>	19	6.4%	13	5.2%	23	6.7%	17	7.0%
<b>Update License/ID Info</b>	11	3.7%	10	4.0%	14	4.1%	10	4.1%
<b>I Needed Assistance</b>	0	0.0%	0	0.0%	0	0.0%	1	0.4%
<b>Update License/ID Photo</b>	4	1.3%	1	0.4%	4	1.2%	2	0.8%
<b>Other</b>	7	2.3%	8	3.2%	7	2.0%	11	4.5%

### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>0-5</b>	61	20.3%	49	19.7%	66	19.3%	55	22.5%
<b>10</b>	63	20.9%	52	20.9%	60	17.5%	44	18.0%
<b>15</b>	66	21.9%	49	19.7%	61	17.8%	48	19.7%
<b>30</b>	48	15.9%	44	17.7%	60	17.5%	45	18.4%
<b>45</b>	25	8.3%	22	8.8%	34	9.9%	23	9.4%
<b>60</b>	12	4.0%	9	3.6%	15	4.4%	8	3.3%
<b>Longer than 60</b>	26	8.6%	24	9.6%	46	13.5%	21	8.6%

## REGION 1B: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	160	53.3%	122	48.8%	171	49.9%	121	49.6%
<b>Agree</b>	77	25.7%	73	29.2%	77	22.4%	62	25.4%
<b>Neutral</b>	28	9.3%	27	10.8%	37	10.8%	26	10.7%
<b>Disagree</b>	16	5.3%	15	6.0%	35	10.2%	20	8.2%
<b>Strongly Disagree</b>	19	6.3%	13	5.2%	23	6.7%	15	6.1%
<b>Region Average</b>	4.14		4.10		3.99		4.04	



**I received what I need from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	219	72.5%	160	64.8%	247	72.6%	170	70.0%
<b>Agree</b>	67	22.2%	73	29.6%	73	21.5%	61	25.1%
<b>Neutral</b>	10	3.3%	6	2.4%	8	2.4%	4	1.6%
<b>Disagree</b>	3	1.0%	7	2.8%	5	1.5%	2	0.8%
<b>Strongly Disagree</b>	3	1.0%	1	0.4%	7	2.1%	6	2.5%
<b>Region Average</b>	4.64		4.55		4.61		4.59	

## REGION 1B: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	217	72.6%	165	66.0%	238	70.2%	166	68.6%
<b>Agree</b>	57	19.1%	64	25.6%	67	19.8%	57	23.6%
<b>Neutral</b>	18	6.0%	13	5.2%	17	5.0%	12	5.0%
<b>Disagree</b>	6	2.0%	3	1.2%	6	1.8%	3	1.2%
<b>Strongly Disagree</b>	1	0.3%	5	2.0%	11	3.2%	4	1.7%
<b>Region Average</b>	4.62		4.52		4.52		4.56	

## REGION 1B: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	177	58.8%	139	56.3%	195	57.4%	140	57.4%
<b>Agree</b>	86	28.6%	79	32.0%	86	25.3%	70	28.7%
<b>Neutral</b>	19	6.3%	12	4.9%	24	7.1%	15	6.1%
<b>Disagree</b>	6	2.0%	10	4.0%	21	6.2%	8	3.3%
<b>Strongly Disagree</b>	13	4.3%	7	2.8%	14	4.1%	11	4.5%
<b>Region Average</b>	4.36		4.38		4.26		4.31	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Getting answers to questions at</b>	8	11.0%	9	16.1%	18	15.0%	4	8.2%
<b>Understanding the process at the office.</b>	15	20.5%	15	26.8%	23	19.2%	7	14.3%
<b>Scheduling an appointment for additional services on site.</b>	14	19.2%	6	10.7%	14	11.7%	4	8.2%
<b>I could not find the information on the website.</b>	2	2.7%	5	8.9%	15	12.5%	6	12.2%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	7	9.6%	4	7.1%	16	13.3%	6	12.2%
<b>I had problems scheduling an appointment for the service on the website.</b>	11	15.1%	8	14.3%	14	11.7%	11	22.4%
<b>Website was not functioning.</b>	2	2.7%	2	3.6%	8	6.7%	2	4.1%
<b>Other.</b>	14	19.2%	7	12.5%	12	10.0%	9	18.4%

## REGION 1B: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	216	72.0%	156	62.4%	219	64.4%	163	67.4%
<b>Agree</b>	54	18.0%	64	25.6%	73	21.5%	57	23.6%
<b>Neutral</b>	16	5.3%	13	5.2%	25	7.4%	13	5.4%
<b>Disagree</b>	10	3.3%	9	3.6%	16	4.7%	2	0.8%
<b>Strongly Disagree</b>	4	1.3%	8	3.2%	7	2.1%	7	2.9%
<b>Region Average</b>	4.56		4.40		4.41		4.52	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Staff were unprofessional.</b>	7	17.9%	9	21.4%	17	22.1%	8	22.2%
<b>Staff did not address my concerns.</b>	4	10.3%	5	11.9%	7	9.1%	4	11.1%
<b>Staff were not friendly.</b>	15	38.5%	17	40.5%	29	37.7%	11	30.6%
<b>Staff were unable to answer my questions.</b>	5	12.8%	3	7.1%	9	11.7%	3	8.3%
<b>Language barrier.</b>	0	0.0%	2	4.8%	2	2.6%	3	8.3%
<b>Other.</b>	8	20.5%	6	14.3%	13	16.9%	7	19.4%

# REGION 1C: OVERVIEW

## How to read this report.

Participants in Region 1C were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

## Key Findings



- ◇ 68.3% of respondents rated their overall experience as Excellent, and 20.3% rated it as Good.
- ◇ The item participants scored highest was “I was treated fairly” with an average of 4.59, and the item scored lowest was “My wait time was reasonable” at 4.25. This is consistent with statewide trends.

# REGION 1C: DEMOGRAPHIC PROFILE



Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23- Aug23

Male	148	46.3%	141	53.0%	189	47.8%	110	46.2%
Female	164	51.3%	114	42.9%	193	48.9%	117	49.2%
Prefer Not to Answer	8	2.5%	11	4.1%	13	3.3%	11	4.6%
# Responses	320		266		395		238	



Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23- Aug23

17 or younger	23	7.2%	6	2.2%	23	5.8%	11	4.6%
18-20	8	2.5%	6	2.2%	10	2.5%	3	1.3%
21-29	21	6.5%	16	5.9%	28	7.0%	18	7.5%
30-39	48	15.0%	26	9.7%	44	11.1%	38	15.9%
40-49	61	19.0%	55	20.4%	77	19.3%	35	14.6%
50-59	58	18.1%	43	16.0%	62	15.6%	31	13.0%
60-69	54	16.8%	52	19.3%	73	18.3%	45	18.8%
70 or older	43	13.4%	57	21.2%	69	17.3%	53	22.2%
Prefer not to answer	5	1.6%	8	3.0%	12	3.0%	5	2.1%
# Responses	321		269		398		239	

# REGION 1C: DEMOGRAPHIC PROFILE



## Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>African-Am./Black</b>	21	6.6%	23	8.6%	36	9.2%	20	8.4%
<b>Latino/Hispanic/Mex.-Am.</b>	33	10.3%	23	8.6%	30	7.6%	22	9.2%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	40	12.5%	31	11.5%	30	7.6%	24	10.0%
<b>Anglo-Am./White</b>	186	58.1%	156	58.0%	250	63.6%	143	59.8%
<b>Multiracial/Other</b>	7	2.2%	6	2.2%	11	2.8%	5	2.1%
<b>Prefer not to answer</b>	33	10.3%	30	11.2%	36	9.2%	25	10.5%
<b># Responses</b>	320		269		393		239	



# REGION 1C: RESPONDENT PROFILE

## What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Renew License/ID</b>	145	45.6%	139	52.3%	199	50.5%	138	58.5%
<b>Replace License/ID</b>	14	4.4%	13	4.9%	22	5.6%	17	7.2%
<b>Renew CDL</b>	11	3.5%	5	1.9%	11	2.8%	0	0.0%
<b>New TX Driver License</b>	73	23.0%	61	22.9%	83	21.1%	41	17.4%
<b>New CDL</b>	5	1.6%	3	1.1%	2	0.5%	4	1.7%
<b>New TX ID</b>	6	1.9%	8	3.0%	12	3.0%	4	1.7%
<b>New Driver Permit</b>	32	10.1%	7	2.6%	24	6.1%	15	6.4%
<b>Update License/ID Info</b>	18	5.7%	12	4.5%	13	3.3%	9	3.8%
<b>I Needed Assistance</b>	0	0.0%	3	1.1%	0	0.0%	2	0.8%
<b>Update License/ID Photo</b>	3	0.9%	4	1.5%	7	1.8%	3	1.3%
<b>Other</b>	11	3.5%	11	4.1%	21	5.3%	3	1.3%

## Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>0-5</b>	120	37.4%	77	28.6%	136	34.3%	68	28.5%
<b>10</b>	60	18.7%	52	19.3%	93	23.4%	51	21.3%
<b>15</b>	61	19.0%	60	22.3%	66	16.6%	42	17.6%
<b>30</b>	41	12.8%	38	14.1%	60	15.1%	42	17.6%
<b>45</b>	16	5.0%	16	5.9%	16	4.0%	15	6.3%
<b>60</b>	5	1.6%	8	3.0%	9	2.3%	6	2.5%
<b>Longer than 60</b>	18	5.6%	18	6.7%	17	4.3%	15	6.3%

## REGION 1C: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
	Excellent	159	69.1%	152	66.7%	162	70.4%	155	68.3%
	Good	44	19.1%	51	22.4%	35	15.2%	46	20.3%
	Fair	11	4.8%	10	4.4%	20	8.7%	13	5.7%
	Poor	10	4.3%	8	3.5%	6	2.6%	7	3.1%
	Very Poor	6	2.6%	7	3.1%	7	3.0%	6	2.6%
Region Average		4.48		4.46		4.47		4.48	



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
Strongly Agree	195	60.9%	164	61.4%	267	67.6%	145	61.4%
Agree	85	26.6%	68	25.5%	79	20.0%	63	26.7%
Neutral	26	8.1%	24	9.0%	32	8.1%	18	7.6%
Disagree	11	3.4%	5	1.9%	7	1.8%	4	1.7%
Strongly Disagree	3	0.9%	6	2.2%	10	2.5%	6	2.5%
Region Average	4.43		4.42		4.48		4.43	

## REGION 1C: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	195	61.3%	158	59.0%	254	64.3%	137	57.3%
<b>Agree</b>	69	21.7%	63	23.5%	82	20.8%	59	24.7%
<b>Neutral</b>	25	7.9%	17	6.3%	26	6.6%	20	8.4%
<b>Disagree</b>	14	4.4%	15	5.6%	19	4.8%	12	5.0%
<b>Strongly Disagree</b>	15	4.7%	15	5.6%	14	3.5%	11	4.6%
<b>Region Average</b>	4.30		4.25		4.37		4.25	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	244	76.0%	200	74.6%	305	77.2%	169	71.0%
<b>Agree</b>	62	19.3%	56	20.9%	73	18.5%	51	21.4%
<b>Neutral</b>	7	2.2%	7	2.6%	7	1.8%	10	4.2%
<b>Disagree</b>	5	1.6%	3	1.1%	6	1.5%	3	1.3%
<b>Strongly Disagree</b>	3	0.9%	2	0.7%	4	1.0%	5	2.1%
<b>Region Average</b>	4.68		4.68		4.69		4.58	

# REGION 1C: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	231	72.6%	201	75.6%	298	75.4%	171	71.8%
<b>Agree</b>	59	18.6%	48	18.0%	71	18.0%	48	20.2%
<b>Neutral</b>	13	4.1%	10	3.8%	15	3.8%	11	4.6%
<b>Disagree</b>	11	3.5%	4	1.5%	4	1.0%	5	2.1%
<b>Strongly Disagree</b>	4	1.3%	3	1.1%	7	1.8%	3	1.3%
<b>Region Average</b>	4.58		4.65		4.64		4.59	



## REGION 1C: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	204	63.8%	160	59.9%	272	68.7%	143	60.3%
<b>Agree</b>	83	25.9%	78	29.2%	88	22.2%	67	28.3%
<b>Neutral</b>	15	4.7%	15	5.6%	16	4.0%	11	4.6%
<b>Disagree</b>	7	2.2%	8	3.0%	9	2.3%	6	2.5%
<b>Strongly Disagree</b>	11	3.4%	6	2.2%	11	2.8%	10	4.2%
<b>Region Average</b>	4.44		4.42		4.52		4.38	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Getting answers to questions at the office.</b>	6	10.3%	6	12.8%	10	16.7%	4	8.2%
<b>Understanding the process at the office.</b>	11	19.0%	8	17.0%	12	20.0%	7	14.3%
<b>Scheduling an appointment for additional services on site.</b>	5	8.6%	6	12.8%	4	6.7%	5	10.2%
<b>I could not find the information on the website.</b>	4	6.9%	4	8.5%	3	5.0%	3	6.1%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	8	13.8%	4	8.5%	5	8.3%	9	18.4%
<b>I had problems scheduling an appointment for the service on the website.</b>	9	15.5%	6	12.8%	10	16.7%	9	18.4%
<b>Website was not functioning.</b>	4	6.9%	1	2.1%	4	6.7%	2	4.1%
<b>Other.</b>	11	19.0%	12	25.5%	12	20.0%	10	20.4%

## REGION 1C: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Strongly Agree</b>	219	68.7%	194	72.4%	291	73.5%	166	69.5%
<b>Agree</b>	71	22.3%	55	20.5%	76	19.2%	54	22.6%
<b>Neutral</b>	11	3.4%	14	5.2%	10	2.5%	11	4.6%
<b>Disagree</b>	12	3.8%	2	0.7%	8	2.0%	4	1.7%
<b>Strongly Disagree</b>	6	1.9%	3	1.1%	11	2.8%	4	1.7%
<b>Region Average</b>	4.52		4.62		4.59		4.56	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
<b>Staff were unprofessional.</b>	10	22.2%	3	11.5%	8	21.1%	7	21.9%
<b>Staff did not address my concerns.</b>	4	8.9%	4	15.4%	3	7.9%	4	12.5%
<b>Staff were not friendly.</b>	20	44.4%	10	38.5%	15	39.5%	9	28.1%
<b>Staff were unable to answer my questions.</b>	4	8.9%	0	0.0%	3	7.9%	4	12.5%
<b>Language barrier.</b>	3	6.7%	0	0.0%	0	0.0%	0	0.0%
<b>Other.</b>	4	8.9%	9	34.6%	9	23.7%	8	25.0%

## REGION 2A: OVERVIEW

### How to read this report.

Participants in Region 2A were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 75.6% of respondents rated their overall experience as Excellent, and 16.0% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.74, and the lowest-scoring item was “My wait time was reasonable” with an average of 4.46. This is consistent with statewide trends.

# REGION 2A: DEMOGRAPHIC PROFILE

## Gender I am:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23- Aug23	
Male	137	54.4%	118	48.2%	174	48.5%	92	43.0%
Female	111	44.0%	123	50.2%	170	47.4%	118	55.1%
Prefer Not to Answer	4	1.6%	4	1.6%	15	4.2%	4	1.9%
# Responses	252		245		359		214	

## Age

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
17 or younger	10	3.6%	2	0.8%	7	1.9%	0	0.0%
18-20	13	4.7%	6	2.4%	8	2.2%	8	3.7%
21-29	17	6.1%	17	6.9%	22	6.1%	13	6.0%
30-39	44	15.8%	33	13.5%	55	15.3%	29	13.5%
40-49	52	18.7%	43	17.6%	55	15.3%	29	13.5%
50-59	36	12.9%	36	14.7%	60	16.7%	44	20.5%
60-69	55	19.8%	50	20.4%	71	19.8%	52	24.2%
70 or older	48	17.3%	55	22.4%	69	19.2%	37	17.2%
Prefer not to answer	3	1.1%	3	1.2%	12	3.3%	3	1.4%
# Responses	278		245		359		215	



# REGION 2A: DEMOGRAPHIC PROFILE



## Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	30	10.8%	27	11.1%	37	10.3%	21	9.9%
<b>Latino/Hispanic/Mex.-Am.</b>	52	18.8%	53	21.8%	78	21.8%	49	23.0%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	27	9.7%	18	7.4%	34	9.5%	16	7.5%
<b>Anglo-Am./White</b>	135	48.7%	126	51.9%	163	45.5%	100	46.9%
<b>Multiracial/Other</b>	10	3.6%	5	2.1%	9	2.5%	6	2.8%
<b>Prefer not to answer</b>	23	8.3%	14	5.8%	37	10.3%	21	9.9%
<b># Responses</b>	277		243		358		213	

## REGION 2A: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	159	57.2%	152	62.8%	201	56.9%	111	52.6%
<b>Replace License/ID</b>	17	6.1%	13	5.4%	37	10.5%	19	9.0%
<b>Renew CDL</b>	3	1.1%	5	2.1%	7	2.0%	2	0.9%
<b>New TX Driver License</b>	44	15.8%	35	14.5%	43	12.2%	34	16.1%
<b>New CDL</b>	5	1.8%	3	1.2%	2	0.6%	2	0.9%
<b>New TX ID</b>	12	4.3%	8	3.3%	14	4.0%	7	3.3%
<b>New Driver Permit</b>	14	5.0%	4	1.7%	14	4.0%	8	3.8%
<b>Update License/ID Info</b>	12	4.3%	13	5.4%	23	6.5%	17	8.1%
<b>I Needed Assistance</b>	0	0.0%	0	0.0%	2	0.6%	0	0.0%
<b>Update License/ID Photo</b>	3	1.1%	2	0.8%	1	0.3%	1	0.5%
<b>Other</b>	9	3.2%	7	2.9%	9	2.5%	10	4.7%






### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	88	34.8%	83	34.2%	144	40.1%	95	44.4%
<b>10</b>	53	20.9%	56	23.0%	76	21.2%	38	17.8%
<b>15</b>	52	20.6%	49	20.2%	65	18.1%	31	14.5%
<b>30</b>	30	11.9%	33	13.6%	40	11.1%	24	11.2%
<b>45</b>	18	7.1%	10	4.1%	15	4.2%	12	5.6%
<b>60</b>	6	2.4%	3	1.2%	3	0.8%	3	1.4%
<b>Longer than 60</b>	6	2.4%	9	3.7%	16	4.5%	11	5.1%

## REGION 2A: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
	Excellent	145	66.5%	145	66.5%	155	71.1%	161	75.6%
	Good	46	21.1%	45	20.6%	46	21.1%	34	16.0%
	Fair	12	5.5%	12	5.5%	9	4.1%	8	3.8%
	Poor	10	4.6%	9	4.1%	5	2.3%	8	3.8%
	Very Poor	5	2.3%	7	3.2%	3	1.4%	2	0.9%
Region Average		4.45		4.43		4.58		4.62	



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	174	62.1%	156	64.7%	244	68.7%	145	68.7%
Agree	87	31.1%	52	21.6%	81	22.8%	55	26.1%
Neutral	12	4.3%	25	10.4%	23	6.5%	7	3.3%
Disagree	4	1.4%	3	1.2%	3	0.8%	1	0.5%
Strongly Disagree	3	1.1%	5	2.1%	4	1.1%	3	1.4%
Region Average	4.52		4.46		4.57		4.60	

## REGION 2A: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	178	64.3%	153	62.7%	237	66.8%	144	67.6%
<b>Agree</b>	67	24.2%	61	25.0%	76	21.4%	44	20.7%
<b>Neutral</b>	24	8.7%	14	5.7%	23	6.5%	11	5.2%
<b>Disagree</b>	5	1.8%	8	3.3%	12	3.4%	8	3.8%
<b>Strongly Disagree</b>	3	1.1%	8	3.3%	7	2.0%	6	2.8%
<b>Region Average</b>	4.49		4.41		4.48		4.46	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	201	72.3%	175	72.3%	276	78.4%	171	79.9%
<b>Agree</b>	60	21.6%	53	21.9%	64	18.2%	37	17.3%
<b>Neutral</b>	6	2.2%	7	2.9%	7	2.0%	2	0.9%
<b>Disagree</b>	5	1.8%	4	1.7%	2	0.6%	2	0.9%
<b>Strongly Disagree</b>	6	2.2%	3	1.2%	3	0.9%	2	0.9%
<b>Region Average</b>	4.60		4.62		4.73		4.74	

## REGION 2A: ITEM ANALYSIS

 I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	199	71.6%	160	66.1%	258	72.5%	167	78.8%
<b>Agree</b>	55	19.8%	62	25.6%	77	21.6%	37	17.5%
<b>Neutral</b>	13	4.7%	8	3.3%	11	3.1%	7	3.3%
<b>Disagree</b>	7	2.5%	4	1.7%	3	0.8%	0	0.0%
<b>Strongly Disagree</b>	4	1.4%	8	3.3%	7	2.0%	1	0.5%
<b>Region Average</b>	4.58		4.50		4.62		4.74	

## REGION 2A: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	177	63.7%	159	66.0%	245	69.0%	147	68.7%
<b>Agree</b>	80	28.8%	56	23.2%	83	23.4%	54	25.2%
<b>Neutral</b>	6	2.2%	10	4.1%	16	4.5%	4	1.9%
<b>Disagree</b>	9	3.2%	9	3.7%	6	1.7%	6	2.8%
<b>Strongly Disagree</b>	6	2.2%	7	2.9%	5	1.4%	3	1.4%
<b>Region Average</b>	4.49		4.46		4.57		4.57	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Getting answers to questions at the office.</b>	7	17.1%	9	18.0%	5	13.5%	1	5.9%
<b>Understanding the process at the office.</b>	7	17.1%	14	28.0%	9	24.3%	6	35.3%
<b>Scheduling an appointment for additional services on site.</b>	6	14.6%	4	8.0%	2	5.4%	1	5.9%
<b>I could not find the information on the website.</b>	6	14.6%	6	12.0%	3	8.1%	1	5.9%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	5	12.2%	8	16.0%	6	16.2%	3	17.6%
<b>I had problems scheduling an appointment for the service on the website.</b>	5	12.2%	3	6.0%	3	8.1%	3	17.6%
<b>Website was not functioning.</b>	1	2.4%	0	0.0%	2	5.4%	1	5.9%
<b>Other.</b>	4	9.8%	6	12.0%	7	18.9%	1	5.9%

## REGION 2A: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	191	68.2%	162	66.7%	247	69.6%	156	72.9%
<b>Agree</b>	60	21.4%	52	21.4%	78	22.0%	42	19.6%
<b>Neutral</b>	15	5.4%	15	6.2%	12	3.4%	11	5.1%
<b>Disagree</b>	8	2.9%	3	1.2%	9	2.5%	3	1.4%
<b>Strongly Disagree</b>	6	2.1%	11	4.5%	9	2.5%	2	0.9%
<b>Region Average</b>	4.51		4.44		4.54		4.62	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Staff were unprofessional.</b>	9	23.7%	11	23.9%	8	20.5%	5	29.4%
<b>Staff did not address my concerns.</b>	2	5.3%	4	8.7%	3	7.7%	0	0.0%
<b>Staff were not friendly.</b>	17	44.7%	18	39.1%	19	48.7%	4	23.5%
<b>Staff were unable to answer my questions.</b>	6	15.8%	3	6.5%	2	5.1%	1	5.9%
<b>Language barrier.</b>	0	0.0%	1	2.2%	2	5.1%	2	11.8%
<b>Other.</b>	4	10.5%	9	19.6%	5	12.8%	5	29.4%

## REGION 2B: OVERVIEW

### How to read this report.

Participants in Region 2B were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 66.7% of respondents rated their overall experience as Excellent, and 16.7% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit.” at 4.58, and the lowest-scoring item was “My wait time was reasonable” at 4.34.



# REGION 2B: DEMOGRAPHIC PROFILE



Gender

I am:

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

Male	133	47.3%	118	51.8%	155	48.9%	95	46.6%
Female	141	50.2%	101	44.3%	148	46.7%	102	50.0%
Prefer Not to Answer	7	2.5%	9	3.9%	14	4.4%	7	3.4%
# Responses	281		228		317		204	



Age

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

17 or younger	16	5.7%	15	6.5%	19	6.0%	10	4.9%
18-20	9	3.2%	4	1.7%	5	1.6%	5	2.4%
21-29	16	5.7%	13	5.7%	18	5.7%	14	6.8%
30-39	33	11.7%	27	11.7%	46	14.5%	21	10.2%
40-49	48	17.1%	31	13.5%	38	12.0%	30	14.6%
50-59	55	19.6%	41	17.8%	40	12.6%	36	17.6%
60-69	50	17.8%	46	20.0%	75	23.7%	46	22.4%
70 or older	49	17.4%	49	21.3%	67	21.1%	36	17.6%
Prefer not to answer	5	1.8%	4	1.7%	9	2.8%	7	3.4%
# Responses	281		230		317		205	

## REGION 2B: DEMOGRAPHIC PROFILE



### Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	28	10.0%	13	5.7%	27	8.5%	13	6.3%
<b>Latino/Hispanic/Mex.-Am.</b>	40	14.3%	25	10.9%	44	13.9%	26	12.7%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	14	5.0%	11	4.8%	15	4.7%	11	5.4%
<b>Anglo-Am./White</b>	173	61.8%	145	63.3%	194	61.2%	131	63.9%
<b>Multiracial/Other</b>	4	1.4%	5	2.2%	5	1.6%	1	0.5%
<b>Prefer not to answer</b>	21	7.5%	30	13.1%	32	10.1%	23	11.2%
<b># Responses</b>	280		229		317		205	

## REGION 2B: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	134	47.7%	122	54.0%	188	59.9%	92	45.8%
<b>Replace License/ID</b>	12	4.3%	13	5.8%	20	6.4%	18	9.0%
<b>Renew CDL</b>	8	2.8%	9	4.0%	6	1.9%	8	4.0%
<b>New TX Driver License</b>	59	21.0%	32	14.2%	51	16.2%	39	19.4%
<b>New CDL</b>	8	2.8%	4	1.8%	5	1.6%	3	1.5%
<b>New TX ID</b>	12	4.3%	11	4.9%	8	2.5%	6	3.0%
<b>New Driver Permit</b>	19	6.8%	12	5.3%	14	4.5%	11	5.5%
<b>Update License/ID Info</b>	11	3.9%	8	3.5%	17	5.4%	12	6.0%
<b>I Needed Assistance</b>	1	0.4%	2	0.9%	0	0.0%	1	0.5%
<b>Update License/ID Photo</b>	7	2.5%	2	0.9%	1	0.3%	0	0.0%
<b>Other</b>	10	3.6%	11	4.9%	4	1.3%	11	5.5%

### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	104	37.3%	98	42.6%	120	38.0%	63	31.2%
<b>10</b>	53	19.0%	55	23.9%	64	20.3%	45	22.3%
<b>15</b>	61	21.9%	29	12.6%	60	19.0%	37	18.3%
<b>30</b>	36	12.9%	32	13.9%	56	17.7%	31	15.3%
<b>45</b>	11	3.9%	7	3.0%	8	2.5%	11	5.4%
<b>60</b>	3	1.1%	2	0.9%	3	0.9%	8	4.0%
<b>Longer than 60</b>	11	3.9%	7	3.0%	5	1.6%	7	3.5%

## REGION 2B: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
	Excellent	159	69.7%	162	70.4%	161	70.9%	136	66.7%
	Good	37	16.2%	43	18.7%	47	20.7%	34	16.7%
	Fair	17	7.5%	14	6.1%	9	4.0%	17	8.3%
	Poor	8	3.5%	2	0.9%	4	1.8%	13	6.4%
	Very Poor	7	3.1%	9	3.9%	6	2.6%	4	2.0%
Region Average		4.46		4.51		4.56		4.40	



I trust the Texas Driver License Division to do a good job.

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree		194	69.8%	159	69.4%	206	65.2%	119	58.6%
Agree		53	19.1%	50	21.8%	74	23.4%	59	29.1%
Neutral		19	6.8%	11	4.8%	22	7.0%	15	7.4%
Disagree		7	2.5%	2	0.9%	3	0.9%	6	3.0%
Strongly Disagree		5	1.8%	7	3.1%	11	3.5%	4	2.0%
Region Average		4.53		4.54		4.46		4.39	

## REGION 2B: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	187	67.3%	154	67.0%	209	65.9%	122	60.4%
<b>Agree</b>	59	21.2%	48	20.9%	79	24.9%	50	24.8%
<b>Neutral</b>	11	4.0%	12	5.2%	19	6.0%	15	7.4%
<b>Disagree</b>	12	4.3%	6	2.6%	6	1.9%	7	3.5%
<b>Strongly Disagree</b>	9	3.2%	10	4.3%	4	1.3%	8	4.0%
<b>Region Average</b>	4.45		4.43		4.52		4.34	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	216	76.9%	178	78.1%	232	73.4%	143	70.8%
<b>Agree</b>	46	16.4%	43	18.9%	65	20.6%	46	22.8%
<b>Neutral</b>	6	2.1%	2	0.9%	10	3.2%	4	2.0%
<b>Disagree</b>	7	2.5%	0	0.0%	5	1.6%	6	3.0%
<b>Strongly Disagree</b>	6	2.1%	5	2.2%	4	1.3%	3	1.5%
<b>Region Average</b>	4.63		4.71		4.63		4.58	

## REGION 2B: ITEM ANALYSIS



I was treated fairly.

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Strongly Agree</b>	213	76.1%	168	73.7%	232	73.2%	139	68.8%
<b>Agree</b>	44	15.7%	43	18.9%	59	18.6%	45	22.3%
<b>Neutral</b>	9	3.2%	8	3.5%	13	4.1%	12	5.9%
<b>Disagree</b>	9	3.2%	3	1.3%	5	1.6%	2	1.0%
<b>Strongly Disagree</b>	5	1.8%	6	2.6%	8	2.5%	4	2.0%
<b>Region Average</b>	4.61		4.60		4.58		4.55	

## REGION 2B: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	184	65.7%	155	68.0%	208	65.8%	119	59.2%
<b>Agree</b>	59	21.1%	49	21.5%	74	23.4%	57	28.4%
<b>Neutral</b>	13	4.6%	7	3.1%	20	6.3%	11	5.5%
<b>Disagree</b>	19	6.8%	10	4.4%	6	1.9%	11	5.5%
<b>Strongly Disagree</b>	5	1.8%	7	3.1%	8	2.5%	3	1.5%
<b>Region Average</b>	4.42		4.47		4.48		4.38	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Getting answers to questions at the office.</b>	11	16.2%	6	15.4%	7	12.1%	6	20.0%
<b>Understanding the process at the office.</b>	13	19.1%	7	17.9%	17	29.3%	7	23.3%
<b>Scheduling an appointment for additional services on site.</b>	9	13.2%	4	10.3%	7	12.1%	1	3.3%
<b>I could not find the information on the website.</b>	6	8.8%	4	10.3%	6	10.3%	1	3.3%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	10	14.7%	5	12.8%	5	8.6%	2	6.7%
<b>I had problems scheduling an appointment for the service on the website.</b>	5	7.4%	3	7.7%	5	8.6%	1	3.3%
<b>Website was not functioning.</b>	1	1.5%	4	10.3%	1	1.7%	2	6.7%
<b>Other.</b>	13	19.1%	6	15.4%	10	17.2%	10	33.3%

## REGION 2B: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	205	73.5%	164	71.6%	240	75.7%	136	67.0%
<b>Agree</b>	51	18.3%	43	18.8%	47	14.8%	46	22.7%
<b>Neutral</b>	8	2.9%	10	4.4%	13	4.1%	11	5.4%
<b>Disagree</b>	10	3.6%	5	2.2%	5	1.6%	5	2.5%
<b>Strongly Disagree</b>	5	1.8%	7	3.1%	12	3.8%	5	2.5%
<b>Region Average</b>	4.58		4.54		4.57		4.49	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Staff were unprofessional.</b>	7	18.9%	4	13.3%	14	26.4%	6	23.1%
<b>Staff did not address my concerns.</b>	4	10.8%	1	3.3%	4	7.5%	1	3.8%
<b>Staff were not friendly.</b>	16	43.2%	11	36.7%	20	37.7%	15	57.7%
<b>Staff were unable to answer my questions.</b>	4	10.8%	1	3.3%	3	5.7%	1	3.8%
<b>Language barrier.</b>	1	2.7%	2	6.7%	0	0.0%	0	0.0%
<b>Other.</b>	5	13.5%	11	36.7%	12	22.6%	3	11.5%



## REGION 2C: OVERVIEW

### How to read this report.

Participants in Region 2C were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 61.5% of respondents rated their overall experience as Excellent, and 27.3% of respondents rated it as Good.
- ◇ The highest-rated items were “I received what I needed from my visit” and “I was treated fairly” at 4.60, and the lowest-scoring item was “The process to receive my services was easy” at 4.35.

## REGION 2C: DEMOGRAPHIC PROFILE



**Gender  
I am:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Male</b>	138	48.9%	90	46.9%	129	44.8%	86	46.0%
<b>Female</b>	139	49.3%	98	51.0%	149	51.7%	96	51.3%
<b>Prefer Not to Answer</b>	5	1.8%	4	2.1%	10	3.5%	5	2.7%
<b># Responses</b>	282		192		288		187	



**Age**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>17 or younger</b>	17	6.0%	6	3.1%	7	2.4%	11	5.9%
<b>18-20</b>	7	2.5%	6	3.1%	6	2.1%	8	4.3%
<b>21-29</b>	14	5.0%	7	3.6%	16	5.5%	8	4.3%
<b>30-39</b>	37	13.1%	29	15.1%	35	12.1%	22	11.7%
<b>40-49</b>	50	17.7%	35	18.2%	60	20.7%	25	13.3%
<b>50-59</b>	55	19.5%	30	15.6%	59	20.3%	33	17.6%
<b>60-69</b>	49	17.4%	38	19.8%	56	19.3%	45	23.9%
<b>70 or older</b>	46	16.3%	37	19.3%	44	15.2%	35	18.6%
<b>Prefer not to answer</b>	7	2.5%	4	2.1%	7	2.4%	1	0.5%
<b># Responses</b>	282		192		290		188	

# REGION 2C: DEMOGRAPHIC PROFILE



	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	31	11.0%	19	9.9%	42	14.5%	23	12.2%
<b>Latino/Hispanic/Mex.-Am.</b>	52	18.4%	33	17.2%	50	17.2%	33	17.6%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	25	8.9%	22	11.5%	20	6.9%	18	9.6%
<b>Anglo-Am./White</b>	141	50.0%	96	50.0%	135	46.6%	99	52.7%
<b>Multiracial/Other</b>	7	2.5%	2	1.0%	6	2.1%	7	3.7%
<b>Prefer not to answer</b>	26	9.2%	20	10.4%	37	12.8%	8	4.3%
<b># Responses</b>	282		192		290		188	

## REGION 2C: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	137	48.8%	114	60.0%	154	53.7%	92	49.5%
<b>Replace License/ID</b>	17	6.0%	11	5.8%	19	6.6%	11	5.9%
<b>Renew CDL</b>	3	1.1%	4	2.1%	5	1.7%	1	0.5%
<b>New TX Driver License</b>	51	18.1%	25	13.2%	48	16.7%	36	19.4%
<b>New CDL</b>	7	2.5%	4	2.1%	7	2.4%	5	2.7%
<b>New TX ID</b>	10	3.6%	6	3.2%	14	4.9%	5	2.7%
<b>New Driver Permit</b>	20	7.1%	9	4.7%	11	3.8%	16	8.6%
<b>Update License/ID Info</b>	17	6.0%	7	3.7%	12	4.2%	9	4.8%
<b>I Needed Assistance</b>	0	0.0%	2	1.1%	0	0.0%	1	0.5%
<b>Update License/ID Photo</b>	4	1.4%	2	1.1%	4	1.4%	2	1.1%
<b>Other</b>	15	5.3%	6	3.2%	13	4.5%	8	4.3%

### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	71	25.2%	67	35.1%	100	34.7%	31	16.5%
<b>10</b>	56	19.9%	45	23.6%	68	23.6%	49	26.1%
<b>15</b>	65	23.0%	34	17.8%	56	19.4%	32	17.0%
<b>30</b>	54	19.1%	25	13.1%	35	12.2%	42	22.3%
<b>45</b>	16	5.7%	12	6.3%	15	5.2%	13	6.9%
<b>60</b>	5	1.8%	1	0.5%	2	0.7%	5	2.7%
<b>Longer than 60</b>	15	5.3%	7	3.7%	12	4.2%	16	8.5%

## REGION 2C: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
	Excellent	148	64.9%	141	73.4%	150	65.5%	115	61.5%
	Good	49	21.5%	35	18.2%	56	24.5%	51	27.3%
	Fair	21	9.2%	11	5.7%	13	5.7%	7	3.7%
	Poor	2	0.9%	2	1.0%	7	3.1%	7	3.7%
	Very Poor	8	3.5%	3	1.6%	3	1.3%	7	3.7%
	Region Average	4.43		4.61		4.50		4.39	



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	182	65.2%	132	68.8%	179	62.2%	105	55.9%
Agree	69	24.7%	44	22.9%	82	28.5%	60	31.9%
Neutral	19	6.8%	12	6.3%	17	5.9%	14	7.4%
Disagree	4	1.4%	3	1.6%	6	2.1%	5	2.7%
Strongly Disagree	5	1.8%	1	0.5%	4	1.4%	4	2.1%
Region Average	4.50		192		4.50		4.37	

## REGION 2C: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	163	57.8%	126	66.0%	188	64.8%	86	46.0%
<b>Agree</b>	74	26.2%	40	20.9%	66	22.8%	56	29.9%
<b>Neutral</b>	26	9.2%	16	8.4%	19	6.6%	25	13.4%
<b>Disagree</b>	10	3.5%	5	2.6%	11	3.8%	10	5.3%
<b>Strongly Disagree</b>	9	3.2%	4	2.1%	6	2.1%	10	5.3%
<b>Region Average</b>	4.32		4.46		4.44		4.06	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	204	72.9%	144	75.0%	216	75.3%	126	67.4%
<b>Agree</b>	57	20.4%	36	18.8%	59	20.6%	53	28.3%
<b>Neutral</b>	9	3.2%	5	2.6%	5	1.7%	4	2.1%
<b>Disagree</b>	4	1.4%	5	2.6%	5	1.7%	3	1.6%
<b>Strongly Disagree</b>	6	2.1%	2	1.0%	2	0.7%	1	0.5%
<b>Region Average</b>	4.60		4.64		4.68		4.60	

## REGION 2C: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	196	69.8%	135	71.1%	205	70.7%	118	63.8%
<b>Agree</b>	59	21.0%	41	21.6%	62	21.4%	50	27.0%
<b>Neutral</b>	17	6.0%	9	4.7%	13	4.5%	6	3.2%
<b>Disagree</b>	3	1.1%	3	1.6%	5	1.7%	6	3.2%
<b>Strongly Disagree</b>	6	2.1%	2	1.1%	5	1.7%	5	2.7%
<b>Region Average</b>	4.55		4.60		4.58		4.46	

## REGION 2C: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	180	64.1%	131	68.9%	182	63.2%	103	55.4%
Agree	68	24.2%	42	22.1%	74	25.7%	58	31.2%
Neutral	20	7.1%	13	6.8%	15	5.2%	14	7.5%
Disagree	5	1.8%	2	1.1%	7	2.4%	9	4.8%
Strongly Disagree	8	2.8%	2	1.1%	10	3.5%	2	1.1%
Region Average	4.45		4.57		4.43		4.35	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Getting answers to questions at the office.	10	20.8%	0	0.0%	8	17.8%	5	16.7%
Understanding the process at the office.	8	16.7%	6	30.0%	10	22.2%	9	30.0%
Scheduling an appointment for additional services on site.	5	10.4%	0	0.0%	2	4.4%	1	3.3%
I could not find the information on the website.	8	16.7%	2	10.0%	2	4.4%	1	3.3%
The steps I needed to take, as provided on the website, were not clear.	5	10.4%	4	20.0%	8	17.8%	5	16.7%
I had problems scheduling an appointment for the service on the website.	3	6.3%	1	5.0%	3	6.7%	0	0.0%
Website was not functioning.	0	0.0%	0	0.0%	2	4.4%	1	3.3%
Other.	9	18.8%	7	35.0%	10	22.2%	8	26.7%



## REGION 2C: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	196	69.5%	133	70.0%	194	67.1%	115	61.5%
<b>Agree</b>	53	18.8%	41	21.6%	63	21.8%	54	28.9%
<b>Neutral</b>	18	6.4%	7	3.7%	20	6.9%	7	3.7%
<b>Disagree</b>	8	2.8%	7	3.7%	7	2.4%	3	1.6%
<b>Strongly Disagree</b>	7	2.5%	2	1.1%	5	1.7%	8	4.3%
<b>Region Average</b>	4.50		4.56		4.50		4.42	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Staff were unprofessional.</b>	6	13.0%	3	15.0%	4	9.3%	5	19.2%
<b>Staff did not address my concerns.</b>	4	8.7%	1	5.0%	3	7.0%	2	7.7%
<b>Staff were not friendly.</b>	22	47.8%	7	35.0%	21	48.8%	9	34.6%
<b>Staff were unable to answer my questions.</b>	2	4.3%	2	10.0%	3	7.0%	1	3.8%
<b>Language barrier.</b>	1	2.2%	0	0.0%	3	7.0%	2	7.7%
<b>Other.</b>	11	23.9%	7	35.0%	9	20.9%	7	26.9%

## REGION 3: OVERVIEW

### How to read this report.

Participants in Region 3 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 63.4% of respondents rated their overall experience as Excellent, and 24.6% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.67, and the lowest-scoring item was “My wait time was reasonable” at 4.36. This is consistent with statewide trends.

## REGION 3: DEMOGRAPHIC PROFILE



**Gender  
I am:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Male</b>	105	49.3%	95	51.1%	119	43.4%	93	53.1%
<b>Female</b>	99	46.5%	89	47.8%	145	52.9%	77	44.0%
<b>Prefer Not to Answer</b>	9	4.2%	2	1.1%	10	3.6%	5	2.9%
<b># Responses</b>	213		186		274		175	



**Age**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>17 or younger</b>	11	5.1%	9	4.8%	10	3.7%	14	8.0%
<b>18-20</b>	9	4.2%	3	1.6%	14	5.1%	11	6.3%
<b>21-29</b>	23	10.7%	16	8.6%	28	10.3%	18	10.3%
<b>30-39</b>	36	16.8%	27	14.5%	44	16.1%	17	9.7%
<b>40-49</b>	23	10.7%	32	17.2%	41	15.0%	35	20.0%
<b>50-59</b>	40	18.7%	35	18.8%	46	16.8%	27	15.4%
<b>60-69</b>	37	17.3%	31	16.7%	47	17.2%	25	14.3%
<b>70 or older</b>	30	14.0%	29	15.6%	38	13.9%	26	14.9%
<b>Prefer not to answer</b>	5	2.3%	4	2.2%	5	1.8%	2	1.1%
<b># Responses</b>	214		186		273		175	

## REGION 3: DEMOGRAPHIC PROFILE



### Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	3	1.4%	1	0.5%	4	1.5%	2	1.1%
<b>Latino/Hispanic/Mex.-Am.</b>	117	54.7%	115	62.2%	166	60.8%	102	58.3%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	5	2.3%	7	3.8%	9	3.3%	7	4.0%
<b>Anglo-Am./White</b>	67	31.3%	50	27.0%	73	26.7%	48	27.4%
<b>Multiracial/Other</b>	3	1.4%	1	0.5%	3	1.1%	2	1.1%
<b>Prefer not to answer</b>	19	8.9%	11	5.9%	18	6.6%	14	8.0%
<b># Responses</b>	214		185		273		175	

## REGION 3: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	119	56.1%	93	50.8%	133	48.7%	90	52.3%
<b>Replace License/ID</b>	13	6.1%	12	6.6%	24	8.8%	14	8.1%
<b>Renew CDL</b>	5	2.4%	3	1.6%	17	6.2%	4	2.3%
<b>New TX Driver License</b>	26	12.3%	29	15.8%	40	14.7%	32	18.6%
<b>New CDL</b>	7	3.3%	2	1.1%	4	1.5%	2	1.2%
<b>New TX ID</b>	12	5.7%	12	6.6%	17	6.2%	13	7.6%
<b>New Driver Permit</b>	11	5.2%	12	6.6%	13	4.8%	8	4.7%
<b>Update License/ID Info</b>	12	5.7%	9	4.9%	13	4.8%	5	2.9%
<b>I Needed Assistance</b>	0	0.0%	2	1.1%	0	0.0%	0	0.0%
<b>Update License/ID Photo</b>	0	0.0%	0	0.0%	3	1.1%	0	0.0%
<b>Other</b>	7	3.3%	9	4.9%	9	3.3%	4	2.3%






### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	74	34.4%	81	43.5%	110	40.1%	55	31.6%
<b>10</b>	60	27.9%	44	23.7%	48	17.5%	28	16.1%
<b>15</b>	31	14.4%	33	17.7%	57	20.8%	40	23.0%
<b>30</b>	29	13.5%	19	10.2%	41	15.0%	28	16.1%
<b>45</b>	8	3.7%	4	2.2%	9	3.3%	8	4.6%
<b>60</b>	4	1.9%	2	1.1%	3	1.1%	3	1.7%
<b>Longer than 60</b>	9	4.2%	3	1.6%	6	2.2%	12	6.9%

## REGION 3: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
	Excellent	148	69.2%	134	72.0%	170	74.2%	111	63.4%
	Good	48	22.4%	33	17.7%	35	15.3%	43	24.6%
	Fair	8	3.7%	9	4.8%	11	4.8%	10	5.7%
	Poor	7	3.3%	4	2.2%	4	1.7%	5	2.9%
	Very Poor	3	1.4%	6	3.2%	9	3.9%	6	3.4%
Region Average		4.55		4.53		4.54		4.42	



I trust the Texas Driver License Division to do a good job.

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree		141	66.2%	128	69.6%	202	73.7%	113	64.9%
Agree		55	25.8%	40	21.7%	52	19.0%	46	26.4%
Neutral		12	5.6%	5	2.7%	12	4.4%	8	4.6%
Disagree		3	1.4%	6	3.3%	2	0.7%	4	2.3%
Strongly Disagree		2	0.9%	5	2.7%	6	2.2%	3	1.7%
Region Average		4.55		4.52		4.61		4.51	

## REGION 3: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	134	62.6%	125	67.6%	192	70.1%	105	60.7%
<b>Agree</b>	51	23.8%	49	26.5%	52	19.0%	44	25.4%
<b>Neutral</b>	18	8.4%	8	4.3%	18	6.6%	12	6.9%
<b>Disagree</b>	3	1.4%	1	0.5%	3	1.1%	5	2.9%
<b>Strongly Disagree</b>	8	3.7%	2	1.1%	9	3.3%	7	4.0%
<b>Region Average</b>	4.40		4.59		4.51		4.36	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	161	74.9%	139	75.1%	210	77.2%	133	76.9%
<b>Agree</b>	45	20.9%	36	19.5%	49	18.0%	29	16.8%
<b>Neutral</b>	4	1.9%	6	3.2%	5	1.8%	7	4.0%
<b>Disagree</b>	4	1.9%	1	0.5%	0	0.0%	2	1.2%
<b>Strongly Disagree</b>	1	0.5%	3	1.6%	8	2.9%	2	1.2%
<b>Region Average</b>	4.68		4.66		4.67		4.67	

## REGION 3: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	159	74.0%	137	74.5%	211	77.6%	125	72.3%
<b>Agree</b>	40	18.6%	36	19.6%	43	15.8%	36	20.8%
<b>Neutral</b>	15	7.0%	6	3.3%	7	2.6%	6	3.5%
<b>Disagree</b>	1	0.5%	0	0.0%	3	1.1%	1	0.6%
<b>Strongly Disagree</b>	0	0.0%	5	2.7%	8	2.9%	5	2.9%
<b>Region Average</b>	4.66		4.63		4.64		4.59	





## REGION 3: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	133	62.1%	124	67.0%	192	70.8%	106	61.3%
Agree	65	30.4%	48	25.9%	54	19.9%	47	27.2%
Neutral	10	4.7%	10	5.4%	15	5.5%	10	5.8%
Disagree	4	1.9%	0	0.0%	3	1.1%	1	0.6%
Strongly Disagree	2	0.9%	3	1.6%	7	2.6%	9	5.2%
Region Average	4.51		4.57		4.55		4.39	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Getting answers to questions at the office.	5	19.2%	3	12.0%	5	10.9%	5	13.9%
Understanding the process at the office.	6	23.1%	5	20.0%	9	19.6%	8	22.2%
Scheduling an appointment for additional services on site.	2	7.7%	3	12.0%	4	8.7%	3	8.3%
I could not find the information on the website.	2	7.7%	2	8.0%	6	13.0%	5	13.9%
The steps I needed to take, as provided on the website, were not clear.	2	7.7%	3	12.0%	5	10.9%	3	8.3%
I had problems scheduling an appointment for the service on the website.	1	3.8%	4	16.0%	3	6.5%	6	16.7%
Website was not functioning.	0	0.0%	2	8.0%	2	4.3%	1	2.8%
Other.	8	30.8%	3	12.0%	12	26.1%	5	13.9%

## REGION 3: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Strongly Agree</b>	155	72.1%	142	76.8%	208	75.9%	122	70.5%
<b>Agree</b>	38	17.7%	29	15.7%	42	15.3%	38	22.0%
<b>Neutral</b>	12	5.6%	6	3.2%	10	3.6%	2	1.2%
<b>Disagree</b>	6	2.8%	3	1.6%	7	2.6%	4	2.3%
<b>Strongly Disagree</b>	4	1.9%	5	2.7%	7	2.6%	7	4.0%
<b>Region Average</b>	4.55		4.62		4.59		4.53	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Staff were unprofessional.</b>	5	17.2%	7	31.8%	6	16.2%	6	28.6%
<b>Staff did not address my concerns.</b>	3	10.3%	1	4.5%	4	10.8%	3	14.3%
<b>Staff were not friendly.</b>	10	34.5%	9	40.9%	15	40.5%	7	33.3%
<b>Staff were unable to answer my questions.</b>	0	0.0%	1	4.5%	1	2.7%	2	9.5%
<b>Language barrier.</b>	0	0.0%	0	0.0%	3	8.1%	0	0.0%
<b>Other.</b>	11	37.9%	4	18.2%	8	21.6%	3	14.3%

## REGION 4: OVERVIEW

### How to read this report.

Participants in Region 4 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 76.9% of respondents rated their overall experience as Excellent, and 14.7% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.75, and the lowest-scoring item “My wait time was reasonable” 4.43. This is consistent with statewide trends.

## REGION 4: DEMOGRAPHIC PROFILE



Gender  
I am:

Sep22 - Nov22      Dec22 - Feb23      Mar23 - May23      Jun23 - Aug23

<b>Male</b>	102	44.7%	109	50.9%	138	46.5%	80	51.9%
<b>Female</b>	123	53.9%	98	45.8%	147	49.5%	70	45.5%
<b>Prefer Not to Answer</b>	3	1.3%	7	3.3%	12	4.0%	4	2.6%
<b># Responses</b>	228		214		297		154	



Age

Sep22 - Nov22      Dec22 - Feb23      Mar23 - May23      Jun23 - Aug23

<b>17 or younger</b>	17	7.5%	14	6.5%	17	5.7%	16	10.3%
<b>18-20</b>	10	4.4%	4	1.9%	11	3.7%	5	3.2%
<b>21-29</b>	23	10.1%	10	4.7%	18	6.1%	11	7.1%
<b>30-39</b>	34	14.9%	25	11.7%	49	16.5%	18	11.6%
<b>40-49</b>	54	23.7%	43	20.1%	47	15.8%	28	18.1%
<b>50-59</b>	36	15.8%	45	21.0%	64	21.5%	22	14.2%
<b>60-69</b>	31	13.6%	38	17.8%	52	17.5%	28	18.1%
<b>70 or older</b>	21	9.2%	33	15.4%	27	9.1%	25	16.1%
<b>Prefer not to answer</b>	2	0.9%	2	0.9%	12	4.0%	2	1.3%
<b># Responses</b>	228		214		297		155	

## REGION 4: DEMOGRAPHIC PROFILE



### Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	10	4.4%	6	2.8%	11	3.7%	4	2.6%
<b>Latino/Hispanic/Mex.-Am.</b>	104	45.8%	91	42.5%	130	43.9%	65	42.5%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	9	4.0%	9	4.2%	11	3.7%	8	5.2%
<b>Anglo-Am./White</b>	83	36.6%	91	42.5%	110	37.2%	63	41.2%
<b>Multiracial/Other</b>	9	4.0%	4	1.9%	9	3.0%	3	2.0%
<b>Prefer not to answer</b>	12	5.3%	13	6.1%	25	8.4%	10	6.5%
<b># Responses</b>	227		214		296		153	

## REGION 4: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	94	41.0%	99	46.7%	130	44.2%	53	35.1%
<b>Replace License/ID</b>	12	5.2%	13	6.1%	26	8.8%	8	5.3%
<b>Renew CDL</b>	7	3.1%	11	5.2%	18	6.1%	5	3.3%
<b>New TX Driver License</b>	58	25.3%	37	17.5%	62	21.1%	45	29.8%
<b>New CDL</b>	6	2.6%	8	3.8%	3	1.0%	4	2.6%
<b>New TX ID</b>	6	2.6%	5	2.4%	10	3.4%	6	4.0%
<b>New Driver Permit</b>	18	7.9%	13	6.1%	18	6.1%	7	4.6%
<b>Update License/ID Info</b>	13	5.7%	17	8.0%	14	4.8%	11	7.3%
<b>I Needed Assistance</b>	1	0.4%	3	1.4%	0	0.0%	1	0.7%
<b>Update License/ID Photo</b>	3	1.3%	2	0.9%	2	0.7%	2	1.3%
<b>Other</b>	11	4.8%	4	1.9%	11	3.7%	9	6.0%






### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	118	51.5%	105	49.3%	145	48.7%	60	38.7%
<b>10</b>	42	18.3%	35	16.4%	50	16.8%	25	16.1%
<b>15</b>	26	11.4%	30	14.1%	45	15.1%	27	17.4%
<b>30</b>	20	8.7%	24	11.3%	34	11.4%	21	13.5%
<b>45</b>	10	4.4%	10	4.7%	10	3.4%	13	8.4%
<b>60</b>	8	3.5%	4	1.9%	3	1.0%	2	1.3%
<b>Longer than 60</b>	5	2.2%	5	2.3%	11	3.7%	7	4.5%

## REGION 4: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
	Excellent	159	69.7%	151	70.9%	174	76.0%	120	76.9%
	Good	53	23.2%	37	17.4%	40	17.5%	23	14.7%
	Fair	11	4.8%	13	6.1%	6	2.6%	8	5.1%
	Poor	2	0.9%	6	2.8%	5	2.2%	2	1.3%
	Very Poor	3	1.3%	6	2.8%	4	1.7%	3	1.9%
Region Average		4.56		4.51		4.64		4.63	



I trust the Texas Driver License Division to do a good job.

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree		154	67.2%	133	62.4%	205	69.7%	113	73.9%
Agree		53	23.1%	53	24.9%	65	22.1%	27	17.6%
Neutral		16	7.0%	18	8.5%	20	6.8%	10	6.5%
Disagree		2	0.9%	6	2.8%	2	0.7%	1	0.7%
Strongly Disagree		4	1.7%	3	1.4%	2	0.7%	2	1.3%
Region Average		4.53		4.44		4.60		4.62	

## REGION 4: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	148	64.9%	142	67.0%	212	71.6%	102	66.7%
<b>Agree</b>	51	22.4%	44	20.8%	56	18.9%	31	20.3%
<b>Neutral</b>	18	7.9%	14	6.6%	14	4.7%	10	6.5%
<b>Disagree</b>	10	4.4%	6	2.8%	8	2.7%	4	2.6%
<b>Strongly Disagree</b>	1	0.4%	6	2.8%	6	2.0%	6	3.9%
<b>Region Average</b>	4.47		4.46		4.55		4.43	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	172	75.1%	158	74.2%	238	81.0%	130	83.9%
<b>Agree</b>	46	20.1%	42	19.7%	48	16.3%	19	12.3%
<b>Neutral</b>	7	3.1%	6	2.8%	5	1.7%	2	1.3%
<b>Disagree</b>	2	0.9%	2	0.9%	1	0.3%	1	0.6%
<b>Strongly Disagree</b>	2	0.9%	5	2.3%	2	0.7%	3	1.9%
<b>Region Average</b>	4.68		4.62		4.77		4.75	



## REGION 4: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	174	76.0%	159	75.0%	238	80.1%	124	80.5%
<b>Agree</b>	39	17.0%	32	15.1%	44	14.8%	24	15.6%
<b>Neutral</b>	12	5.2%	13	6.1%	8	2.7%	1	0.6%
<b>Disagree</b>	3	1.3%	4	1.9%	4	1.3%	2	1.3%
<b>Strongly Disagree</b>	1	0.4%	4	1.9%	3	1.0%	3	1.9%
<b>Region Average</b>	4.67		4.59		4.72		4.71	

## REGION 4: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	151	65.9%	133	62.4%	219	73.7%	113	73.9%
<b>Agree</b>	63	27.5%	56	26.3%	57	19.2%	28	18.3%
<b>Neutral</b>	6	2.6%	11	5.2%	10	3.4%	6	3.9%
<b>Disagree</b>	6	2.6%	11	5.2%	8	2.7%	5	3.3%
<b>Strongly Disagree</b>	3	1.3%	2	0.9%	3	1.0%	1	0.7%
<b>Region Average</b>	4.54		4.44		4.62		4.61	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Getting answers to questions at the office.</b>	1	5.9%	7	17.9%	3	10.7%	4	16.7%
<b>Understanding the process at the office.</b>	3	17.6%	9	23.1%	6	21.4%	5	20.8%
<b>Scheduling an appointment for additional services on site.</b>	2	11.8%	2	5.1%	2	7.1%	4	16.7%
<b>I could not find the information on the website.</b>	2	11.8%	4	10.3%	2	7.1%	2	8.3%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	1	5.9%	6	15.4%	2	7.1%	3	12.5%
<b>I had problems scheduling an appointment for the service on the website.</b>	2	11.8%	1	2.6%	4	14.3%	2	8.3%
<b>Website was not functioning.</b>	1	5.9%	1	2.6%	2	7.1%	0	0.0%
<b>Other.</b>	5	29.4%	9	23.1%	7	25.0%	4	16.7%

## REGION 4: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	166	72.5%	156	73.2%	238	79.9%	118	76.6%
<b>Agree</b>	48	21.0%	35	16.4%	43	14.4%	26	16.9%
<b>Neutral</b>	11	4.8%	12	5.6%	9	3.0%	5	3.2%
<b>Disagree</b>	2	0.9%	5	2.3%	5	1.7%	4	2.6%
<b>Strongly Disagree</b>	2	0.9%	5	2.3%	3	1.0%	1	0.6%
<b>Region Average</b>	4.63		4.56		4.70		4.66	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Staff were unprofessional.</b>	4	22.2%	3	9.7%	2	10.0%	3	17.6%
<b>Staff did not address my concerns.</b>	0	0.0%	6	19.4%	3	15.0%	3	17.6%
<b>Staff were not friendly.</b>	8	44.4%	11	35.5%	12	60.0%	6	35.3%
<b>Staff were unable to answer my questions.</b>	0	0.0%	4	12.9%	1	5.0%	2	11.8%
<b>Language barrier.</b>	1	5.6%	0	0.0%	0	0.0%	0	0.0%
<b>Other.</b>	5	27.8%	7	22.6%	2	10.0%	3	17.6%

## REGION 5: OVERVIEW

### How to read this report.

Participants in Region 5 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 71.9% of respondents rated their overall experience as Excellent, and 15.6% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.68, and the lowest-scoring item was “I trust the Texas Drivers License Division to do a good job.” at 4.45. This is inconsistent with statewide trends. Usually “My wait time was reasonable.” is the lowest scoring item.

# REGION 5: DEMOGRAPHIC PROFILE



Gender  
I am:

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Male</b>	122	48.2%	120	51.1%	176	49.6%	87	45.5%
<b>Female</b>	125	49.4%	110	46.8%	165	46.5%	98	51.3%
<b>Prefer Not to Answer</b>	6	2.4%	5	2.1%	14	3.9%	6	3.1%
<b># Responses</b>	253		235		355		191	



Age

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>17 or younger</b>	14	5.5%	10	4.2%	21	5.9%	13	6.8%
<b>18-20</b>	10	3.9%	6	2.5%	8	2.3%	6	3.1%
<b>21-29</b>	15	5.9%	17	7.2%	24	6.8%	6	3.1%
<b>30-39</b>	25	9.8%	23	9.7%	37	10.4%	20	10.4%
<b>40-49</b>	43	16.9%	35	14.8%	60	16.9%	25	13.0%
<b>50-59</b>	52	20.5%	49	20.8%	49	13.8%	34	17.7%
<b>60-69</b>	56	22.0%	43	18.2%	77	21.7%	43	22.4%
<b>70 or older</b>	34	13.4%	48	20.3%	69	19.4%	40	20.8%
<b>Prefer not to answer</b>	5	2.0%	5	2.1%	10	2.8%	5	2.6%
<b># Responses</b>	254		236		355		192	

## REGION 5: DEMOGRAPHIC PROFILE



### Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	6	2.4%	6	2.6%	8	2.3%	7	3.7%
<b>Latino/Hispanic/Mex.-Am.</b>	46	18.3%	33	14.0%	59	16.7%	25	13.1%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	5	2.0%	2	0.9%	11	3.1%	5	2.6%
<b>Anglo-Am./White</b>	165	65.5%	171	72.8%	238	67.4%	143	74.9%
<b>Multiracial/Other</b>	3	1.2%	4	1.7%	2	0.6%	0	0.0%
<b>Prefer not to answer</b>	27	10.7%	19	8.1%	35	9.9%	11	5.8%
<b># Responses</b>	252		235		355		191	

## REGION 5: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	134	53.6%	120	51.1%	179	51.3%	91	48.1%
<b>Replace License/ID</b>	7	2.8%	9	3.8%	18	5.2%	12	6.3%
<b>Renew CDL</b>	7	2.8%	10	4.3%	15	4.3%	8	4.2%
<b>New TX Driver License</b>	41	16.4%	42	17.9%	60	17.2%	32	16.9%
<b>New CDL</b>	3	1.2%	5	2.1%	8	2.3%	1	0.5%
<b>New TX ID</b>	5	2.0%	6	2.6%	12	3.4%	10	5.3%
<b>New Driver Permit</b>	17	6.8%	13	5.5%	19	5.4%	10	5.3%
<b>Update License/ID Info</b>	20	8.0%	15	6.4%	21	6.0%	13	6.9%
<b>I Needed Assistance</b>	1	0.4%	2	0.9%	1	0.3%	0	0.0%
<b>Update License/ID Photo</b>	5	2.0%	1	0.4%	4	1.1%	4	2.1%
<b>Other</b>	10	4.0%	12	5.1%	12	3.4%	8	4.2%






### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	143	56.3%	143	60.9%	207	58.5%	99	51.8%
<b>10</b>	55	21.7%	38	16.2%	69	19.5%	41	21.5%
<b>15</b>	29	11.4%	29	12.3%	44	12.4%	29	15.2%
<b>30</b>	20	7.9%	17	7.2%	22	6.2%	13	6.8%
<b>45</b>	0	0.0%	2	0.9%	6	1.7%	8	4.2%
<b>60</b>	2	0.8%	2	0.9%	1	0.3%	0	0.0%
<b>Longer than 60</b>	5	2.0%	4	1.7%	5	1.4%	1	0.5%

## REGION 5: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23 - Aug23
	Excellent	153 67.1%	171 75.3%	172 75.1%	138 71.9%
	Good	53 23.2%	39 17.2%	39 17.0%	30 15.6%
	Fair	7 3.1%	9 4.0%	10 4.4%	13 6.8%
	Poor	6 2.6%	4 1.8%	2 0.9%	6 3.1%
	Very Poor	9 3.9%	4 1.8%	6 2.6%	5 2.6%
	Region Average	4.47	4.63	4.61	4.51



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23 - Aug23
Strongly Agree	173 68.1%	175 74.5%	254 72.0%	124 66.0%
Agree	55 21.7%	42 17.9%	70 19.8%	42 22.3%
Neutral	16 6.3%	12 5.1%	20 5.7%	12 6.4%
Disagree	2 0.8%	4 1.7%	2 0.6%	3 1.6%
Strongly Disagree	8 3.1%	2 0.9%	7 2.0%	7 3.7%
Region Average	4.51	4.63	4.59	4.45



## REGION 5: ITEM ANALYSIS



**My wait time was reasonable.**

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Strongly Agree</b>	182	72.2%	179	76.2%	269	76.4%	133	70.0%
<b>Agree</b>	47	18.7%	39	16.6%	57	16.2%	38	20.0%
<b>Neutral</b>	12	4.8%	10	4.3%	19	5.4%	9	4.7%
<b>Disagree</b>	9	3.6%	6	2.6%	3	0.9%	8	4.2%
<b>Strongly Disagree</b>	2	0.8%	1	0.4%	4	1.1%	2	1.1%
<b>Region Average</b>	4.58		4.66		4.66		4.54	



**I received what I needed from my visit.**

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Strongly Agree</b>	196	77.2%	191	81.6%	285	80.3%	150	79.4%
<b>Agree</b>	48	18.9%	31	13.2%	52	14.6%	29	15.3%
<b>Neutral</b>	3	1.2%	7	3.0%	11	3.1%	3	1.6%
<b>Disagree</b>	1	0.4%	1	0.4%	5	1.4%	2	1.1%
<b>Strongly Disagree</b>	6	2.4%	4	1.7%	2	0.6%	5	2.6%
<b>Region Average</b>	4.68		4.73		4.73		4.68	

## REGION 5: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	193	76.0%	190	80.9%	284	80.7%	146	76.8%
<b>Agree</b>	46	18.1%	34	14.5%	51	14.5%	30	15.8%
<b>Neutral</b>	7	2.8%	6	2.6%	10	2.8%	8	4.2%
<b>Disagree</b>	3	1.2%	1	0.4%	4	1.1%	4	2.1%
<b>Strongly Disagree</b>	5	2.0%	4	1.7%	3	0.9%	2	1.1%
<b>Region Average</b>	4.65		4.72		4.73		4.65	



## REGION 5: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	170	66.9%	175	74.8%	260	73.4%	136	71.6%
<b>Agree</b>	63	24.8%	44	18.8%	66	18.6%	30	15.8%
<b>Neutral</b>	8	3.1%	8	3.4%	14	4.0%	9	4.7%
<b>Disagree</b>	5	2.0%	3	1.3%	7	2.0%	10	5.3%
<b>Strongly Disagree</b>	8	3.1%	4	1.7%	7	2.0%	5	2.6%
<b>Region Average</b>	4.50		4.64		4.60		4.48	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Getting answers to questions at the office.</b>	4	16.0%	2	9.1%	8	17.0%	2	5.7%
<b>Understanding the process at the office.</b>	7	28.0%	4	18.2%	10	21.3%	5	14.3%
<b>Scheduling an appointment for additional services on site.</b>	0	0.0%	2	9.1%	4	8.5%	2	5.7%
<b>I could not find the information on the website.</b>	1	4.0%	2	9.1%	3	6.4%	4	11.4%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	1	4.0%	2	9.1%	8	17.0%	4	11.4%
<b>I had problems scheduling an appointment for the service on the website.</b>	2	8.0%	5	22.7%	7	14.9%	6	17.1%
<b>Website was not functioning.</b>	0	0.0%	2	9.1%	1	2.1%	0	0.0%
<b>Other.</b>	10	40.0%	3	13.6%	6	12.8%	12	34.3%

## REGION 5: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	186	73.2%	189	80.4%	279	78.6%	144	75.8%
<b>Agree</b>	50	19.7%	31	13.2%	53	14.9%	27	14.2%
<b>Neutral</b>	5	2.0%	8	3.4%	9	2.5%	10	5.3%
<b>Disagree</b>	5	2.0%	3	1.3%	8	2.3%	4	2.1%
<b>Strongly Disagree</b>	8	3.1%	4	1.7%	6	1.7%	5	2.6%
<b>Region Average</b>	4.58		4.69		4.66		4.58	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Staff were unprofessional.</b>	4	12.9%	2	10.0%	7	24.1%	4	18.2%
<b>Staff did not address my concerns.</b>	2	6.5%	1	5.0%	3	10.3%	3	13.6%
<b>Staff were not friendly.</b>	10	32.3%	7	35.0%	14	48.3%	3	13.6%
<b>Staff were unable to answer my questions.</b>	2	6.5%	2	10.0%	2	6.9%	1	4.5%
<b>Language barrier.</b>	0	0.0%	1	5.0%	0	0.0%	0	0.0%
<b>Other.</b>	13	41.9%	7	35.0%	3	10.3%	11	50.0%

## REGION 6A: OVERVIEW

### How to read this report.

Participants in Region 6A were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).

### Key Findings



- ◇ 63.8% of respondents rated their overall experience as Excellent, and 21.0% of respondents rated it as Good.
- ◇ The highest-rated item was “I was treated fairly,” at 4.64. and the lowest-scoring item was “My wait time was reasonable” at 4.10. This is consistent with statewide trends.

## REGION 6A: DEMOGRAPHIC PROFILE



Sep22 - Nov22      Dec22 - Feb23      Mar23 - May23      Jun23 - Aug23

<b>Male</b>	145	43.3%	125	48.6%	185	46.7%	106	46.1%
<b>Female</b>	177	52.8%	124	48.2%	194	49.0%	116	50.4%
<b>Prefer Not to Answer</b>	13	3.9%	8	3.1%	17	4.3%	8	3.5%
<b># Responses</b>	335		257		396		230	



Sep22 - Nov22      Dec22 - Feb23      Mar23 - May23      Jun23 - Aug23

<b>17 or younger</b>	19	5.7%	5	1.9%	22	5.5%	10	4.3%
<b>18-20</b>	7	2.1%	3	1.2%	4	1.0%	7	3.0%
<b>21-29</b>	25	7.5%	10	3.9%	26	6.5%	8	3.5%
<b>30-39</b>	29	8.7%	24	9.3%	50	12.6%	23	10.0%
<b>40-49</b>	54	16.2%	36	14.0%	51	12.8%	34	14.7%
<b>50-59</b>	46	13.8%	47	18.2%	57	14.4%	47	20.3%
<b>60-69</b>	66	19.8%	47	18.2%	84	21.2%	40	17.3%
<b>70 or older</b>	74	22.2%	76	29.5%	93	23.4%	56	24.2%
<b>Prefer not to answer</b>	14	4.2%	10	3.9%	10	2.5%	6	2.6%
<b># Responses</b>	334		258	397			231	

# REGION 6A: DEMOGRAPHIC PROFILE



## Ethnicity

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>African-Am./Black</b>	10	3.0%	11	4.3%	19	4.8%	9	3.9%
<b>Latino/Hispanic/Mex.-Am.</b>	82	24.5%	49	19.1%	102	25.7%	61	26.4%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	14	4.2%	10	3.9%	8	2.0%	6	2.6%
<b>Anglo-Am./White</b>	184	54.9%	151	59.0%	216	54.4%	126	54.5%
<b>Multiracial/Other</b>	9	2.7%	3	1.2%	5	1.3%	7	3.0%
<b>Prefer not to answer</b>	36	10.7%	32	12.5%	47	11.8%	22	9.5%
<b># Responses</b>	335		256		397		231	

## REGION 6A: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	172	51.5%	148	57.8%	203	51.8%	130	57.0%
<b>Replace License/ID</b>	26	7.8%	21	8.2%	39	9.9%	13	5.7%
<b>Renew CDL</b>	7	2.1%	12	4.7%	10	2.6%	4	1.8%
<b>New TX Driver License</b>	58	17.4%	38	14.8%	60	15.3%	29	12.7%
<b>New CDL</b>	3	0.9%	2	0.8%	2	0.5%	2	0.9%
<b>New TX ID</b>	16	4.8%	6	2.3%	15	3.8%	9	3.9%
<b>New Driver Permit</b>	19	5.7%	4	1.6%	22	5.6%	14	6.1%
<b>Update License/ID Info</b>	16	4.8%	15	5.9%	16	4.1%	14	6.1%
<b>I Needed Assistance</b>	0	0.0%	1	0.4%	0	0.0%	0	0.0%
<b>Update License/ID Photo</b>	1	0.3%	0	0.0%	5	1.3%	1	0.4%
<b>Other</b>	16	4.8%	9	3.5%	20	5.1%	12	5.3%

### Once you arrived at the office, about how long did you wait (minutes)?






	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	96	28.7%	79	30.6%	109	27.4%	50	21.6%
<b>10</b>	61	18.2%	52	20.2%	78	19.6%	46	19.9%
<b>15</b>	73	21.8%	38	14.7%	67	16.8%	39	16.9%
<b>30</b>	50	14.9%	48	18.6%	80	20.1%	46	19.9%
<b>45</b>	21	6.3%	18	7.0%	28	7.0%	15	6.5%
<b>60</b>	11	3.3%	5	1.9%	13	3.3%	6	2.6%
<b>Longer than 60</b>	23	6.9%	18	7.0%	23	5.8%	29	12.6%



## REGION 6A: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
	Excellent	152	66.4%	151	65.9%	152	66.1%	146	63.8%
	Good	49	21.4%	46	20.1%	47	20.4%	48	21.0%
	Fair	14	6.1%	21	9.2%	18	7.8%	18	7.9%
	Poor	7	3.1%	7	3.1%	4	1.7%	7	3.1%
	Very Poor	7	3.1%	4	1.7%	9	3.9%	10	4.4%
	Region Average	4.45		4.45		4.43		4.37	



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	219	65.6%	154	60.9%	249	63.2%	139	60.2%
Agree	72	21.6%	66	26.1%	95	24.1%	65	28.1%
Neutral	30	9.0%	20	7.9%	39	9.9%	14	6.1%
Disagree	6	1.8%	12	4.7%	4	1.0%	5	2.2%
Strongly Disagree	7	2.1%	1	0.4%	7	1.8%	8	3.5%
Region Average	4.67		4.42		4.46		4.39	

## REGION 6A: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	196	58.7%	146	57.0%	236	59.4%	126	55.3%
<b>Agree</b>	79	23.7%	66	25.8%	85	21.4%	50	21.9%
<b>Neutral</b>	26	7.8%	24	9.4%	39	9.8%	20	8.8%
<b>Disagree</b>	16	4.8%	11	4.3%	23	5.8%	13	5.7%
<b>Strongly Disagree</b>	17	5.1%	9	3.5%	14	3.5%	19	8.3%
<b>Region Average</b>	4.26		4.29		4.27		4.10	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	244	73.3%	192	75.0%	299	75.7%	168	72.7%
<b>Agree</b>	74	22.2%	57	22.3%	77	19.5%	47	20.3%
<b>Neutral</b>	2	0.6%	2	0.8%	10	2.5%	9	3.9%
<b>Disagree</b>	5	1.5%	4	1.6%	4	1.0%	2	0.9%
<b>Strongly Disagree</b>	8	2.4%	1	0.4%	5	1.3%	5	2.2%
<b>Region Average</b>	4.62		4.70		4.67		4.60	

## REGION 6A: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	254	75.8%	188	72.9%	300	75.6%	168	73.0%
<b>Agree</b>	56	16.7%	59	22.9%	67	16.9%	48	20.9%
<b>Neutral</b>	17	5.1%	10	3.9%	14	3.5%	10	4.3%
<b>Disagree</b>	3	0.9%	0	0.0%	8	2.0%	1	0.4%
<b>Strongly Disagree</b>	5	1.5%	1	0.4%	8	2.0%	3	1.3%
<b>Region Average</b>	4.64		4.68		4.62		4.64	

## REGION 6A: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	197	59.2%	159	61.6%	248	62.8%	142	61.5%
Agree	89	26.7%	70	27.1%	95	24.1%	58	25.1%
Neutral	22	6.6%	13	5.0%	23	5.8%	16	6.9%
Disagree	12	3.6%	10	3.9%	18	4.6%	6	2.6%
Strongly Disagree	13	3.9%	6	2.3%	11	2.8%	9	3.9%
Region Average	4.34		4.42		4.39		4.38	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Getting answers to questions at the office.	5	6.7%	6	15.0%	9	10.8%	5	8.8%
Understanding the process at the office.	15	20.0%	16	40.0%	20	24.1%	9	15.8%
Scheduling an appointment for additional services on site.	8	10.7%	1	2.5%	8	9.6%	8	14.0%
I could not find the information on the website.	9	12.0%	3	7.5%	7	8.4%	5	8.8%
The steps I needed to take, as provided on the website, were not clear.	10	13.3%	5	12.5%	12	14.5%	8	14.0%
I had problems scheduling an appointment for the service on the website.	11	14.7%	4	10.0%	10	12.0%	10	17.5%
Website was not functioning.	4	5.3%	0	0.0%	2	2.4%	4	7.0%
Other.	13	17.3%	5	12.5%	15	18.1%	8	14.0%

## REGION 6A: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	241	72.2%	183	70.9%	292	73.6%	163	71.5%
<b>Agree</b>	62	18.6%	52	20.2%	71	17.9%	46	20.2%
<b>Neutral</b>	13	3.9%	14	5.4%	13	3.3%	10	4.4%
<b>Disagree</b>	11	3.3%	8	3.1%	10	2.5%	2	0.9%
<b>Strongly Disagree</b>	7	2.1%	1	0.4%	11	2.8%	7	3.1%
<b>Region Average</b>	4.55		4.58		4.57		4.56	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Staff were unprofessional.</b>	10	21.7%	4	13.8%	9	18.8%	3	12.5%
<b>Staff did not address my concerns.</b>	3	6.5%	2	6.9%	4	8.3%	1	4.2%
<b>Staff were not friendly.</b>	18	39.1%	13	44.8%	22	45.8%	10	41.7%
<b>Staff were unable to answer my questions.</b>	6	13.0%	3	10.3%	3	6.3%	2	8.3%
<b>Language barrier.</b>	0	0.0%	0	0.0%	0	0.0%	2	8.3%
<b>Other.</b>	9	19.6%	7	24.1%	10	20.8%	6	25.0%

## REGION 6B: OVERVIEW

### How to read this report.

Participants in Region 6B were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).



### Key Findings

- ◇ 61.3% of respondents rated their overall experience as Excellent, and 24.8% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit.” at 4.65, and the lowest-scoring item was “My wait time was reasonable” at 3.95. This is consistent with statewide trends.

# REGION 6B: DEMOGRAPHIC PROFILE



**Gender**  
I am:

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>Male</b>	149	47.0%	140	47.3%	201	47.3%	127	45.5%
<b>Female</b>	155	48.9%	141	47.6%	211	49.6%	140	50.2%
<b>Prefer Not to Answer</b>	13	4.1%	15	5.1%	13	3.1%	12	4.3%
<b># Responses</b>	317		296		425		279	



**Age**

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>17 or younger</b>	6	1.9%	9	3.0%	12	2.8%	20	7.2%
<b>18-20</b>	2	0.6%	7	2.4%	9	2.1%	3	1.1%
<b>21-29</b>	24	7.6%	14	4.7%	37	8.7%	19	6.8%
<b>30-39</b>	50	15.8%	38	12.8%	71	16.7%	37	13.3%
<b>40-49</b>	59	18.6%	49	16.6%	62	14.6%	51	18.3%
<b>50-59</b>	52	16.4%	53	17.9%	64	15.1%	43	15.4%
<b>60-69</b>	60	18.9%	54	18.2%	78	18.4%	41	14.7%
<b>70 or older</b>	59	18.6%	58	19.6%	79	18.6%	54	19.4%
<b>Prefer not to answer</b>	5	1.6%	14	4.7%	13	3.1%	11	3.9%
<b># Responses</b>	317		296		425		279	

## REGION 6B: DEMOGRAPHIC PROFILE



### Ethnicity

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>African-Am./Black</b>	17	5.3%	18	6.1%	31	7.4%	15	5.4%
<b>Latino/Hispanic/Mex.-Am.</b>	48	15.1%	34	11.5%	51	12.1%	45	16.1%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	19	6.0%	27	9.2%	29	6.9%	27	9.7%
<b>Anglo-Am./White</b>	189	59.4%	183	62.0%	238	56.7%	159	57.0%
<b>Multiracial/Other</b>	9	2.8%	6	2.0%	15	3.6%	7	2.5%
<b>Prefer not to answer</b>	36	11.3%	27	9.2%	56	13.3%	26	9.3%
<b># Responses</b>	318		295		420		279	



## REGION 6B: RESPONDENT PROFILE

### What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	156	49.8%	167	57.2%	214	51.1%	150	54.0%
<b>Replace License/ID</b>	13	4.2%	24	8.2%	19	4.5%	18	6.5%
<b>Renew CDL</b>	11	3.5%	4	1.4%	10	2.4%	7	2.5%
<b>New TX Driver License</b>	69	22.0%	51	17.5%	95	22.7%	48	17.3%
<b>New CDL</b>	7	2.2%	4	1.4%	10	2.4%	5	1.8%
<b>New TX ID</b>	7	2.2%	5	1.7%	15	3.6%	8	2.9%
<b>New Driver Permit</b>	19	6.1%	7	2.4%	23	5.5%	21	7.6%
<b>Update License/ID Info</b>	11	3.5%	16	5.5%	25	6.0%	8	2.9%
<b>I Needed Assistance</b>	0	0.0%	1	0.3%	0	0.0%	0	0.0%
<b>Update License/ID Photo</b>	5	1.6%	3	1.0%	0	0.0%	5	1.8%
<b>Other</b>	15	4.8%	10	3.4%	8	1.9%	8	2.9%






### Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	99	31.4%	90	30.6%	102	24.0%	52	18.6%
<b>10</b>	70	22.2%	61	20.7%	71	16.7%	61	21.9%
<b>15</b>	66	21.0%	64	21.8%	76	17.9%	44	15.8%
<b>30</b>	37	11.7%	45	15.3%	77	18.1%	47	16.8%
<b>45</b>	23	7.3%	20	6.8%	32	7.5%	30	10.8%
<b>60</b>	10	3.2%	3	1.0%	16	3.8%	16	5.7%
<b>Longer than 60</b>	10	3.2%	11	3.7%	51	12.0%	29	10.4%

## REGION 6B: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23		
		Excellent	173	66.5%	172	66.2%	137	60.1%	141	61.3%
		Good	52	20.0%	57	21.9%	49	21.5%	57	24.8%
		Fair	18	6.9%	19	7.3%	24	10.5%	15	6.5%
		Poor	12	4.6%	7	2.7%	11	4.8%	8	3.5%
		Very Poor	5	1.9%	5	1.9%	7	3.1%	9	3.9%
Region Average			4.45		4.48		4.31		4.36	



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	199	63.6%	186	63.5%	232	54.6%	163	58.6%
Agree	72	23.0%	77	26.3%	127	29.9%	68	24.5%
Neutral	26	8.3%	19	6.5%	40	9.4%	31	11.2%
Disagree	9	2.9%	6	2.0%	14	3.3%	7	2.5%
Strongly Disagree	7	2.2%	5	1.7%	12	2.8%	9	3.2%
Region Average	4.43		4.48		4.30		4.33	

## REGION 6B: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	195	61.5%	166	56.7%	222	52.2%	132	47.3%
<b>Agree</b>	77	24.3%	81	27.6%	89	20.9%	65	23.3%
<b>Neutral</b>	25	7.9%	22	7.5%	44	10.4%	34	12.2%
<b>Disagree</b>	9	2.8%	15	5.1%	37	8.7%	32	11.5%
<b>Strongly Disagree</b>	11	3.5%	9	3.1%	33	7.8%	16	5.7%
<b>Region Average</b>	4.38		4.30		4.01		3.95	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	235	74.6%	220	75.1%	302	71.4%	199	71.8%
<b>Agree</b>	63	20.0%	59	20.1%	95	22.5%	66	23.8%
<b>Neutral</b>	8	2.5%	8	2.7%	8	1.9%	6	2.2%
<b>Disagree</b>	3	1.0%	3	1.0%	10	2.4%	4	1.4%
<b>Strongly Disagree</b>	6	1.9%	3	1.0%	8	1.9%	2	0.7%
<b>Region Average</b>	4.64		4.67		4.59		4.65	

## REGION 6B: ITEM ANALYSIS



I was treated fairly.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	231	73.1%	212	71.9%	305	71.8%	196	71.0%
<b>Agree</b>	61	19.3%	58	19.7%	80	18.8%	57	20.7%
<b>Neutral</b>	12	3.8%	18	6.1%	24	5.6%	9	3.3%
<b>Disagree</b>	7	2.2%	3	1.0%	7	1.6%	5	1.8%
<b>Strongly Disagree</b>	5	1.6%	4	1.4%	9	2.1%	9	3.3%
<b>Region Average</b>	4.60		4.60		4.56		4.54	

## REGION 6B: ITEM ANALYSIS



The process to receive my service was easy.

Sep22 - Nov22    Dec22 - Feb23    Mar23 - May23    Jun23 - Aug23

Strongly Agree	194	61.2%	173	59.2%	248	58.6%	153	55.0%
Agree	83	26.2%	85	29.1%	98	23.2%	83	29.9%
Neutral	17	5.4%	16	5.5%	36	8.5%	21	7.6%
Disagree	12	3.8%	10	3.4%	23	5.4%	14	5.0%
Strongly Disagree	11	3.5%	8	2.7%	18	4.3%	7	2.5%
Region Average	4.38		4.39		4.26		4.30	



If respondent expressed dissatisfaction with the process, these reasons were selected:

Sep22 - Nov22    Dec22 - Feb23    Mar23 - May23    Jun23 - Aug23

Getting answers to questions at the office.	9	15.3%	6	14.6%	11	8.7%	9	13.4%
Understanding the process at the office.	9	15.3%	9	22.0%	23	18.3%	15	22.4%
Scheduling an appointment for additional services on site.	4	6.8%	3	7.3%	10	7.9%	4	6.0%
I could not find the information on the website.	3	5.1%	3	7.3%	15	11.9%	8	11.9%
The steps I needed to take, as provided on the website, were not clear.	6	10.2%	3	7.3%	18	14.3%	8	11.9%
I had problems scheduling an appointment for the service on the website.	13	22.0%	3	7.3%	21	16.7%	11	16.4%
Website was not functioning.	1	1.7%	4	9.8%	2	1.6%	0	0.0%
Other.	14	23.7%	10	24.4%	26	20.6%	12	17.9%

## REGION 6B: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

Sep22 - Nov22    Dec22 - Feb23    Mar23 - May23    Jun23 - Aug23

<b>Strongly Agree</b>	224	70.4%	206	69.8%	293	69.3%	191	68.5%
<b>Agree</b>	61	19.2%	64	21.7%	85	20.1%	61	21.9%
<b>Neutral</b>	22	6.9%	14	4.7%	23	5.4%	14	5.0%
<b>Disagree</b>	4	1.3%	6	2.0%	11	2.6%	4	1.4%
<b>Strongly Disagree</b>	7	2.2%	5	1.7%	11	2.6%	9	3.2%
<b>Region Average</b>	4.54		4.56		4.51		4.51	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

Sep22 - Nov22    Dec22 - Feb23    Mar23 - May23    Jun23 - Aug23

<b>Staff were unprofessional.</b>	6	13.6%	5	18.5%	12	19.0%	9	20.9%
<b>Staff did not address my concerns.</b>	4	9.1%	3	11.1%	6	9.5%	5	11.6%
<b>Staff were not friendly.</b>	13	29.5%	10	37.0%	26	41.3%	16	37.2%
<b>Staff were unable to answer my questions.</b>	6	13.6%	0	0.0%	6	9.5%	5	11.6%
<b>Language barrier.</b>	0	0.0%	2	7.4%	0	0.0%	0	0.0%
<b>Other.</b>	15	34.1%	7	25.9%	13	20.6%	8	18.6%

# REGION 101 Online: OVERVIEW

## How to read this report.

Participants in Region 101 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY2223 Period 1 (September – November), FY2223 Period 2 (December - February), FY2223 Period 3 (March – May), and FY2223 Period 4 (June – August).



## Key Findings

- ◇ 61.5% of respondents rated their overall experience as Excellent, and 18.5% of respondents rated it as Good.
- ◇ The highest-rated item was “I was treated fairly” at 4.56 and the lowest-scoring item was “The process to receive my service was easy” at 4.09.

# REGION 101 Online: DEMOGRAPHIC PROFILE



Sep22 - Nov22      Dec22 - Feb23      Mar23 - May23      Jun23 - Aug23

<b>Male</b>	39	42.4%	21	44.7%	30	46.2%	22	36.7%
<b>Female</b>	52	56.5%	24	51.1%	32	49.2%	34	56.7%
<b>Prefer Not to Answer</b>	1	1.1%	2	4.3%	3	4.6%	4	6.7%
<b># Responses</b>	92		47		65		60	



Sep22 - Nov22      Dec22 - Feb23      Mar23 - May23      Jun23 - Aug23

<b>17 or younger</b>	5	5.4%	1	2.1%	1	1.5%	0	0.0%
<b>18-20</b>	4	4.3%	0	0.0%	2	3.1%	1	1.6%
<b>21-29</b>	2	2.2%	1	2.1%	6	9.2%	0	0.0%
<b>30-39</b>	16	17.4%	8	17.0%	15	23.1%	9	14.8%
<b>40-49</b>	16	17.4%	9	19.1%	6	9.2%	12	19.7%
<b>50-59</b>	17	18.5%	8	17.0%	12	18.5%	11	18.0%
<b>60-69</b>	19	20.7%	11	23.4%	15	23.1%	19	31.1%
<b>70 or older</b>	13	14.1%	7	14.9%	7	10.8%	7	11.5%
<b>Prefer not to answer</b>	0	0.0%	2	4.3%	1	1.5%	2	3.3%
<b># Responses</b>	92		47		65		61	



# REGION 101 Online: DEMOGRAPHIC PROFILE



## Ethnicity

Sep22 - Nov22

Dec22 - Feb23

Mar23 - May23

Jun23 - Aug23

<b>African-Am./Black</b>	7	7.6%	6	13.0%	11	17.5%	5	8.2%
<b>Latino/Hispanic/Mex.-Am.</b>	14	15.2%	9	19.6%	14	22.2%	14	23.0%
<b>Asian-Am./Pac. Isl./Native-Am.</b>	6	6.5%	1	2.2%	2	3.2%	4	6.6%
<b>Anglo-Am./White</b>	56	60.9%	24	52.2%	30	47.6%	24	39.3%
<b>Multiracial/Other</b>	1	1.1%	0	0.0%	1	1.6%	6	9.8%
<b>Prefer not to answer</b>	8	8.7%	6	13.0%	5	7.9%	8	13.1%
<b># Responses</b>	92		46		63		61	

# REGION 101 Online: RESPONDENT PROFILE

## What service did you come in for?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Renew License/ID</b>	46	50.5%	19	35.8%	35	47.9%	32	52.5%
<b>Replace License/ID</b>	7	7.7%	7	13.2%	11	15.1%	6	9.8%
<b>Renew CDL</b>	2	2.2%	0	0.0%	2	2.7%	1	1.6%
<b>New TX Driver License</b>	9	9.9%	1	1.9%	1	1.4%	1	1.6%
<b>New CDL</b>	1	1.1%	0	0.0%	0	0.0%	0	0.0%
<b>New TX ID</b>	2	2.2%	0	0.0%	1	1.4%	0	0.0%
<b>New Driver Permit</b>	2	2.2%	1	1.9%	0	0.0%	3	4.9%
<b>Update License/ID Info</b>	11	12.1%	13	24.5%	12	16.4%	7	11.5%
<b>I Needed Assistance</b>	1	1.1%	0	0.0%	1	1.4%	1	1.6%
<b>Update License/ID Photo</b>	1	1.1%	2	3.8%	2	2.7%	0	0.0%
<b>Other</b>	9	9.9%	10	18.9%	8	11.0%	10	16.4%






## Once you arrived at the office, about how long did you wait (minutes)?

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>0-5</b>	45	54.9%	17	60.7%	28	63.6%	25	55.6%
<b>10</b>	17	20.7%	4	14.3%	7	15.9%	7	15.6%
<b>15</b>	9	11.0%	2	7.1%	3	6.8%	5	11.1%
<b>30</b>	6	7.3%	1	3.6%	2	4.5%	4	8.9%
<b>45</b>	2	2.4%	3	10.7%	1	2.3%	2	4.4%
<b>60</b>	0	0.0%	1	3.6%	1	2.3%	0	0.0%
<b>Longer than 60</b>	3	3.7%	0	0.0%	2	4.5%	2	4.4%

# REGION 101 Online: ITEM ANALYSIS



Overall, how was your experience?

		Sep22 - Nov22	Dec22 - Feb23	Mar23 - May23	Jun23 - Aug23					
		Excellent	77	82.8%	34	63.0%	54	73.0%	40	61.5%
		Good	7	7.5%	14	25.9%	12	16.2%	12	18.5%
		Fair	4	4.3%	3	5.6%	3	4.1%	7	10.8%
		Poor	1	1.1%	3	5.6%	3	4.1%	4	6.2%
		Very Poor	4	4.3%	0	0.0%	2	2.7%	2	3.1%
Region Average			4.63		4.46		4.53		4.29	



I trust the Texas Driver License Division to do a good job.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
Strongly Agree	62	74.7%	16	41.0%	31	63.3%	24	49.0%
Agree	15	18.1%	17	43.6%	10	20.4%	15	30.6%
Neutral	4	4.8%	4	10.3%	4	8.2%	8	16.3%
Disagree	1	1.2%	2	5.1%	1	2.0%	2	4.1%
Strongly Disagree	1	1.2%	0	0.0%	3	6.1%	0	0.0%
Region Average	4.64		4.20		4.33		4.24	

# REGION 101 Online: ITEM ANALYSIS



**My wait time was reasonable.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	57	75.0%	7	35.0%	18	52.9%	18	54.5%
<b>Agree</b>	14	18.4%	7	35.0%	7	20.6%	8	24.2%
<b>Neutral</b>	2	2.6%	5	25.0%	5	14.7%	5	15.2%
<b>Disagree</b>	3	3.9%	1	5.0%	3	8.8%	0	0.0%
<b>Strongly Disagree</b>	0	0.0%	0	0.0%	1	2.9%	2	6.1%
<b>Region Average</b>	4.64				4.12		4.21	



**I received what I needed from my visit.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	64	81.0%	9	45.0%	23	60.5%	22	56.4%
<b>Agree</b>	13	16.5%	9	45.0%	11	28.9%	12	30.8%
<b>Neutral</b>	2	2.5%	1	5.0%	1	2.6%	2	5.1%
<b>Disagree</b>	0	0.0%	1	5.0%	1	2.6%	2	5.1%
<b>Strongly Disagree</b>	0	0.0%	0	0.0%	2	5.3%	1	2.6%
<b>Region Average</b>	4.78		4.30		4.37		4.33	

# REGION 101 Online: ITEM ANALYSIS



**I was treated fairly.**

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	62	80.5%	8	42.1%	22	62.9%	22	64.7%
<b>Agree</b>	10	13.0%	8	42.1%	7	20.0%	10	29.4%
<b>Neutral</b>	3	3.9%	2	10.5%	3	8.6%	1	2.9%
<b>Disagree</b>	0	0.0%	1	5.3%	2	5.7%	1	2.9%
<b>Strongly Disagree</b>	2	2.6%	0	0.0%	1	2.9%	0	0.0%
<b>Region Average</b>	4.69		4.20		4.34		4.56	

# REGION 101 Online: ITEM ANALYSIS



The process to receive my service was easy.

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Strongly Agree</b>	51	68.0%	5	26.3%	18	50.0%	17	50.0%
<b>Agree</b>	18	24.0%	11	57.9%	12	33.3%	10	29.4%
<b>Neutral</b>	4	5.3%	1	5.3%	3	8.3%	2	5.9%
<b>Disagree</b>	1	1.3%	2	10.5%	0	0.0%	3	8.8%
<b>Strongly Disagree</b>	1	1.3%	0	0.0%	3	8.3%	2	5.9%
<b>Region Average</b>	4.56		4.00		4.17		4.09	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep22 - Nov22		Dec22 - Feb23		Mar23 - May23		Jun23 - Aug23	
<b>Getting answers to questions at the office.</b>	1	7.7%	1	20.0%	1	8.3%	4	40.0%
<b>Understanding the process at the office.</b>	2	15.4%	0	0.0%	2	16.7%	0	0.0%
<b>Scheduling an appointment for additional services on site.</b>	1	7.7%	0	0.0%	0	0.0%	0	0.0%
<b>I could not find the information on the website.</b>	1	7.7%	1	20.0%	3	25.0%	0	0.0%
<b>The steps I needed to take, as provided on the website, were not clear.</b>	3	23.1%	1	20.0%	4	33.3%	1	10.0%
<b>I had problems scheduling an appointment for the service on the website.</b>	2	15.4%	1	20.0%	0	0.0%	3	30.0%
<b>Website was not functioning.</b>	2	15.4%	0	0.0%	1	8.3%	0	0.0%
<b>Other.</b>	1	7.7%	1	20.0%	1	8.3%	2	20.0%

# REGION 101 Online: ITEM ANALYSIS



**Staff were professional, knowledgeable and friendly.**

**Sep22 - Nov22    Dec22 - Feb23    Mar23 - May23    Jun23 - Aug23**

<b>Strongly Agree</b>	60	80.0%	6	33.3%	20	58.8%	20	57.1%
<b>Agree</b>	9	12.0%	8	44.4%	8	23.5%	14	40.0%
<b>Neutral</b>	5	6.7%	3	16.7%	2	5.9%	1	2.9%
<b>Disagree</b>	0	0.0%	1	5.6%	2	5.9%	0	0.0%
<b>Strongly Disagree</b>	1	1.3%	0	0.0%	2	5.9%	0	0.0%
<b>Region Average</b>	4.69		4.06		4.24		4.54	



**If respondent expressed dissatisfaction with the staff these reasons were selected:**

**Sep22 - Nov22    Dec22 - Feb23    Mar23 - May23    Jun23 - Aug23**

<b>Staff were unprofessional.</b>	2	20.0%	1	25.0%	2	22.2%	0	0.0%
<b>Staff did not address my concerns.</b>	1	10.0%	0	0.0%	1	11.1%	0	0.0%
<b>Staff were not friendly.</b>	4	40.0%	1	25.0%	4	44.4%	0	0.0%
<b>Staff were unable to answer my questions.</b>	2	20.0%	0	0.0%	0	0.0%	0	0.0%
<b>Language barrier.</b>	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Other.</b>	1	10.0%	2	50.0%	2	22.2%	0	0.0%

## ABOUT THE IOE

The instrument findings were produced by the Institute for Organizational Excellence (IOE). The IOE is a research institute associated with the Center for Social Work Research at the University of Texas at Austin's School of Social Work. The IOE has more than 40 years of experience in providing survey research services to over a hundred state and local agencies and institutions of higher education as well as private and nonprofit organizations.

The overlying goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. We seek to achieve our mission through the following: providing valuable tools for organizational improvement; delivering effective and reliable methods for the assessment of employee perceptions; maintaining useful benchmark data for measuring performance; and fostering an organization's perceptiveness to change, ability to learn, and potential for success.

The IOE Director is Dr. Noel Landuyt. The IOE is principally known for conducting employee attitudinal surveys, such as the Survey of Employee Engagement (an employee assessment used for Texas government employees since 1979). The IOE's website is [www.survey.utexas.edu](http://www.survey.utexas.edu). Special appreciation for assistance in preparation, writing, and analysis conducted on this project goes to Hana Lindsey, Graduate Research Assistant and Nicole Duson, Database Coordinator.

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## Customer Satisfaction Survey - DLD Supplement FY 2023 Results

Currently Reported Quarter: Q4-FY23

Current Report Date: September 19, 2023

### Rate of Response

	Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
Estimated # of Participants	70,000	70,000	70,000	70,000	280,000
Total # of Responses	3,246	2,704	3,922	2,441	12,313
Rate of Response	4.64%	3.86%	5.60%	3.49%	4.40%

### Jump to a Section or Survey Question by Clicking on it Here:

Section	Questions	Section	Questions
Demographics	<a href="#">Gender</a> <a href="#">Age</a> <a href="#">Ethnicity</a>	New Driver License Analysis	<a href="#">You indicated you came in for a new driver license. How did you prepare for the exam?</a> <a href="#">The preparation materials were clear and helpful.</a> <a href="#">I understood the requirements.</a> <a href="#">It was easy to schedule the exam by appointment.</a> <a href="#">Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.</a>
Services Sought	<a href="#">What did you come in for?</a> <a href="#">Once you arrived at the office, how long did you wait (minutes)?</a> <a href="#">Overall, how was your experience?</a> <a href="#">My wait time was reasonable.</a> <a href="#">I received what I needed from my visit.</a> <a href="#">I trust the Texas Driver License Division to do a good job.</a> <a href="#">I was treated fairly.</a> <a href="#">The process to receive my service was easy.</a> <a href="#">If respondent expressed dissatisfaction with process, these reasons were selected:</a> <a href="#">Staff were professional, knowledgeable and friendly.</a> <a href="#">If respondent expressed dissatisfaction with the staff, these reasons were selected</a>	CDL Analysis	<a href="#">How did you prepare for the CDL exam?</a> <a href="#">The preparation materials were clear and helpful.</a> <a href="#">I understood the requirements.</a> <a href="#">It was easy to schedule the exam by appointment.</a> <a href="#">Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.</a> <a href="#">The time I waited to take my skills exam after making the appointment was reasonable.</a> <a href="#">Approximately how many miles (round-trip) did you travel to take the CDL exam?</a>
Wait Time		In-Person Service Analysis	<a href="#">If you visited a DPS office, why did you choose to get the services in person?</a>
Drivers of Satisfaction		Digital DL Analysis	<a href="#">I would be interested in having a digital driver license (on my mobile device) in addition to my hard copy license.</a> <a href="#">I would be confident in the security of having a digital driver license (on my mobile device).</a> <a href="#">I would be willing to pay an extra fee for a digital driver license.</a>

### Demographics

#### Gender

	Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
Male	1,480 45.9%	1,302 48.7%	1,819 46.7%	1,118 46.2%	5,719 46.8%
Female	1,652 51.2%	1,276 47.7%	1,928 49.5%	1,215 50.2%	6,071 49.7%
Prefer Not to Answer	95 2.9%	95 3.6%	147 3.8%	86 3.6%	423 3.5%
Number of Responses	3,227	2,673	3,894	2,419	12,213

#### Age

	Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
17 or younger	168 5.2%	92 3.4%	176 4.5%	128 5.3%	564 4.6%
18-20	91 2.8%	60 2.2%	95 2.4%	75 3.1%	321 2.6%
21-29	222 6.9%	145 5.4%	267 6.8%	141 5.8%	775 6.3%
30-39	432 13.4%	313 11.7%	544 13.9%	298 12.3%	1587 13.0%
40-49	570 17.6%	445 16.6%	615 15.8%	364 15.0%	1994 16.3%
50-59	543 16.8%	469 17.5%	637 16.3%	408 16.8%	2057 16.8%
60-69	610 18.9%	519 19.3%	757 19.4%	482 19.8%	2368 19.3%
70 or older	525 16.2%	568 21.2%	702 18.0%	473 19.5%	2268 18.5%
Prefer not to answer	70 2.2%	74 2.8%	108 2.8%	60 2.5%	312 2.5%
# Responses	3,231	2,685	3,901	2,429	12,246

#### Ethnicity

	Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
African-Am./Black	223 6.9%	182 6.8%	290 7.5%	162 6.7%	857 7.0%
Latino/Hispanic/Mex.-Am.	656 20.3%	514 19.2%	830 21.4%	502 20.7%	2,502 20.5%
Asian-Am./Pac. Isl./Native-Am.	208 6.4%	157 5.9%	205 5.3%	157 6.5%	727 6.0%
Anglo-Am./White	1,770 54.9%	1,508 56.4%	2,069 53.3%	1,324 54.7%	6,671 54.7%
Multiracial/Other	69 2.1%	53 2.0%	83 2.1%	61 2.5%	266 2.2%
Prefer not to answer	299 9.3%	262 9.8%	405 10.4%	216 8.9%	1,182 9.7%
# Responses	3,225	2,676	3,882	2,422	12,205

## Customer Satisfaction Survey - DLD Supplement FY 2023 Results

### Services Sought

What did you come in for?

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Renew License/ID	1,631	50.7%	1,445	54.3%	2,028	52.4%	1,237	51.7%	6,341	52.3%
Replace License/ID	167	5.2%	155	5.8%	271	7.0%	154	6.4%	747	6.2%
Renew CDL	76	2.4%	79	3.0%	115	3.0%	53	2.2%	323	2.7%
New TX Driver License	619	19.3%	462	17.4%	668	17.3%	418	17.5%	2,167	17.9%
New CDL	64	2.0%	45	1.7%	55	1.4%	35	1.5%	199	1.6%
New TX ID	106	3.3%	81	3.0%	142	3.7%	83	3.5%	412	3.4%
New Driver Permit	208	6.5%	105	3.9%	209	5.4%	149	6.2%	671	5.5%
Update License/ID Info	170	5.3%	146	5.5%	196	5.1%	128	5.4%	640	5.3%
I Needed Assistance	4	0.1%	17	0.6%	5	0.1%	8	0.3%	34	0.3%
Update License/ID Photo	39	1.2%	19	0.7%	42	1.1%	23	1.0%	123	1.0%
Other	130	4.0%	106	4.0%	137	3.5%	104	4.3%	477	3.9%
# Responses	3,214		2,660		3,868		2,392		12,134	

### Wait Time

Once you arrived at the office, how long did you wait (minutes)

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
0-5	1,148	35.6%	982	37.0%	1,383	35.7%	714	29.7%	4,227	34.8%
10	675	20.9%	544	20.5%	764	19.7%	479	19.9%	2,462	20.2%
15	601	18.7%	463	17.4%	663	17.1%	425	17.7%	2,152	17.7%
30	422	13.1%	370	13.9%	565	14.6%	383	15.9%	1,740	14.3%
45	160	5.0%	133	5.0%	200	5.2%	176	7.3%	669	5.5%
60	70	2.2%	44	1.7%	74	1.9%	60	2.5%	248	2.0%
Longer than 60	146	4.5%	119	4.5%	229	5.9%	169	7.0%	663	5.5%
# Responses	3,222		2,655		3,878		2,406		12,161	

Reported Waiting 30 Minutes or Less

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
88.3%	88.9%	87.0%	83.2%	87.0%

### Drivers of Satisfaction

Overall, how was your experience?

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Excellent	2,194	68.0%	1,825	67.9%	2,678	68.6%	1,604	66.3%	8,301	67.8%
Good	652	20.2%	553	20.6%	734	18.8%	485	20.0%	2,424	19.8%
Fair	196	6.1%	165	6.1%	270	6.9%	175	7.2%	806	6.6%
Poor	106	3.3%	75	2.8%	109	2.8%	89	3.7%	379	3.1%
Very Poor	80	2.5%	68	2.5%	112	2.9%	67	2.8%	327	2.7%
# Responses	3,228		2,686		3,903		2,420		12,237	
Average	4.48		4.49		4.48		4.43		4.47	

Positive Responses (Excellent & Good Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
88.2%	88.5%	87.4%	86.3%	87.6%

Negative Responses (Poor & Very Poor Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
5.8%	5.3%	5.7%	6.4%	5.8%

My wait time was reasonable.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	2,004	62.5%	1,633	61.8%	2,419	62.7%	1,349	56.6%	7,405	61.3%
Agree	743	23.2%	638	24.1%	820	21.3%	575	24.1%	2,776	23.0%
Neutral	235	7.3%	187	7.1%	293	7.6%	210	8.8%	925	7.7%
Disagree	119	3.7%	98	3.7%	184	4.8%	133	5.6%	534	4.4%
Strongly Disagree	104	3.2%	86	3.3%	142	3.7%	115	4.8%	447	3.7%
# Responses	3,205		2,642		3,858		2,382		12,087	
Average	4.38		4.38		4.35		4.22		4.34	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
85.7%	86.0%	84.0%	80.8%	84.2%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
7.0%	7.0%	8.4%	10.4%	8.1%

I received what I needed from my visit.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	2,405	74.8%	1,953	74.2%	2,903	75.5%	1,747	73.1%	9,008	74.5%
Agree	641	19.9%	545	20.7%	753	19.6%	512	21.4%	2,451	20.3%
Neutral	71	2.2%	62	2.4%	88	2.3%	62	2.6%	283	2.3%
Disagree	42	1.3%	40	1.5%	51	1.3%	33	1.4%	166	1.4%
Strongly Disagree	56	1.7%	33	1.3%	51	1.3%	37	1.5%	177	1.5%
# Responses	3,215		2,633		3,846		2,391		12,085	
Average	4.65		4.65		4.67		4.63		4.65	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
94.7%	94.9%	95.1%	94.5%	94.8%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
3.0%	2.8%	2.7%	2.9%	2.8%

## Customer Satisfaction Survey - DLD Supplement FY 2023 Results

### I trust the Texas Driver License Division to do a good job.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	2,083	64.9%	1,723	65.0%	2,500	64.7%	1,481	61.8%	7,787	64.2%
Agree	775	24.1%	637	24.0%	928	24.0%	625	26.1%	2,965	24.5%
Neutral	235	7.3%	191	7.2%	289	7.5%	185	7.7%	900	7.4%
Disagree	61	1.9%	58	2.2%	61	1.6%	48	2.0%	228	1.9%
Strongly Disagree	58	1.8%	43	1.6%	85	2.2%	57	2.4%	243	2.0%
# Responses	3,212		2,652		3,863		2,396		12,123	
Average	4.48		4.49		4.47		4.43		4.47	

### Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
89.0%	89.0%	88.7%	87.9%	88.7%

### Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
3.7%	3.8%	3.8%	4.4%	3.9%

### I was treated fairly.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	2,372	73.9%	1,912	72.6%	2,871	74.5%	1,720	72.3%	8,875	73.5%
Agree	588	18.3%	531	20.2%	693	18.0%	486	20.4%	2,298	19.0%
Neutral	147	4.6%	119	4.5%	160	4.2%	95	4.0%	521	4.3%
Disagree	57	1.8%	28	1.1%	56	1.5%	36	1.5%	177	1.5%
Strongly Disagree	45	1.4%	44	1.7%	75	1.9%	41	1.7%	205	1.7%
# Responses	3,209		2,634		3,855		2,378		12,076	
Average	4.62		4.61		4.62		4.60		4.61	

### Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
92.2%	92.7%	92.5%	92.8%	92.5%

### Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
3.2%	2.7%	3.4%	3.2%	3.2%

### The process to receive my service was easy.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	2,025	63.1%	1,675	63.7%	2,519	65.4%	1,455	61.0%	7,674	63.6%
Agree	832	25.9%	682	25.9%	890	23.1%	635	26.6%	3,039	25.2%
Neutral	158	4.9%	127	4.8%	207	5.4%	137	5.7%	629	5.2%
Disagree	96	3.0%	90	3.4%	121	3.1%	88	3.7%	395	3.3%
Strongly Disagree	100	3.1%	57	2.2%	112	2.9%	69	2.9%	338	2.8%
# Responses	3,211		2,631		3,849		2,384		12,075	
Average	4.43		4.45		4.45		4.39		4.43	

### Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
89.0%	89.6%	88.6%	87.7%	88.7%

### Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
6.1%	5.6%	6.1%	6.6%	6.1%

### If respondent expressed dissatisfaction with process, these reasons were selected

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Getting answers to questions at the office	13	2.5%	9	2.3%	6	0.9%	7	1.7%	35	1.8%
Understanding the process at the office	117	22.3%	107	27.8%	157	24.6%	89	21.2%	470	23.9%
Scheduling an appointment for additional services on site	63	12.0%	36	9.4%	60	9.4%	37	8.8%	196	10.0%
I could not find the information on the website	51	9.7%	39	10.1%	70	11.0%	46	11.0%	206	10.5%
The steps I needed to take, as provided on the website, were not clear	69	13.2%	53	13.8%	101	15.8%	59	14.0%	282	14.3%
I had problems scheduling an appointment for the service on the website	74	14.1%	46	11.9%	86	13.5%	72	17.1%	278	14.1%
Website did not properly function	18	3.4%	19	4.9%	28	4.4%	18	4.3%	83	4.2%
Other	119	22.7%	76	19.7%	130	20.4%	92	21.9%	417	21.2%
# Responses	524		385		638		420		1,967	

### Staff were professional knowledgeable and friendly.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	2,294	71.5%	1,874	71.0%	2,791	72.3%	1,660	69.6%	8,619	71.3%
Agree	620	19.3%	522	19.8%	713	18.5%	517	21.7%	2,372	19.6%
Neutral	148	4.6%	128	4.9%	169	4.4%	104	4.4%	549	4.5%
Disagree	82	2.6%	55	2.1%	97	2.5%	45	1.9%	279	2.3%
Strongly Disagree	66	2.1%	60	2.3%	91	2.4%	60	2.5%	277	2.3%
# Responses	3,210		2,639		3,861		2,386		12,096	
Average	4.56		4.55		4.56		4.54		4.55	

### Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
90.8%	90.8%	90.8%	91.2%	90.9%

### Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
4.6%	4.4%	4.9%	4.4%	4.6%

## Customer Satisfaction Survey - DLD Supplement FY 2023 Results

If respondent expressed dissatisfaction with the staff, these reasons were selected

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Staff were unprofessional	78	18.4%	59	17.5%	96	19.0%	61	20.3%	294	18.8%
Staff did not address my concerns	33	7.8%	32	9.5%	47	9.3%	30	10.0%	142	9.1%
Staff were not friendly	165	39.0%	130	38.6%	214	42.4%	107	35.7%	616	39.4%
Staff were unable to answer my questions	41	9.7%	22	6.5%	39	7.7%	25	8.3%	127	8.1%
Language barrier	6	1.4%	8	2.4%	10	2.0%	9	3.0%	33	2.1%
Other	100	23.6%	86	25.5%	99	19.6%	68	22.7%	353	22.6%
# Responses	423		337		505		300		1,565	

### New Driver License Analysis

You indicated you came in for a new driver license. How did you prepare for the exam?

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Driving School	99	15.7%	75	16.0%	140	20.6%	72	17.0%	386	17.5%
Parent-Taught	111	17.6%	77	16.5%	111	16.3%	87	20.6%	386	17.5%
Self-Taught	102	16.2%	73	15.6%	94	13.8%	88	20.8%	357	16.2%
No Exam	27	4.3%	18	3.8%	45	6.6%	24	5.7%	114	5.2%
Other	292	46.3%	225	48.1%	289	42.6%	152	35.9%	958	43.5%
# Responses	631		468		679		423		2,201	

The preparation materials were clear and helpful.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	246	52.2%	169	49.6%	289	54.4%	166	51.4%	870	52.2%
Agree	158	33.5%	106	31.1%	163	30.7%	117	36.2%	544	32.7%
Neutral	37	7.9%	38	11.1%	55	10.4%	22	6.8%	152	9.1%
Disagree	21	4.5%	18	5.3%	14	2.6%	9	2.8%	62	3.7%
Strongly Disagree	9	1.9%	10	2.9%	10	1.9%	9	2.8%	38	2.3%
# Responses	471		341		531		323		1,666	
Average	4.30		4.19		4.33		4.31		4.29	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
85.8%	80.6%	85.1%	87.6%	84.9%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
6.4%	8.2%	4.5%	5.6%	6.0%

I understood the requirements.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	319	57.3%	224	54.5%	351	57.6%	208	56.5%	1,102	56.7%
Agree	170	30.5%	134	32.6%	186	30.5%	114	31.0%	604	31.1%
Neutral	33	5.9%	29	7.1%	41	6.7%	24	6.5%	127	6.5%
Disagree	21	3.8%	18	4.4%	23	3.8%	11	3.0%	73	3.8%
Strongly Disagree	14	2.5%	6	1.5%	8	1.3%	11	3.0%	39	2.0%
# Responses	557		411		609		368		1,945	
Average	4.36		4.34		4.39		4.35		4.37	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
87.8%	87.1%	88.2%	87.5%	87.7%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
6.3%	5.8%	5.1%	6.0%	5.8%

It was easy to schedule the exam by appointment.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	183	55.1%	117	49.2%	228	59.5%	142	55.0%	670	55.3%
Agree	86	25.9%	65	27.3%	78	20.4%	63	24.4%	292	24.1%
Neutral	20	6.0%	22	9.2%	25	6.5%	19	7.4%	86	7.1%
Disagree	22	6.6%	21	8.8%	23	6.0%	17	6.6%	83	6.9%
Strongly Disagree	21	6.3%	13	5.5%	29	7.6%	17	6.6%	80	6.6%
# Responses	332		238		383		258		1,211	
Average	4.17		4.06		4.18		4.15		4.15	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
81.0%	76.5%	79.9%	79.5%	79.4%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
13.0%	14.3%	13.6%	13.2%	13.5%

Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	198	67.3%	124	62.6%	243	72.5%	156	65.8%	721	67.8%
Agree	64	21.8%	51	25.8%	63	18.8%	62	26.2%	240	22.6%
Neutral	17	5.8%	10	5.1%	14	4.2%	10	4.2%	51	4.8%
Disagree	9	3.1%	6	3.0%	5	1.5%	3	1.3%	23	2.2%
Strongly Disagree	6	2.0%	7	3.5%	10	3.0%	6	2.5%	29	2.7%
# Responses	294		198		335		237		1,064	
Average	4.49		4.41		4.56		4.51		4.50	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
89.1%	88.4%	91.3%	92.0%	90.3%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
5.1%	6.6%	4.5%	3.8%	4.9%

**Customer Satisfaction Survey - DLD Supplement  
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**Commercial Driver License Analysis**

**How did you prepare for the CDL exam?**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Driving school or college program	33	50%	28	51%	34	54%	15	43%	110	50%
Self-Taught	16	24%	14	25%	17	27%	11	31%	58	26%
Training program through work	14	21%	5	9%	6	10%	7	20%	32	15%
Other	3	5%	8	15%	6	10%	2	6%	19	9%
# Responses	66		55		63		35		219	

**The preparation materials were clear and helpful.**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	37	58.7%	21	42.9%	33	54.1%	22	64.7%	113	54.6%
Agree	20	31.7%	15	30.6%	17	27.9%	7	20.6%	59	28.5%
Neutral	1	1.6%	9	18.4%	6	9.8%	3	8.8%	19	9.2%
Disagree	0	0.0%	3	6.1%	1	1.6%	1	2.9%	5	2.4%
Strongly Disagree	5	7.9%	1	2.0%	4	6.6%	1	2.9%	11	5.3%
# Responses	63		49		61		34		207	
Average	4.33		4.06		4.21		4.41		4.25	

**I understood the requirements.**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	38	58.5%	25	51.0%	36	58.1%	22	64.7%	121	57.6%
Agree	21	32.3%	18	36.7%	16	25.8%	10	29.4%	65	31.0%
Neutral	2	3.1%	3	6.1%	7	11.3%	1	2.9%	13	6.2%
Disagree	3	4.6%	1	2.0%	2	3.2%	0	0.0%	6	2.9%
Strongly Disagree	1	1.5%	2	4.1%	1	1.6%	1	2.9%	5	2.4%
# Responses	65		49		62		34		210	
Average	4.42		4.29		4.35		4.53		4.39	

**It was easy to schedule the exam by appointment.**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	24	48.0%	18	43.9%	28	65.1%	16	80.0%	86	55.8%
Agree	15	30.0%	16	39.0%	13	30.2%	3	15.0%	47	30.5%
Neutral	4	8.0%	4	9.8%	0	0.0%	1	5.0%	9	5.8%
Disagree	6	12.0%	2	4.9%	0	0.0%	0	0.0%	8	5.2%
Strongly Disagree	1	2.0%	1	2.4%	2	4.7%	0	0.0%	4	2.6%
# Responses	50		41		43		20		154	
Average	4.10		4.17		4.51		4.75		4.32	

**Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	28	57.1%	27	67.5%	34	79.1%	16	84.2%	105	69.5%
Agree	12	24.5%	9	22.5%	3	7.0%	2	10.5%	26	17.2%
Neutral	3	6.1%	3	7.5%	5	11.6%	0	0.0%	11	7.3%
Disagree	2	4.1%	1	2.5%	1	2.3%	1	5.3%	5	3.3%
Strongly Disagree	4	8.2%	0	0.0%	0	0.0%	0	0.0%	4	2.6%
# Responses	49		40		43		19		151	
Average	4.18		4.55		4.63		4.74		4.48	

**The time I waited to take my skills exam after making the appointment was reasonable.**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	28	54.9%	21	51.2%	32	65.3%	16	84.2%	97	60.6%
Agree	12	23.5%	13	31.7%	11	22.4%	3	15.8%	39	24.4%
Neutral	7	13.7%	4	9.8%	3	6.1%	0	0.0%	14	8.8%
Disagree	2	3.9%	2	4.9%	0	0.0%	0	0.0%	4	2.5%
Strongly Disagree	2	3.9%	1	2.4%	3	6.1%	0	0.0%	6	3.8%
# Responses	51		41		49		19		160	
Average	4.22		4.24		4.41		4.84		4.36	

**Positive Responses (Strongly Agree & Agree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
90.5%	73.5%	82.0%	85.3%	83.1%

**Negative Responses (Disagree & Strongly Disagree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
7.9%	8.2%	8.2%	5.9%	7.7%

**Positive Responses (Strongly Agree & Agree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
90.8%	87.8%	83.9%	94.1%	88.6%

**Negative Responses (Disagree & Strongly Disagree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
6.2%	6.1%	4.8%	2.9%	5.2%

**Positive Responses (Strongly Agree & Agree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
78.0%	82.9%	95.3%	95.0%	86.4%

**Negative Responses (Disagree & Strongly Disagree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
14.0%	7.3%	4.7%	0.0%	7.8%

**Positive Responses (Strongly Agree & Agree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
81.6%	90.0%	86.0%	94.7%	86.8%

**Negative Responses (Disagree & Strongly Disagree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
12.2%	2.5%	2.3%	5.3%	6.0%

**Positive Responses (Strongly Agree & Agree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
78.4%	82.9%	87.8%	100.0%	85.0%

**Negative Responses (Disagree & Strongly Disagree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
7.8%	7.3%	6.1%	0.0%	6.3%

## Customer Satisfaction Survey - DLD Supplement FY 2023 Results

Approximately how many miles (round-trip) did you travel to take the CDL exam?

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
0-25	22	36.7%	24	53.3%	20	35.7%	18	56.3%	84	43.5%
26-50	21	35.0%	10	22.2%	17	30.4%	7	21.9%	55	28.5%
51-75	5	8.3%	4	8.9%	8	14.3%	1	3.1%	18	9.3%
75+	12	20.0%	7	15.6%	11	19.6%	6	18.8%	36	18.7%
# Responses	60		45		56		32		193	

### In-Person Service Analysis

If you visited a DPS office, why did you choose to get the services in person?

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Received a letter indicating I had to go in person	1,157	47.2%	986	45.4%	1,344	45.1%	844	44.2%	4,331	45.5%
No internet access	22	0.9%	23	1.1%	20	0.7%	15	0.8%	80	0.8%
Prefer to complete in person	230	9.4%	222	10.2%	286	9.6%	151	7.9%	889	9.3%
I did not know if the service was available online	56	2.3%	56	2.6%	70	2.3%	55	2.9%	237	2.5%
I do not provide personal information online	25	1.0%	30	1.4%	27	0.9%	31	1.6%	113	1.2%
Website was difficult to use	63	2.6%	46	2.1%	79	2.7%	48	2.5%	236	2.5%
My issue was not addressed on the website	152	6.2%	124	5.7%	151	5.1%	114	6.0%	541	5.7%
I'm from out of state	72	2.9%	47	2.2%	57	1.9%	34	1.8%	210	2.2%
I was 18 years or younger	20	0.8%	13	0.6%	15	0.5%	19	1.0%	67	0.7%
I needed a new photo	137	5.6%	113	5.2%	164	5.5%	96	5.0%	510	5.4%
Replacing lost or damaged License/ID	58	2.4%	59	2.7%	110	3.7%	82	4.3%	309	3.2%
Needed an eye exam	54	2.2%	47	2.2%	59	2.0%	39	2.0%	199	2.1%
Updating personal information	166	6.8%	146	6.7%	213	7.2%	131	6.9%	656	6.9%
My License/ID was lost or stolen	20	0.8%	25	1.2%	64	2.1%	39	2.0%	148	1.6%
Other	221	9.0%	236	10.9%	320	10.7%	213	11.1%	990	10.4%
Total Responses	2,453		2,173		2,979		1,911		9,516	

### Digital Driver License

I would be interested in having a digital driver license (on my mobile device) in addition to my hard copy license.

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	1,245	41.5%	1,000	40.2%	1,573	44.2%	987	43.9%	4,805	42.6%
Agree	565	18.9%	491	19.8%	666	18.7%	382	17.0%	2,104	18.6%
Neutral	628	21.0%	550	22.1%	663	18.6%	461	20.5%	2,302	20.4%
Disagree	274	9.1%	217	8.7%	325	9.1%	187	8.3%	1,003	8.9%
Strongly Disagree	285	9.5%	227	9.1%	330	9.3%	229	10.2%	1,071	9.5%
# Responses	2,997		2,485		3,557		2,246		11,285	
Average	3.74		3.73		3.79		3.76		3.76	

I would be confident in the security of having a digital driver license (on my mobile device).

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
Strongly Agree	993	33.1%	825	33.1%	1,306	36.5%	823	36.4%	3,947	34.8%
Agree	599	20.0%	485	19.4%	698	19.5%	408	18.0%	2,190	19.3%
Neutral	694	23.1%	611	24.5%	771	21.6%	499	22.1%	2,575	22.7%
Disagree	368	12.3%	297	11.9%	388	10.9%	263	11.6%	1,316	11.6%
Strongly Disagree	348	11.6%	277	11.1%	413	11.5%	269	11.9%	1,307	11.5%
# Responses	3,002		2,495		3,576		2,262		11,335	
Average	3.51		3.51		3.59		3.55		3.54	

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
60.4%	60.0%	62.9%	61.0%	61.2%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
18.7%	17.9%	18.4%	18.5%	18.4%

Positive Responses (Strongly Agree & Agree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
53.0%	52.5%	56.0%	54.4%	54.1%

Negative Responses (Disagree & Strongly Disagree Scores Combined)

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
23.9%	23.0%	22.4%	23.5%	23.1%

**Customer Satisfaction Survey - DLD Supplement  
FY 2023 Results**

**I would be willing to pay an extra fee for a digital driver license.**

	Sep 22-Nov 22		Dec 22-Feb 23		Mar 23-May 23		Jun 23-Aug 23		FY23	
<b>Strongly Agree</b>	559	18.7%	425	17.0%	731	20.5%	453	20.0%	2,168	19.2%
<b>Agree</b>	392	13.1%	299	12.0%	451	12.7%	250	11.0%	1,392	12.3%
<b>Neutral</b>	651	21.7%	546	21.9%	759	21.3%	483	21.3%	2,439	21.6%
<b>Disagree</b>	652	21.8%	561	22.5%	742	20.8%	484	21.4%	2,439	21.6%
<b>Strongly Disagree</b>	743	24.8%	662	26.6%	876	24.6%	593	26.2%	2,874	25.4%
<b># Responses</b>	2,997		2,493		3,559		2,263		11,312	
<b>Average</b>	2.79		2.70		2.84		2.77		2.78	

**Positive Responses (Strongly Agree & Agree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
31.7%	29.0%	33.2%	31.1%	31.5%

**Negative Responses (Disagree & Strongly Disagree Scores Combined)**

Sep 22-Nov 22	Dec 22-Feb 23	Mar 23-May 23	Jun 23-Aug 23	FY23
46.5%	49.1%	45.5%	47.6%	47.0%



## CERTIFICATE

### TEXAS DEPARTMENT OF PUBLIC SAFETY

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required pursuant to the Texas Government Code, Sections 2054.5191 and 2054.5192.

#### Chief Executive Officer or Presiding Judge

Steven C. McCraw

Signature

Steven C. McCraw

Printed Name

Director, Texas Department of Public Safety

Title

05/24/2024

Date

#### Board or Commission Chair

Steven P. Mach

Signature

Steven P. Mach

Printed Name

Chairman, Public Safety Commission

Title

05/24/2024

Date



## APPENDIX 1

### Compact with Texans

#### Customer Relations Representative

The Customer Relations Representative for the Texas Department of Public Safety is: Walt Goodson, Deputy Director of Law Enforcement Services. Among other duties, the Customer Relations Representative also coordinates DPS customer service performance measures, gathers information and evaluations from the public about DPS' customer service, responds to customer concerns, and establishes the Compact with Texans.

#### Customer Service Principles

While the Texas Department of Public Safety interacts with various Texans daily, for the purpose of the Compact with Texans, Department customers are defined as those external customers that interact with the Driver License Division and Regulatory Services Division.

#### Customer Service Related Performance Measures, per the 88<sup>th</sup> General Appropriations Act

- % of Original Licenses to Carry a Handgun issued within 60 days
  - 100.0% in FY 24 and 100.0% in FY 25
- % of Renewal Licenses to Carry a Handgun issued within 45 days
  - 100.0% in FY 24 and 100.0% in FY 25
- % of Original Driver License and Identification Card Applications completed within 45 minutes
  - 63.05% in FY 24 and 63.05% in FY 25

#### Commending a DPS employee

Because numerous DPS employees interact with the public, we have a mechanism for the public to send a compliment to commend a DPS employee. Members of the public are welcome to fill out the webform found at:

<https://www.dps.texas.gov/PublicInformation/commendEmp/>

#### Filing a Complaint

Because numerous DPS employees interact with the public, we also have a mechanism for the public to file complaints with the Office of the Inspector General (OIG) regarding interactions with a DPS employee. Members of the public may contact the OIG by:

- Email: [InspectorGeneral@dps.texas.gov](mailto:InspectorGeneral@dps.texas.gov)
  - Emailed complaints will receive an immediate automatic notification of receipt.
  - The anticipated time for a formal acknowledgement letter to be sent is 1-2 business days upon the Inspector General or Deputy Inspector General review and approval of the complaint, unless extenuating circumstances arise to prohibit immediate action. This could include the lack of contact information provided for the complainant, the need to obtain additional information prior to

approval or the case could be considered for referral to another DPS division for criminal review.

- Fax: (512) 424-5769
  - The anticipated time for a formal acknowledgement letter to be sent is 1-2 business days upon the Inspector General or Deputy Inspector General review and approval of the complaint, unless extenuating circumstances arise to prohibit immediate action. This could include the lack of contact information provided for the complainant, the need to obtain additional information prior to approval or the case could be considered for referral to another DPS division for criminal review.
- Mail:
  - Texas Department of Public Safety
  - Office of Inspector General
  - 13706 Research Blvd., Suite 100
  - Austin, TX 78750
  - The anticipated time for a formal acknowledgement letter to be sent is 1-2 business days upon the Inspector General or Deputy Inspector General review and approval of the complaint, unless extenuating circumstances arise to prohibit immediate action. This could include the lack of contact information provided for the complainant, the need to obtain additional information prior to approval or the case could be considered for referral to another DPS division for criminal review.

#### Customer satisfaction survey

- A customer interested in filling out a Driver License Customer Satisfaction Survey can find one online at: <https://www.orgexcel.net/surveyspa/?sc=405056>
- A copy of the most recent Driver License Customer Survey is attached.

#### Driver License Customer Information

##### Driver License

To get a Driver License for the first time, customers must:

1. Complete the driver license **application**.
2. Visit a driver license office. Appointments are available at all driver license offices and can be made by going online at <https://www.dps.texas.gov/section/driver-license/driver-license-services-appointments> or visiting a driver license office to use a self-service kiosk to schedule an appointment.
3. Provide the following documentation to the license and permit specialist:

- a. **Application** for the issuance of a driver license (or a [Teen Application](#) for applicants that are 15 – 17 years 10 months of age);
  - b. Proof of U.S. Citizenship or, if you are not a U.S. Citizen, evidence of lawful presence;
  - c. Proof of Texas Residency;
  - d. Proof of Identity; and
  - e. Proof of Social Security Number.
4. Evidence of Texas Vehicle Registration\* for each vehicle the applicant owns. Registration must be current. Visit Texas [DMV vehicle registration](#) for more information. (This applies to new residents who are surrendering an out-of-state driver license only).
5. Proof of Insurance\* for each vehicle the applicant owns.
6. Pay the application [fee](#).
7. Provide their thumbprints.
8. Have their picture taken.
9. Pass the Vision Exam.
10. Take and pass the knowledge and driving tests. Additional requirements may include:
  - a. Complete a Teen driver education course, if the applicant is between 15 and 18 years of age;
  - b. Complete a six-hour adult driver education course, if the applicant is 18 to 25 years of age; and
  - c. Complete the [Impact Texas Drivers](#) (ITD) if the applicant will be taking a driving test.

Once the transaction has been completed, it typically takes two to three weeks to receive the Driver License in the mail.

Detailed information for applying for a Driver License can be found online at:

<https://www.dps.texas.gov/section/driver-license/how-apply-texas-driver-license>

Detailed information for teen drivers can be found online at:

<https://www.dps.texas.gov/section/driver-license/how-apply-texas-driver-license-teen>

### Identification Card

To get an Identification Card for the first time, customers must:

1. Complete the identification card **application**.
2. Visit a driver license office. Appointments are available at all driver license offices and can be made by going online at <https://www.dps.texas.gov/section/driver-license/driver-license-services-appointments> or visiting a driver license office to use a self-service kiosk to schedule an appointment.
3. Provide the following documentation to the license and permit specialist:
  - a. **Application** for the issuance of an identification card (or a [Teen Application](#) for applicants that are 15 – 17 years 10 months of age);

- b. Proof of U.S. Citizenship or, if you are not a U.S. Citizen, evidence of lawful presence;
  - c. Proof of Texas Residency;
  - d. Proof of Identity; and
  - e. Proof of Social Security Number.
4. Provide their thumbprints.
5. Have their picture taken.
6. Pay the application [fee](#).

Once the transaction has been completed, it typically takes two to three weeks to receive the Identification Card in the mail.

Detailed information for applying for an Identification Card can be found online at:  
<https://www.dps.texas.gov/section/driver-license/how-apply-texas-identification-card>

### Commercial Learner Permit

To get a Commercial Driver License for the first time, customers must first have a Texas driver license and apply for a Commercial Learner Permit (CLP).

Applicants will need to provide the following to apply for a commercial learner permit:

1. Proof of [U.S. Citizenship](#) or, if the applicant is not a U.S. Citizen, [evidence of lawful presence](#);
2. Proof of [Texas Residency](#);
3. Proof of [Identity](#);
4. Proof of [Social Security Number](#) (a CLP or a CDL cannot be issued if the applicant does not have a Social Security Number);
5. [Self-Certification Of Medical Status](#) (the applicant must certify to only one of the following forms: [CDL-4](#), [CDL-5](#), or [CDL-10](#));
6. [Medical Examiners Certificate](#) (depending upon the type of self-certification of medical status selected; and
7. Evidence of Texas Vehicle Registration\* for each vehicle the applicant owns. Registration must be current. Visit Texas [DMV vehicle registration](#) for more information. (This applies to new residents who are surrendering an out-of-state driver license only).
8. Proof of Insurance\* for each vehicle the applicant owns.

Once the applicant has gathered the necessary documents and completed the required courses, they will need to do the following:

1. Complete the [CDL application](#).
2. Visit a driver license office. Appointments are available at all driver license offices and can be made by going online at <https://www.dps.texas.gov/section/driver-license/driver-license-services-appointments> or visiting a driver license office to use the self-service kiosk to schedule an appointment.
3. Provide the following documentation to the license and permit specialist:

- a. **CDL application** for the issuance of CLP.
  - b. Proof of U.S. Citizenship or, if the applicant is not a U.S. Citizen, evidence of lawful presence;
  - c. Proof of Texas Residency;
  - d. Proof of Identity; and
  - e. Proof of Social Security Number.
4. Pay the application **fee**.
5. Provide their thumbprints.
6. Have their picture taken.
7. Pass the Vision Exam.
8. Pass the knowledge tests for the appropriate driver license including any endorsements that will be added. The knowledge exam must be taken in the following order:
  - a. Texas Commercial Rules;
  - b. General Knowledge;
  - c. Combination (Class A Only);
  - d. Air Brake (If applicable); and
  - e. Endorsements.
9. **Schedule** the skills test at one of the **CDL testing locations**.
10. Applicants may also want to read more about the **driving test requirements**.

### Commercial Driver License

Once an applicant has held their CLP for a minimum of 14 days and completed the **Entry Level Driver Training** requirements, they are eligible to complete the necessary driving tests to obtain a CDL. The applicant will need to provide a commercial motor vehicle (CMV) for the driving test. The CMV must be representative of the type of CLP the applicant holds.

The applicant will need to:

1. Complete the **CDL application**.
2. Provide the following documentation to the license and permit specialist:
  - a. **Application** for the issuance of a CDL; and
  - b. Proof of **Identity**.
3. Pay the application **fee**.
4. Provide their thumbprints.
5. Have their picture taken.
6. Pass the Vision Exam.
7. Pass the driving test which consists of:
  - a. Vehicle Inspection (Pre-trip) Test;
  - b. Basic Vehicle Control Test; and
  - c. Road Test.
8. Applicants may also want to read more about the **driving test requirements**.

Once the transaction has been completed, it typically takes two to three weeks to receive the Commercial Driver License in the mail.

Detailed information for applying for a Commercial Driver License can be found online at:  
<https://www.dps.texas.gov/section/driver-license/how-do-i-apply-commercial-driver-license>

For questions about Driver License, Identification Card, or Commercial Driver License issues, customers have several options. Customers can:

- Review the Frequently Asked Questions on the website found at:  
<https://www.dps.texas.gov/section/driver-license/driver-license-still-have-questions-find-your-answers-here>
- Email the Customer Service Center by filling out the web form found at: [https://www.dps.texas.gov/DriverLicense/customer\\_service/Other.aspx](https://www.dps.texas.gov/DriverLicense/customer_service/Other.aspx)
  - The anticipated time for a response submitted by the web is 3 – 5 business days.

## **Regulatory Services Customer Information**

DPS Regulatory Services Division is charged with administering the following regulatory programs: Capitol Access Pass, Compassionate Use, License to Carry a Handgun, Ignition Interlock Device, Metal Recycling Entities, Private Security, and Vehicle Inspection.

### **Capitol Access Pass**

A Capital Access Pass (CAP) provides expedited access to the Texas State Capitol through the main public entrances. Approved applicants may present their Texas Driver License or identification card at the line designated for Handgun License holders and CAP holders for entry into the Capitol at one of the main entrances.

To apply, an applicant must complete an [online application](#) and pay the non-refundable fees using a credit or debit card. After submitting an online application, applicants must schedule and submit electronic fingerprints to initiate the background check.

To be eligible for a Capitol Access Pass, the applicant must:

- Have a Texas Driver License or identification card; and
- Be 21 years of age or older.

(Please note: If the applicant is between 18 and 21 years of age and is actively serving in or was honorably discharged from U.S. Military service, they are eligible to apply for the pass. The applicant must provide supporting information to DPS in the form of Leave Earnings Statement, or current orders, or letter from Commanding Officer verifying Military status, or a DD-214 indicating the applicant was honorably discharged.)

An applicant will need to provide the following information as part of the online application:

- Social security number
- Texas Driver License/ identification card information
- Current demographic and contact information
- Current and previous 5 year residential and employment information
- Psychiatric, drug, alcohol, and criminal history information
- Email address
- Valid credit or debit card (Visa, MasterCard, Discover, or American Express)
- Pay a fee of \$42.95.

(Please note: The applicant will also have to pay a separate electronic fingerprinting fee during the fingerprinting process.)

Detailed information including applicable licensing procedures and eligibility requirements for a Capitol Access Pass can be found online at:

[Capitol Access Pass | Department of Public Safety \(texas.gov\)](#)

For questions about the Capitol Access Pass, customers can:

Fill out the web form found at:

<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=CAP>

- The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293.
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.

### Compassionate Use Program

DPS licenses dispensing organizations to cultivate, process, and dispense low-THC cannabis products to qualified patients. The Department also registers all directors, managers, and employees of the dispensing organizations.

Low-THC cannabis may be prescribed if:

- The patient is a permanent resident of Texas
- The patient is diagnosed with an approved medical condition
- The qualified physician determines the benefits of treating a patient who has an approved medical condition with low-THC cannabis outweighs the risks

The Compassionate Use Registry of Texas (CURT) is a secure registry of qualified physicians that prescribe low THC-cannabis to patients. Physician qualifications are outlined in the [Texas Occupations Code Section §169.002](#) as follows:

- The physician must be licensed under Chapter 169 of the Texas Occupations Code.
- The physician must dedicate a significant portion of clinical practices to the evaluation and treatment of these conditions; and
- The physician must have proof of one or more board certifications in a medical specialty relevant to the treatment of each patient's particular medical condition by a specialty board approved by the American Board of Medical Specialties or the Bureau of Osteopathic Specialists.

The approved medical conditions for which low-THC cannabis may be prescribed are:

- Epilepsy
- A seizure disorder
- Multiple Sclerosis
- Spasticity
- Amyotrophic Lateral Sclerosis
- Autism
- Cancer
- Post-traumatic stress disorder
- Incurable neurodegenerative diseases
- Medical conditions designated by the Health and Human Services Commission as authorizing treatment with low-THC cannabis as part of an approved research program



To search the CURT database to find a participating physician that can prescribe low-THC cannabis, please visit <https://curt.dps.texas.gov/app/public/searchPhysician.xhtml>.

Detailed information, including applicable licensing procedures and eligibility requirements for the Compassionate Use Program can be found online at:

[Compassionate Use Program | Department of Public Safety \(texas.gov\)](#)

For questions about the Compassionate Use Program customers can:

- Fill out the web form found at:  
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=CUP>
  - The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293.
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.

### License to Carry a Handgun

DPS licenses individuals to carry handguns within Texas, evaluates the eligibility of applicants through criminal history background checks, and monitors those currently licensed to ensure their continued eligibility. DPS also trains and certifies instructors who teach the required course to applicants. To be eligible for a License to Carry a Handgun (LTC), applicants are required to submit [fingerprints](#) and a photo to DPS as part of the complete LTC application.

To be eligible for a License to Carry, the applicant must:

- Have a valid Driver License or ID;
- Be 18 years of age or older;

The following information is required for the application:

- Provide current demographic, address, contact, and employment information
- Provide residential and employment information for the last five years
- Provide information related to their place of birth
- Provide information regarding any psychiatric, drug, alcohol, or criminal history
- Provide a valid email address and home phone number
- Have a valid credit card (Visa, MasterCard, Discover, or American Express)

Detailed information, including applicable licensing procedures and eligibility requirements for Handgun Licensing, can be found online at:

[Handgun Licensing | Department of Public Safety \(texas.gov\)](#)

For questions about the License to Carry program, customers can:

- Fill out the web form found at:  
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=LTC>

- The anticipated time for a response submitted by the web is immediate for most questions or up to 2 business days for requests involving additional research or investigation.
- Call (512) 424-7293.
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:
  - Mail Including Payment:  
Texas Department of Public Safety  
PO Box 15888  
Austin, TX 78761-5888
  
  - Mail without payment to:  
Texas Department of Public Safety  
Handgun Licensing Program, MSC 0245  
PO Box 4087  
Austin, TX 78773-0245
  - The anticipated time for a response submitted by mail is within 7 business days.

### Ignition Interlock Device

DPS establishes minimum standards for vendors of Ignition Interlock Devices (IID) who conduct business in Texas and procedures to ensure compliance with those standards, including device approval procedures for the inspection of a vendor's facilities and evaluating the eligibility of applicants through criminal history background checks. DPS staff authorizes vendors to install, download, remove, repair, replace and report all required data recorded by the device.

In order to maintain authorization, the vendor must have:

- All necessary equipment and tools for the proper installation, removal, inspection, calibration, repair, and maintenance, of the type of IID(s) to be installed or serviced by the vendor, as determined by the device manufacturer and standard industry protocols
- A designated waiting area separate from the installation area, to ensure customers do not observe the installation of the IID
- Proof of liability insurance providing coverage for damages arising out of the operation or use of IIDs with a minimum policy limit of \$1,000,000 per occurrence and \$3,000,000 aggregate total

An application is complete when:

- (1) It contains all of the items required pursuant to this section
- (2) \$450 fee has been paid
- (3) All requests for additional information have been satisfied.
- (4) All applicants pass a criminal history background check.

Detailed information about the Ignition Interlock Device program can be found at:

### [Ignition Interlock Device | Department of Public Safety \(texas.gov\)](#)

For questions about the Ignition Interlock Device program, customers can:

- Fill out the web form found at:  
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=IID>
  - The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293.
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:  
Mail Including Payment:  
Texas Department of Public Safety  
PO Box 15888  
Austin, TX 78761-5888  
  
Mail without payment to:  
Texas Department of Public Safety  
Ignition Interlock Program, MSC 0542  
PO Box 4087  
Austin, TX 78773-0001
  - The anticipated time for a response submitted by mail is within 7 days.

### Private Security

DPS regulates the private security profession in Texas. DPS protects the public by conducting fingerprint-based background checks on applicants, investigating and resolving complaints, taking disciplinary action against licensees, and seeking criminal prosecution of those who perform private security services without a license.

The private security profession includes armed and unarmed security guards, personal protection officers, private investigators, alarm systems installers and monitors, armored car couriers, electronic access control device installers, and locksmiths. DPS regulates the private security profession under the authority of the Texas Occupations Code, Chapter 1702 and the related administrative rules.

To be eligible to be considered for a Private Security company license, an applicant must submit a complete application with payment [online](#). The application requires:

- Company Name and Address information, which includes:
  - Corporate Name (if any)
  - Assumed Name or DBA (if any)
  - Ownership Type Information (sole proprietor, corporation, partnership, LLC., or LLP.)

- Percentage of Ownership held by owners
- Identify Corporate Officer(s) of the business (if any)
- For each Owner (Owner, Partner, Shareholder and/or Corporate Officer) provide:
  - First Name
  - Last Name
  - Date of Birth
  - Home Address
  - Electronic submission of [fingerprints](#)
  - Social Security Number
  - Demographic Information
  - Unique Email Address
  - Government Issued Driver License or Identification Card
- The required [experience](#) for licensure and to successfully pass an [examination](#) administered by DPS. Experience and examination criteria vary according to the type of company.
  - Guard Company: 3 years accumulated employment experience in the field, with 1 year of experience in a managerial or supervisory position.
  - Security Contractor Company (other than Guard Company): 2 consecutive years of full-time employment in each category of license that is sought.
  - Investigation Company: 3 consecutive years of investigation related experience, however various alternative educational and training substitutions are available.
  - Locksmith Company: 2 consecutive years of full-time locksmith-related experience, however various alternative educational and training substitutions are available.
  - Company Applicant Examination: The examination focuses on issues of general concern to company representatives of licensed companies, such as the eligibility criteria for individual licenses, pre-employment obligations and procedures, application requirements, record-keeping, and the procedures relating to disciplinary actions and administrative fines.
- The [Required Ownership Document](#). If the applicant is a Sole Proprietorship, the applicant will need to send DPS the Assumed Name Certificate or Doing Business As, also known as the DBA. This can be found at the local County Clerk's Office. If the applicant is a corporation, the applicant needs to send DPS the Certificate of Formation or Certificate of Filing from the [Texas Secretary of State](#).
- The Certificate of insurance or other documentary evidence of a general liability insurance policy meeting [minimum requirements](#).
- A [fingerprints](#) based FBI Criminal History background check.
- A Valid credit card or debit card with a credit card logo (MasterCard, Visa, Discover or American Express).

In addition, Business Owner(s) must not have a [disqualifying criminal history record](#).

To be eligible to be considered for an Individual Private Security license an applicant will need:

- To submit an [online](#) application with payment, the following information is required:
  - First Name
  - Last Name
  - Date of Birth
  - Home Address
  - Electronic submission of [fingerprints](#)
  - Social Security Number
  - Demographic Information
  - Unique Email Address
  - Government Issued Driver License or Identification Card
- To meet any of the required [training](#) or [experience](#) for the type of application submitted. This includes Alarm Installers, Alarm Systems Monitor, Non-commissioned guards, Commissioned Security Officers, Personal Protection Officers, Level I Alarm Instructor, Level III Firearms Instructor, Level III Classroom Instructor and Level IV Personal Protection Instructor. (Please note: No training or examination required for the following individual licenses: Owner, Continuing Education Instructor, Locksmith, Private Investigator, Alarm Systems Monitor or Electronic Access Control Device Installer.)
- To submit to a [fingerprint](#) based FBI Criminal History background check.
- A valid credit card or debit card with a credit card logo (MasterCard, Visa, Discover or American Express).

In addition, an applicant may not have a [disqualifying criminal history record](#) and a pocket card will not be issued unless the individual is affiliated with a licensed company.

Eligibility for a private security license varies by individual license and business license types.

Detailed information about the Private Security Program can be found at:

[Private Security | Department of Public Safety \(texas.gov\)](#)

For questions about the Private Security Program, customers can:

Fill out the web form found at:

<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=PS>

- The anticipated time for a response submitted by the web is immediate for most questions or 3-7 business days for requests involving additional research or investigation.
- Call (512) 424-7293
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:

Mail Including Payment:  
Texas Department of Public Safety  
PO Box 15999  
Austin, TX 78761-5999

Mail without payment to:  
Texas Department of Public Safety  
Private Security - MSC 0241  
PO Box 4087  
Austin, TX 78773-0001

- The anticipated time for a response submitted by mail is within 7 business days.

### Texas Metals Program

DPS registers and regulates all metal recycling entities (MRE). DPS licenses businesses, evaluates the eligibility of applicants through criminal history background checks, oversees transaction record keeping, and conducts routine inspections to ensure compliance with applicable laws and administrative rules. DPS also provides on-line training to all MRE owners.

To be eligible to be considered a Metal Recycling Entity an applicant will need to provide:

- A [Required Ownership Document](#). (The type of document depends on the type of business entity the applicant is)
- A valid e-mail address
- A valid credit card (MasterCard, Visa, Discover or American Express)
- Metal Recycling Entity location(s) of business and contact information
- Location permits (if any) issued by the city and county in which business is conducted
- Information (including Driver's License and Date of Birth) on all [Business Owner\(s\)](#) listed in the Required Ownership Document and [Statutory Agents](#) in the organization

In addition, Business Owner(s) must not have a [disqualifying criminal history record](#).

Detailed information for the Texas Metals Program can be found online at:

[Texas Metals Program | Department of Public Safety](#)

For questions about the Texas Metals Program customers can:

- Fill out the web form found at:  
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=METALS>
- The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:

Texas Department of Public Safety  
Metals Registration - MSC 0244  
PO Box 4087  
Austin, TX 78773-0001

- The anticipated time for a response submitted by mail is within 7 business days.

### Vehicle Inspection

Effective January 1, 2025, vehicles registered in 17 Texas counties are required to pass an annual inspection to ensure compliance with federal emissions standards. Vehicles registered as commercial vehicles are required to meet the safety standards. Vehicle inspections are performed at Official Vehicle Inspection Stations licensed by DPS.

To be eligible to be certified as an official inspection station an applicant must:

- Submit a new vehicle inspection station application form, which must include, but is not limited to:
  - (1) Criminal history disclosure of all convictions and deferred adjudications for each owner or designee engaged in the regular course of business as a vehicle inspection station
  - (2) Proof of ownership and current status as required by the department. Such proof includes, but is not limited to, a current Certificate of Existence or Certificate of Authority from the Texas Secretary of State and a Certificate of Good Standing from the Texas Comptroller of Public Accounts
  - (3) All fees required pursuant to Texas Transportation Code, Chapter 548 (the Act). The vehicle inspection station new and renewal application fee is nonrefundable.
- The new vehicle inspection station applicant has 60 calendar days after receipt of notice to provide the required information and submit a complete application. If an applicant fails to furnish the documentation, the application will be considered withdrawn and a new application must be submitted.
- A new vehicle inspection station application is complete when:
  - (1) It contains all items required by the department
  - (2) It conforms to the Texas vehicle inspection program's instructions
  - (3) \$100 fee has been paid
  - (4) All requests for additional information have been satisfied.
- For a new vehicle inspection station application to be approved, the owner must:
  - (1) be at least 18 years of age
  - (2) provide proof of identification as required by the department
  - (3) not be currently suspended or revoked in the Texas vehicle inspection program
  - (4) complete department provided training

- (5) have a facility that meets the Department standards
- (6) have equipment that meets the Department standards and
- (7) meet all other eligibility criteria.

In addition, there are a series of standards for facilities, equipment, and signage as well as standards of conduct that must be adhered to in order to be certified as a vehicle inspection station. Detailed information about the Vehicle Inspection Program can be found at:

[Vehicle Inspection | Department of Public Safety \(texas.gov\)](#)

For questions about the Vehicle Inspection Program customers can:

- Fill out the web form found at:  
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=VI>
  - The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293
  - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:

Mail Including Payment:  
Texas Department of Public Safety  
PO Box 15999  
Austin, TX 78761-5999

Mail without payment to:  
Texas Department of Public Safety  
Vehicle Inspection - MSC 0542  
PO Box 4087  
Austin, TX 78773-0001

- The anticipated time for a response submitted by mail is within 7 business days.



### **Compact with Texans Statutory Language**

Government Code Sec. 2114.006. CUSTOMER RELATIONS REPRESENTATIVE; COMPACT WITH TEXANS.

- (a) A state agency shall appoint a customer relations representative.
- (b) The representative shall:
  - (1) coordinate the state agency's customer service performance measurement under this chapter;
  - (2) gather information and evaluations from the public about an agency's customer service;
  - (3) respond to customer concerns; and
  - (4) establish the agency's compact with Texans under Subsection (c).
- (c) Each state agency shall create a "Compact With Texans." The compact must be approved by the Governor's Office of Budget and Planning and the Legislative Budget Board. Each Compact With Texans shall set customer service standards and describe customer service principles for that agency and address:
  - (1) the agency's procedures for responding to public contacts and complaints;
  - (2) applicable licensing and certification procedures; and
  - (3) customer waiting time for access and service delivery and responses to complaints.
- (d) Each agency that maintains a website shall publish its Compact With Texans on that website.



SEE

# SURVEY OF EMPLOYEE ENGAGEMENT

Department of Public Safety

Executive Summary

**2024**

# Executive Summary

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Phone (512) 471-9831  
Fax (512) 471-9600

## Introduction

**THANK YOU** for your participation in the Survey of Employee Engagement (SEE). We trust that you will find this information helpful in your leadership planning and organizational development efforts. The SEE is specifically focused on the key drivers relative to the ability to engage employees towards successfully fulfilling the vision and mission of the organization.

Inside this report, you will find many tools to assist you in understanding the engagement of your employees. Your first indication of engagement will be the response rate of your employees. From there, we share with you the overall score for your organization, averaging all survey items. You will also find a breakdown of the levels of engagement found among your employees. We have provided demographic information about the employees surveyed as well as what percent are leaving or retiring in the near future. Then, this report contains a breakdown of the scoring for each construct we surveyed, highlighting areas of strength and areas of concern. Finally, we have provided Focus Forward action items throughout the report and a timeline suggesting how to move forward with what you have learned from the survey results.

Your report represents aggregate data, but some organizations will want further information. For example, the SEE makes it possible to see results broken down by demographic groupings. We would enjoy hearing how you've used the data, and what you liked and disliked about the SEE experience. We are here to help you engage your employees in achieving your vision and mission.



Noel Landuyt  
Associate Director  
Institute for Organizational Excellence

## Organization Profile



**Department of Public Safety**

**Organizational Leadership:**  
Steven McCraw, Director

**Benchmark Categories:**  
Size 6: Organizations with 10,000+ employees  
Mission 5 : Public Safety/Criminal Justice

### Survey Administration

Collection Period:  
03/04/2024 through 03/25/2024

Survey Liaison:  
Liz Kisamore  
Business Analyst  
5805 N. Lamar Blvd  
Bldg C.  
Austin, TX 78752

512-424-5674  
liz.kisamore@dps.texas.gov



**EMPLOYEE ENGAGEMENT**

INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

## The Survey

**48**  
Primary  
Items

### Primary Items

The Survey of Employee Engagement (SEE) consists of a series of 48 primary items used to assess essential and fundamental aspects of how the organization functions. The items are on a 5-point scale from Strongly Disagree (1) to Strongly Agree (5).

### Demographic Items

Also included on the SEE instrument are a series of items to ascertain the demography of the respondents.

### Constructs

Similar items are grouped together, and their scores are averaged to produce twelve construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

**12**  
Constructs



Workgroup



Strategic



Supervision



Workplace



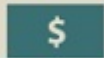
Community



Information  
Systems



Internal  
Communication



Pay



Benefits



Employee  
Development



Job  
Satisfaction



Employee  
Engagement

**2**

Key  
Scores

### Overall Score

The Overall Score is an average of all survey items and represents the overall score for the organization. It is a broad indicator for comparison purposes with other entities.

### Levels of Employee Engagement

Twelve items crossing several survey constructs have been selected to assess the level of engagement (high, moderate, or low) among individual employees.

**109** Breakout  
Categories

Organizations can use breakout categories to get a cross-sectional look at specific functional or geographic areas. Your organization had a total of 109 breakout categories.

**13** Additional  
Items

Organizations can customize their survey with up to 20 additional items. These items can target issues specific to the organization. Your organization added 13 additional items.



EMPLOYEE ENGAGEMENT

INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

## Employee Engagement

# 61.1%

About the  
same as  
last time

### Response Rate

The response rate to the survey is your first indication of the level of employee engagement in your organization. Of the 10228 employees invited to take the survey, 6247 responded for a response rate of 61.1%. As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 61.1%, your response rate is considered high. High rates mean that employees have an investment in the organization and are willing to contribute towards making improvements within the workplace. With this level of engagement, employees have high expectations from leadership to act upon the survey results.

### Overall Score

The overall score is a broad indicator for comparison purposes with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce. **Your Overall Score from last time was 378.**

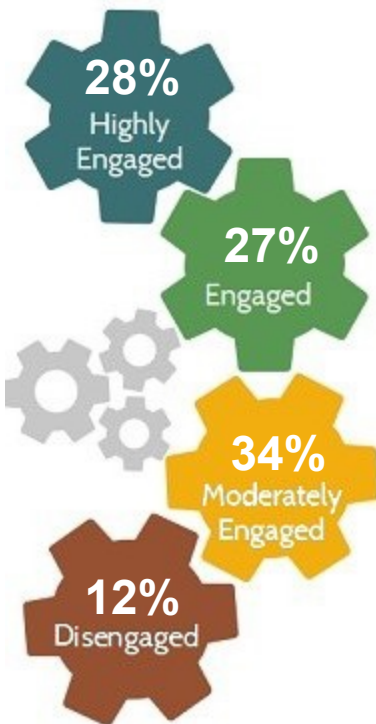


### Levels of Employee Engagement

Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For this organization, 28% of employees are Highly Engaged, 27% are Engaged, 34% are Moderately Engaged, and 12% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

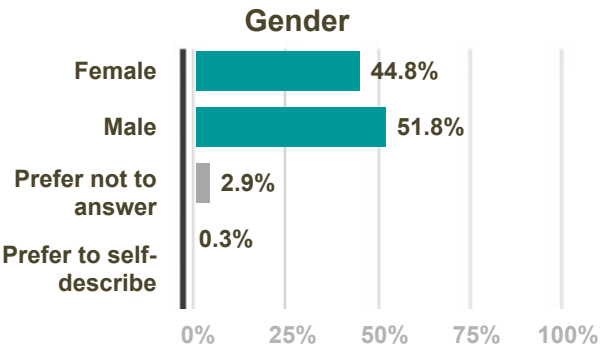
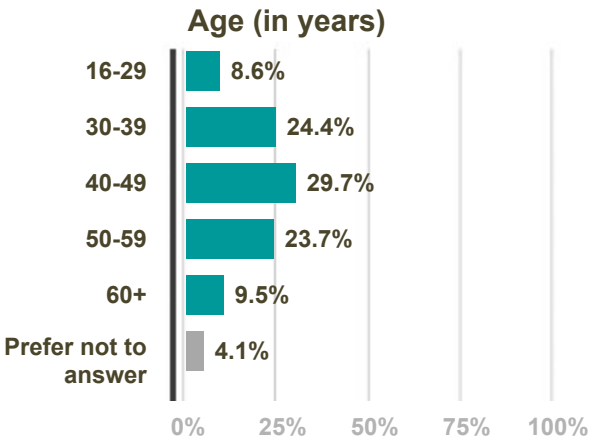
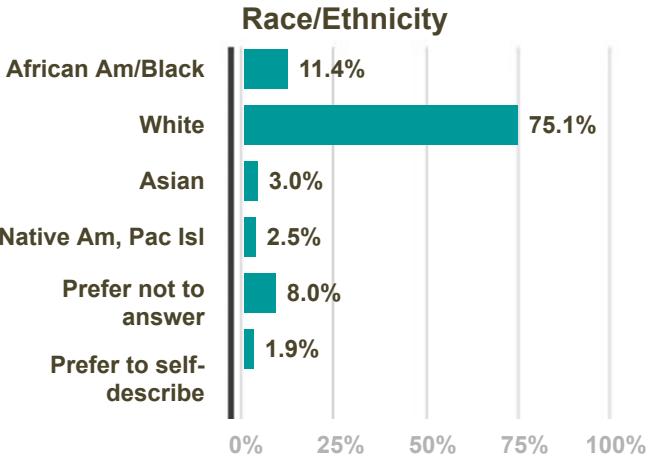
For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged. While these numbers may seem intimidating, they offer a starting point for discussions on how to further engage employees. Focus on building trust, encouraging the expression of ideas, and providing employees with the resources, guidance, and training they need to do their best work.





# People

Examining demographic data is an important aspect of determining the level of consensus and shared viewpoints across the organization. A diverse workforce helps ensure that different ideas are understood, and that those served see the organization as representative of the community. Gender, race/ethnicity, and age are just a few ways to measure diversity. While percentages can vary among different organizations, extreme imbalances should be a cause for concern.



## YEARS OF SERVICE With this Organization



14% New Hires (0-2 years)  
39% Experienced (3-10 years)  
45% Very Experienced (11+ years)  
3% Prefer not to answer

Each figure represents about 69.4 employees.

## FOCUS FORWARD >>>

**5% INTEND TO LEAVE**

Understand why people are leaving your organization by examining retention factors such as working conditions, market competitiveness, or upcoming retirement.

**21% CAN RETIRE**

This percentage of respondents indicated that they are or will be eligible for retirement within two years.



# Constructs

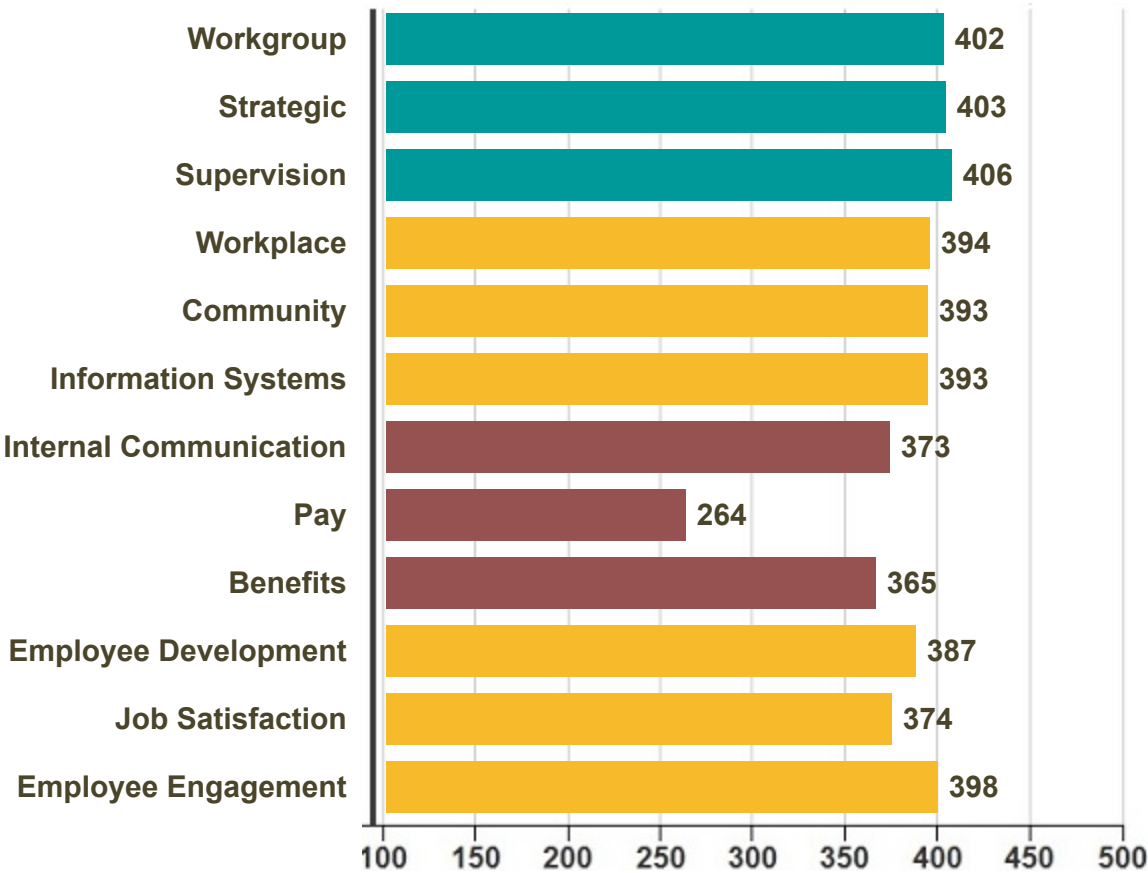
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the organization's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.

## FOCUS FORWARD >>>

Every organization faces different challenges depending on working conditions, resources, and job characteristics. On the next page, we highlight the constructs that are relative strengths and concerns for your organization. While it is important to examine areas of concern, this is also an opportunity to recognize and celebrate areas that employees have judged to be strengths. All organizations start in a different place, and there is always room for improvement within each area.

### Construct Scores





# Constructs Over Time

One of the benefits of continuing to participate in the survey is that over time data shows how employees' views have changed as a result of implementing efforts suggested by previous survey results.

Positive changes indicate that employees perceive the issue as having improved since the previous survey.

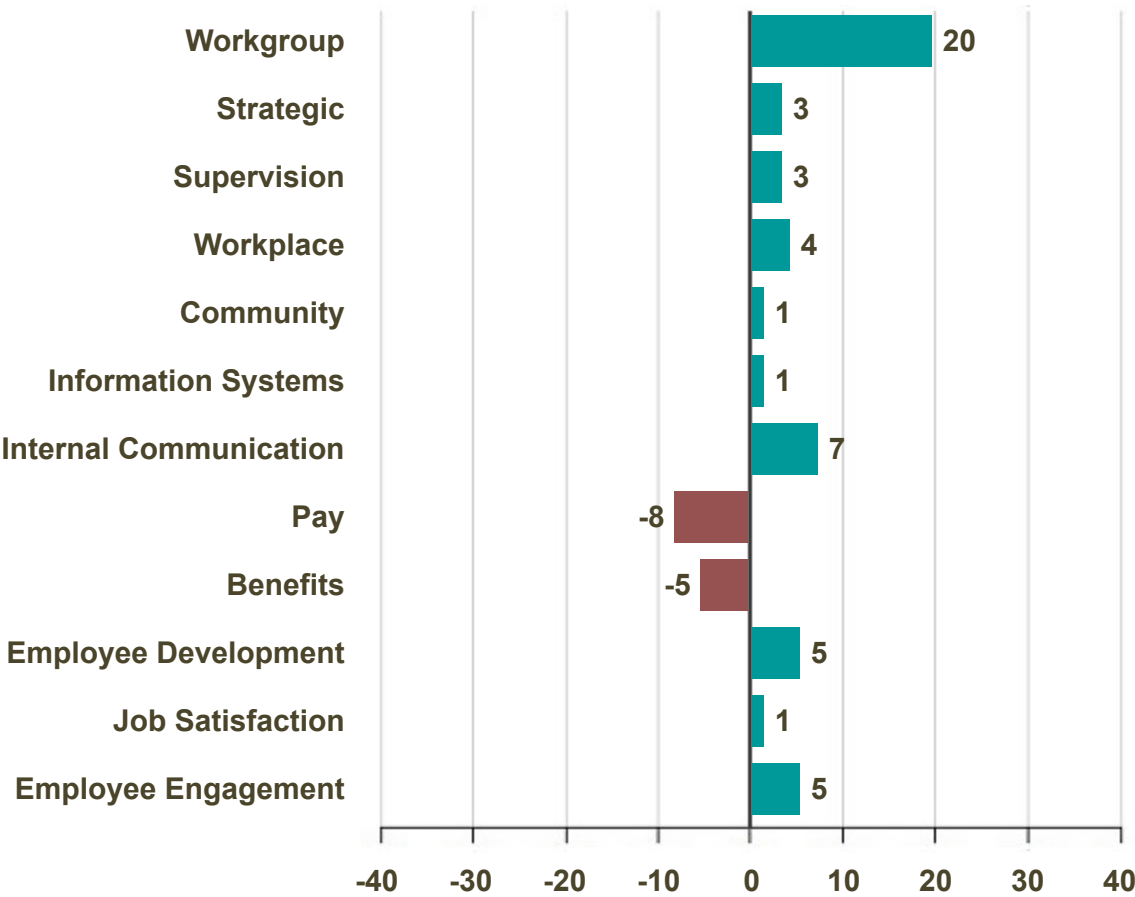
Negative changes indicate that the employees perceive that the issue has worsened since the previous survey. Negative changes of greater than 40 points and having 8 or more negative construct changes should be a source of concern for the organization and should be discussed with employees and organizational leadership.

## Has Change Occurred?

Variation in scores from year to year is normal, even when nothing has changed. Analyzing trend data requires a bringing patterns into focus, digging deeper into data, and asking questions about issues surrounding the workplace.

Pay close attention to changes of more than 15 points in either direction. Were there any new policies or organizational changes that might have affected the scores? Were these areas a point of focus for your change initiatives?

### Constructs Scores Over Time



## Areas of Strength and Concern

### Areas of Strength



#### Supervision

**Score: 406**

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.



#### Strategic

**Score: 403**

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.



#### Workgroup

**Score: 402**

The workgroup construct captures employees' perceptions of the people they work with on a daily basis and their effectiveness. Higher scores suggest that employees view their workgroup as effective, cohesive and open to the opinions of all members.

### Areas of Concern



#### Pay

**Score: 264**

The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.



#### Benefits

**Score: 365**

The benefits construct captures employees' perceptions about how the benefits package compares to packages at similar organizations and how flexible it is. Lower scores suggest that employees perceive benefits as less than needed or unfair in comparison to similar jobs in the community.



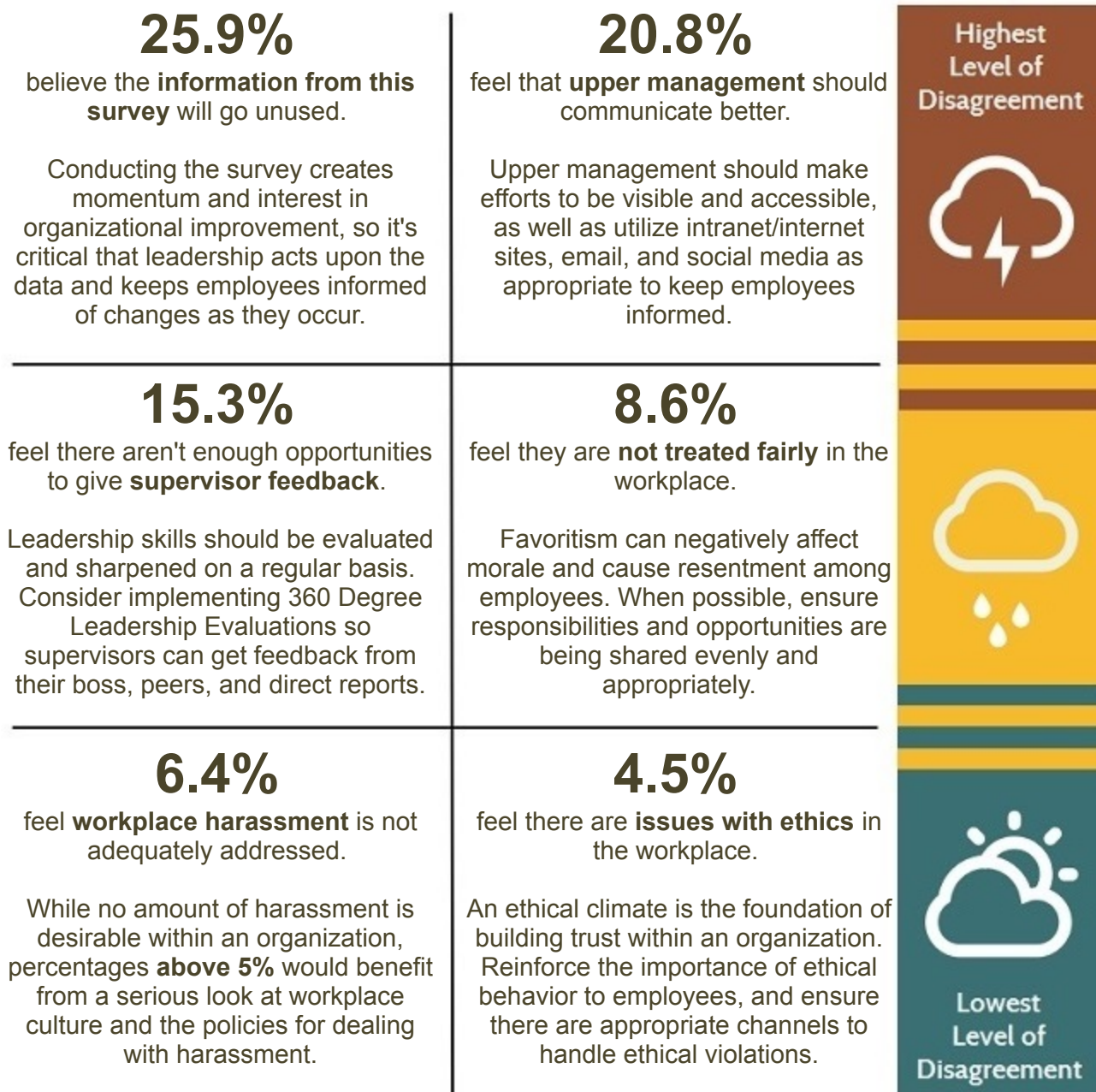
#### Internal Communication

**Score: 373**

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.

## Climate

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Below are the percentages of employees who marked disagree or strongly disagree for each of the 6 climate items.



## FOCUS FORWARD >>>

After the survey data has been compiled, the results are returned approximately one to two months after data collection stops. Survey results are provided in several formats to provide maximum flexibility in interpreting the data and sharing the data with the entire organization. The quick turnaround in reporting allows for immediate action upon the results while they are still current.

### Survey Results Received

Executive Summaries, Data Reports, and Excel data are provided for the organization as a whole and for breakout categories. Any of these formats can be used alone or in combination to create rich information on which employees can base their ideas for change.



**APR**  
2024

**MAY**  
2024



### Review Survey Data

Review the data and summaries with the executive staff, and develop a plan for circulating the data to all employees. Several types of benchmark scores provide relevant external comparisons, and breakdown categories can be used to make internal comparisons.

### Share with All Employees

Share results by creating reports, newsletters, or PowerPoint presentations providing data along with illustrations pertinent to the organization. Have employees participate in small work unit groups to review reports as they are distributed.



**JUN**  
2024

**JUL**  
2024



### Engage Employees in Change

Designate the Change Team composed of a diagonal slice across the organization that will guide the effort. Review the organization's strengths and brainstorm on how to best address weaknesses. Provide employees with comment cards to express their ideas.

### Move Forward with Change

Have the Change Team compile the priority change topics and action points, and present them to the executive staff. Discuss the administrative protocols for implementing the changes. Determine the plan of action, set a reasonable timeline, and keep employees informed of changes.



**SEP**  
2024

**NOV**  
2024



### Sharpen Your Focus

Further data breakdowns and custom reports are available. We also offer leadership assessments, employee pulse and exit surveys, and customer satisfaction surveys. Consultation time for presentations and focus groups is available as well. Please contact us at any time: [www.survey.utexas.edu](http://www.survey.utexas.edu)

### Resurvey

Administer the Survey of Employee Engagement again to document the effectiveness of your change efforts.



**JAN**  
2026

## Demographic Items

---

Survey respondent information reports the response rate and frequency information for all demographic variables that were asked of participants. Response Rate is a good indicator of employees' willingness to engage in efforts to improve the organization. Scope of Participation is a gauge to see whether or not employees by demographic characteristics participated in the survey.

### Response Rate

Your response rate is the percentage of surveys distributed divided by the number of valid surveys received. For category reports, we only report the response rate for the organization as a whole.

### What is a good response rate?

If your organization sampled employees, the answer must take into consideration size, sampling strategy, variance, and error tolerance. When all employees are surveyed (census), a general rule for organizations of at least 500, is that a 30% rate is a low, but an acceptable level of response. In general, response rates of greater than 50% (regardless of number of employees) indicate a strong level of participation.

### What about non-respondents?

First, you should review the scope of participation discussed in the following paragraph. Second, you need to ascertain whether or not a more focused effort is needed to determine why some groups did not respond.

### Scope of Participation

Respondent information is used as a gauge of the scope of participation. For example, the percentages of male and female respondents should roughly mirror your organization's gender composition. This should be true for the other demographic categories. If not, consider whether or not additional efforts need to be made to engage those low participating categories. It is important to note the following:

- If less than five respondents selected a demographic variable, "Less Than Five" and "Not Available" is reported to protect the respondents' anonymity.
- Participants have the option to skip items or select prefer not to answer. Both of these non-responses are combined to give a total "Prefer not to answer" count.



## Demographic Items

Total Respondents: 6247  
 Surveys Distributed: 10228  
 Response Rate: 61.08%

**Number  
of Survey  
Respondents**

**Percent  
of Survey  
Respondents**

### My highest education level

Did not earn high school diploma or equivalent:	11	0.18%
High school diploma or equivalent:	829	13.27%
Some college:	1992	31.89%
Associate's Degree:	753	12.05%
Bachelor's Degree:	1958	31.34%
Master's Degree:	513	8.21%
Doctoral Degree:	58	0.93%
Prefer not to answer:	133	2.13%

### I am

Female :	2799	44.81%
Male :	3234	51.77%
Prefer not to answer :	184	2.95%
Prefer to self-describe:	17	0.27%

### My annual salary (before taxes)

Less than \$20,001 :	15	0.24%
\$20,001 to 30,000 :	101	1.62%
\$30,001 to 40,000 :	710	11.37%
\$40,001 to 50,000 :	990	15.85%
\$50,001 to 60,000 :	688	11.01%
\$60,001 to 70,000 :	477	7.64%
\$70,001 to 80,000 :	417	6.68%
\$80,001 to 90,000 :	429	6.87%
More than \$90,000 :	1939	31.04%
Prefer not to answer:	481	7.70%

### I work

Full-time :	6110	97.81%
Part-time :	30	0.48%
Prefer not to answer:	107	1.71%

## Demographic Items

Total Respondents: 6247  
Surveys Distributed: 10228  
Response Rate: 61.08%

**Number  
of Survey  
Respondents**

**Percent  
of Survey  
Respondents**

### My age (in years)

16-29:	535	8.56%
30-39:	1524	24.40%
40-49:	1856	29.71%
50-59:	1482	23.72%
60+:	594	9.51%
Prefer not to answer:	256	4.10%

### Years of service with this organization

Less than 1:	328	5.25%
1-2:	520	8.32%
3-5:	1049	16.79%
6-10:	1370	21.93%
11-15:	982	15.72%
16+:	1814	29.04%
Prefer not to answer:	184	2.95%

### Are you of Hispanic, Latino/a/x, or of Spanish origin?

Yes:	2109	33.76%
No:	3628	58.08%
Prefer not to answer:	510	8.16%

### My race/ethnic identification (Check all that apply)

African American or Black:	711	11.38%
White:	4691	75.09%
Asian:	186	2.98%
Native American or Pacific Islander:	156	2.50%
Prefer not to answer:	501	8.02%
Prefer to self-describe:	116	1.86%

### I am currently in a supervisory role.

Yes:	1328	21.26%
No:	4688	75.04%
Prefer not to answer:	231	3.70%

## Demographic Items

Total Respondents: 6247  
Surveys Distributed: 10228  
Response Rate: 61.08%

**Number  
of Survey  
Respondents**

**Percent  
of Survey  
Respondents**

### I received a promotion during the past two years.

Yes:	1425	22.81%
No:	4583	73.36%
Prefer not to answer:	239	3.83%

### I received a merit increase during the past two years.

Yes:	2149	34.40%
No:	3719	59.53%
Prefer not to answer:	379	6.07%

### I plan to be working for this organization in one year.

Yes:	5437	87.03%
No:	286	4.58%
Prefer not to answer:	524	8.39%

### I am eligible for retirement within the next two years.

Yes:	1329	21.27%
No:	4651	74.45%
Prefer not to answer:	267	4.27%

### I currently remote work...

None of the time :	4303	68.88%
Some (1 - 2 days per week) :	689	11.03%
Most (3 - 4 days per week) :	455	7.28%
All the time :	591	9.46%
Prefer not to answer:	209	3.35%



## Primary Items

---

For the primary items (numbered 1-48), participants were asked to indicate how they agreed with each positively phrased statement. If participants did not have information or the item did not apply, they were to select don't know/not applicable.

Each primary item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.
- **Organizational Categories** are benchmarked against the organization as a whole.

### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.



## Primary Items

1. My work group cooperates to get the job done.

83% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2534	2664	665	235	92	40
Percentage:	40.67%	42.76%	10.67%	3.77%	1.48%	0.64%

83% Agreement

SCORE:

4.18

Std. Dev.:

0.88

Total Respondents:

6230

BENCHMARKS

Past Score:

4.15

Similar Mission:

4.23

Similar Size:

4.14

All Orgs:

4.38

2. In my work group I can share my opinions and ideas.

77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2286	2533	833	349	191	45
Percentage:	36.65%	40.61%	13.36%	5.60%	3.06%	0.72%

77% Agreement

SCORE:

4.03

Std. Dev.:

1.00

Total Respondents:

6237

BENCHMARKS

Past Score:

3.83

Similar Mission:

3.99

Similar Size:

3.82

All Orgs:

4.20

3. In my workgroup, we encourage each other to learn from our mistakes.

77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2280	2517	865	357	145	64
Percentage:	36.61%	40.41%	13.89%	5.73%	2.33%	1.03%

77% Agreement

SCORE:

4.04

Std. Dev.:

0.98

Total Respondents:

6228

BENCHMARKS

Past Score:

3.57

Similar Mission:

3.54

Similar Size:

3.58

All Orgs:

3.73

4. In my work group, there is a real feeling of teamwork.

68% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1963	2264	1147	511	304	44
Percentage:	31.49%	36.32%	18.40%	8.20%	4.88%	0.71%

68% Agreement

SCORE:

3.82

Std. Dev.:

1.12

Total Respondents:

6233

BENCHMARKS

Past Score:

3.74

Similar Mission:

3.89


Similar Size:

3.76

All Orgs:

4.09

## Primary Items



5. Our organization is known for the quality of work we provide.

78% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2194	2632	957	267	123	51
Percentage:	35.25%	42.29%	15.38%	4.29%	1.98%	0.82%

78% Agreement

SCORE:

4.05

Std. Dev.:

0.93

Total Respondents:

6224

BENCHMARKS

Past Score:

4.02

Similar Mission:


3.76

Similar Size:

3.72

All Orgs:

4.10



6. I know how my work impacts others in the organization.

85% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2682	2639	637	172	61	35
Percentage:	43.08%	42.39%	10.23%	2.76%	0.98%	0.56%

85% Agreement

SCORE:

4.25

Std. Dev.:

0.82

Total Respondents:

6226

BENCHMARKS

Past Score:

4.21

Similar Mission:


4.28

Similar Size:

4.20

All Orgs:

4.36



7. My organization develops services to match the needs of our customers/clients.

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1671	2692	1153	382	149	181
Percentage:	26.83%	43.22%	18.51%	6.13%	2.39%	2.91%

70% Agreement

SCORE:

3.89

Std. Dev.:

0.96

Total Respondents:

6228

BENCHMARKS

Past Score:

3.86

Similar Mission:


3.87

Similar Size:

3.82

All Orgs:

4.08



8. Our organization communicates effectively with the public.

63% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1413	2506	1406	490	223	187
Percentage:	22.70%	40.26%	22.59%	7.87%	3.58%	3.00%

63% Agreement

SCORE:

3.73

Std. Dev.:

1.03

Total Respondents:

6225

BENCHMARKS

Past Score:

3.72

Similar Mission:

3.67

Similar Size:

3.58

All Orgs:

3.90

## Primary Items



9. I have a good understanding of our mission, vision, and strategic plan.

85% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2603	2673	618	206	100	27
Percentage:	41.80%	42.93%	9.92%	3.31%	1.61%	0.43%

85% Agreement

<b>SCORE:</b>	<b>4.21</b>
Std. Dev.:	0.87
Total Respondents:	6227
<b>BENCHMARKS</b>	
Past Score:	4.19
Similar Mission:	4.19
Similar Size:	4.16
All Orgs:	4.30



10. My supervisor provides me with a clear understanding of my work responsibilities.

82% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2712	2423	645	248	174	35
Percentage:	43.48%	38.85%	10.34%	3.98%	2.79%	0.56%

82% Agreement

<b>SCORE:</b>	<b>4.17</b>
Std. Dev.:	0.96
Total Respondents:	6237
<b>BENCHMARKS</b>	
Past Score:	4.13
Similar Mission:	4.09
Similar Size:	4.09
All Orgs:	4.27



11. My supervisor recognizes outstanding work.

76% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2337	2371	877	359	240	44
Percentage:	37.52%	38.07%	14.08%	5.76%	3.85%	0.71%

76% Agreement

<b>SCORE:</b>	<b>4.00</b>
Std. Dev.:	1.05
Total Respondents:	6228
<b>BENCHMARKS</b>	
Past Score:	3.98
Similar Mission:	3.96
Similar Size:	3.93
All Orgs:	4.17



12. I am given the opportunity to do my best work.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2430	2516	810	294	155	25
Percentage:	39.00%	40.39%	13.00%	4.72%	2.49%	0.40%

79% Agreement

<b>SCORE:</b>	<b>4.09</b>
Std. Dev.:	0.96
Total Respondents:	6230
<b>BENCHMARKS</b>	
Past Score:	4.07
Similar Mission:	4.04
Similar Size:	4.00
All Orgs:	4.20



## Primary Items

13. My supervisor is consistent when administering policies concerning employees.

73% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2246	2293	912	410	309	60
Percentage:	36.05%	36.81%	14.64%	6.58%	4.96%	0.96%

73% Agreement

SCORE: 3.93

Std. Dev.: 1.11

Total Respondents: 6230

BENCHMARKS

Past Score: 3.86

Similar Mission: 3.88

Similar Size: 3.90

All Orgs: 4.08

14. My supervisor evaluates my performance fairly.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2465	2467	786	257	193	62
Percentage:	39.57%	39.60%	12.62%	4.13%	3.10%	1.00%

79% Agreement

SCORE: 4.10

Std. Dev.: 0.98

Total Respondents: 6230

BENCHMARKS

Past Score: 4.09

Similar Mission: 4.05

Similar Size: 4.03

All Orgs: 4.21

15. Given the type of work I do, my physical workplace meets my needs.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2112	2825	699	334	180	83
Percentage:	33.88%	45.32%	11.21%	5.36%	2.89%	1.33%

79% Agreement

SCORE: 4.03

Std. Dev.: 0.97

Total Respondents: 6233

BENCHMARKS

Past Score: 4.00

Similar Mission: 4.06

Similar Size: 3.96

All Orgs: 4.24

16. My workplace is well maintained.

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1813	2564	948	520	282	103
Percentage:	29.10%	41.16%	15.22%	8.35%	4.53%	1.65%

70% Agreement

SCORE: 3.83

Std. Dev.: 1.09

Total Respondents: 6230

BENCHMARKS

Past Score: 3.80

Similar Mission: 3.85

Similar Size: 3.76

All Orgs: 4.09

## Primary Items



17. There are sufficient procedures to ensure the safety of employees in the workplace.

77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1881	2896	802	298	206	145
Percentage:	30.20%	46.50%	12.88%	4.78%	3.31%	2.33%

77% Agreement

<b>SCORE:</b>	<b>3.98</b>
Std. Dev.:	0.97
Total Respondents:	6228
<b>BENCHMARKS</b>	
Past Score:	3.93
Similar Mission:	3.94
Similar Size:	3.85
All Orgs:	4.12



18. I have adequate resources and equipment to do my job.

76% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1825	2915	829	457	182	23
Percentage:	29.29%	46.78%	13.30%	7.33%	2.92%	0.37%

76% Agreement

<b>SCORE:</b>	<b>3.93</b>
Std. Dev.:	0.99
Total Respondents:	6231
<b>BENCHMARKS</b>	
Past Score:	3.86
Similar Mission:	3.74
Similar Size:	3.78
All Orgs:	4.08



19. The people I work with treat each other with respect.

75% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1970	2705	953	359	213	30
Percentage:	31.62%	43.42%	15.30%	5.76%	3.42%	0.48%

75% Agreement

<b>SCORE:</b>	<b>3.95</b>
Std. Dev.:	1.01
Total Respondents:	6230
<b>BENCHMARKS</b>	
Past Score:	3.89
Similar Mission:	3.93
Similar Size:	3.85
All Orgs:	4.17



20. The people I work with come from diverse backgrounds.

86% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2236	3149	625	111	39	77
Percentage:	35.85%	50.49%	10.02%	1.78%	0.63%	1.23%

86% Agreement

<b>SCORE:</b>	<b>4.21</b>
Std. Dev.:	0.74
Total Respondents:	6237
<b>BENCHMARKS</b>	
Past Score:	4.20
Similar Mission:	4.14
Similar Size:	4.18
All Orgs:	4.16



## Primary Items



21. The people I work with care about my personal well-being.

69% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1652	2669	1307	337	210	54
Percentage:	26.52%	42.85%	20.98%	5.41%	3.37%	0.87%

69% Agreement

<b>SCORE:</b>	<b>3.84</b>
Std. Dev.:	0.99
Total Respondents:	6229
<b>BENCHMARKS</b>	
Past Score:	3.86
Similar Mission:	3.85
Similar Size:	3.76
All Orgs:	4.09



22. I trust the people in my workplace.

64% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1509	2490	1473	432	277	43
Percentage:	24.24%	40.01%	23.67%	6.94%	4.45%	0.69%

64% Agreement

<b>SCORE:</b>	<b>3.73</b>
Std. Dev.:	1.05
Total Respondents:	6224
<b>BENCHMARKS</b>	
Past Score:	3.72
Similar Mission:	3.70
Similar Size:	3.61
All Orgs:	3.96



23. My work group uses the latest technologies to communicate and interact.

67% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1288	2875	1297	496	229	44
Percentage:	20.68%	46.16%	20.82%	7.96%	3.68%	0.71%

67% Agreement

<b>SCORE:</b>	<b>3.73</b>
Std. Dev.:	1.00
Total Respondents:	6229
<b>BENCHMARKS</b>	
Past Score:	3.69
Similar Mission:	3.61
Similar Size:	3.61
All Orgs:	3.90



24. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.

91% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2382	3264	426	93	47	19
Percentage:	38.23%	52.38%	6.84%	1.49%	0.75%	0.30%

91% Agreement

<b>SCORE:</b>	<b>4.26</b>
Std. Dev.:	0.72
Total Respondents:	6231
<b>BENCHMARKS</b>	
Past Score:	4.26
Similar Mission:	4.13
Similar Size:	4.09
All Orgs:	4.27



EMPLOYEE ENGAGEMENT

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## Primary Items

25. Support is available for the technologies we use.

81% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1737	3288	812	270	102	24
Percentage:	27.87%	52.75%	13.03%	4.33%	1.64%	0.39%

81% Agreement

SCORE: 4.01

Std. Dev.: 0.86

Total Respondents: 6233

BENCHMARKS

Past Score: 4.03

Similar Mission: 3.88

Similar Size: 3.93

All Orgs: 4.13

26. Our computer systems enable me to quickly find the information I need.

68% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1372	2871	1185	532	257	18
Percentage:	22.00%	46.05%	19.01%	8.53%	4.12%	0.29%

68% Agreement

SCORE: 3.73

Std. Dev.: 1.03

Total Respondents: 6235

BENCHMARKS

Past Score: 3.68

Similar Mission: 3.50

Similar Size: 3.66

All Orgs: 3.92

27. The communication channels I must go through at work are reasonable.

72% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1314	3194	1090	396	206	28
Percentage:	21.10%	51.28%	17.50%	6.36%	3.31%	0.45%

72% Agreement

SCORE: 3.81

Std. Dev.: 0.95

Total Respondents: 6228

BENCHMARKS

Past Score: 3.76

Similar Mission: 3.75

Similar Size: 3.68

All Orgs: 3.97

28. My work atmosphere encourages open and honest communication.

65% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1520	2506	1169	587	405	31
Percentage:	24.45%	40.30%	18.80%	9.44%	6.51%	0.50%

65% Agreement

SCORE: 3.67

Std. Dev.: 1.14

Total Respondents: 6218

BENCHMARKS

Past Score: 3.59

Similar Mission: 3.61

Similar Size: 3.52

All Orgs: 3.86



## Primary Items



29. The communications I receive at work are timely and informative.

66% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1282	2811	1334	540	234	27
Percentage:	20.58%	45.13%	21.42%	8.67%	3.76%	0.43%

66% Agreement

<b>SCORE:</b>	<b>3.70</b>
Std. Dev.:	1.01
Total Respondents:	6228
<b>BENCHMARKS</b>	
Past Score:	3.64
Similar Mission:	3.63
Similar Size:	3.59
All Orgs:	3.91



30. My pay keeps pace with the cost of living.

22% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	337	1018	1322	1649	1888	22
Percentage:	5.40%	16.32%	21.20%	26.44%	30.28%	0.35%

22% Agreement

<b>SCORE:</b>	<b>2.40</b>
Std. Dev.:	1.23
Total Respondents:	6236
<b>BENCHMARKS</b>	
Past Score:	2.47
Similar Mission:	2.16
Similar Size:	2.10
All Orgs:	2.46



31. Salaries are competitive with similar jobs in the community.

28% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	423	1337	1633	1597	1147	89
Percentage:	6.79%	21.47%	26.23%	25.65%	18.42%	1.43%

28% Agreement

<b>SCORE:</b>	<b>2.72</b>
Std. Dev.:	1.19
Total Respondents:	6226
<b>BENCHMARKS</b>	
Past Score:	2.81
Similar Mission:	2.37
Similar Size:	2.37
All Orgs:	2.64



32. I feel I am paid fairly for the work I do.

32% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	460	1530	1678	1448	1080	34
Percentage:	7.38%	24.56%	26.93%	23.24%	17.34%	0.55%

32% Agreement

<b>SCORE:</b>	<b>2.81</b>
Std. Dev.:	1.20
Total Respondents:	6230
<b>BENCHMARKS</b>	
Past Score:	2.89
Similar Mission:	2.60
Similar Size:	2.43
All Orgs:	2.89



EMPLOYEE ENGAGEMENT

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## Primary Items



33. Retirement benefits are competitive with similar jobs in the community.

55% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	897	2520	1755	558	309	184
Percentage:	14.41%	40.49%	28.20%	8.97%	4.97%	2.96%

55% Agreement

<b>SCORE:</b>	<b>3.52</b>
Std. Dev.:	1.02
Total Respondents:	6223
<b>BENCHMARKS</b>	
Past Score:	3.62
Similar Mission:	3.59
Similar Size:	3.50
All Orgs:	3.83



34. Health insurance benefits are competitive with similar jobs in the community.

64% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1151	2848	1420	438	228	138
Percentage:	18.50%	45.77%	22.82%	7.04%	3.66%	2.22%

64% Agreement

<b>SCORE:</b>	<b>3.70</b>
Std. Dev.:	0.98
Total Respondents:	6223
<b>BENCHMARKS</b>	
Past Score:	3.74
Similar Mission:	3.83
Similar Size:	3.72
All Orgs:	4.01



35. Benefits can be selected to meet individual needs.

67% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1000	3135	1498	337	163	81
Percentage:	16.09%	50.45%	24.11%	5.42%	2.62%	1.30%

67% Agreement

<b>SCORE:</b>	<b>3.73</b>
Std. Dev.:	0.89
Total Respondents:	6214
<b>BENCHMARKS</b>	
Past Score:	3.74
Similar Mission:	3.79
Similar Size:	3.71
All Orgs:	3.94



36. I believe I have a career with this organization.

78% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2084	2759	952	212	144	68
Percentage:	33.51%	44.36%	15.31%	3.41%	2.32%	1.09%

78% Agreement

<b>SCORE:</b>	<b>4.04</b>
Std. Dev.:	0.92
Total Respondents:	6219
<b>BENCHMARKS</b>	
Past Score:	4.03
Similar Mission:	3.89
Similar Size:	3.84
All Orgs:	3.97



## Primary Items



37. Training is made available to me so that I can do my job better.

74% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1643	2944	971	424	212	33
Percentage:	26.39%	47.28%	15.59%	6.81%	3.40%	0.53%

74% Agreement

<b>SCORE:</b>	<b>3.87</b>
Std. Dev.:	0.99
Total Respondents:	6227
<b>BENCHMARKS</b>	
Past Score:	3.78
Similar Mission:	3.54
Similar Size:	3.73
All Orgs:	3.90



38. Training is made available to me for personal growth and development.

66% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1463	2670	1157	578	305	46
Percentage:	23.52%	42.93%	18.60%	9.29%	4.90%	0.74%

66% Agreement

<b>SCORE:</b>	<b>3.71</b>
Std. Dev.:	1.08
Total Respondents:	6219
<b>BENCHMARKS</b>	
Past Score:	3.66
Similar Mission:	3.42
Similar Size:	3.62
All Orgs:	3.81



39. My work environment supports a balance between work and personal life.

59% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1286	2386	1280	686	557	31
Percentage:	20.66%	38.32%	20.56%	11.02%	8.95%	0.50%

59% Agreement

<b>SCORE:</b>	<b>3.51</b>
Std. Dev.:	1.19
Total Respondents:	6226
<b>BENCHMARKS</b>	
Past Score:	3.49
Similar Mission:	3.65
Similar Size:	3.38
All Orgs:	3.91



40. I feel free to be myself at work.

65% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1421	2638	1245	509	383	34
Percentage:	22.81%	42.34%	19.98%	8.17%	6.15%	0.55%

65% Agreement

<b>SCORE:</b>	<b>3.68</b>
Std. Dev.:	1.10
Total Respondents:	6230
<b>BENCHMARKS</b>	
Past Score:	3.65
Similar Mission:	3.72
Similar Size:	3.58
All Orgs:	3.94



## Primary Items



41. The pace of work enables employees to effectively perform their job.

66% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1041	3032	1281	569	266	25
Percentage:	16.75%	48.79%	20.61%	9.16%	4.28%	0.40%

66% Agreement

<b>SCORE:</b>	<b>3.65</b>
Std. Dev.:	1.00
Total Respondents:	6214
<b>BENCHMARKS</b>	
Past Score:	3.67
Similar Mission:	3.56
Similar Size:	3.37
All Orgs:	3.71



42. I am proud to tell people that I work for this organization.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2304	2637	996	162	86	35
Percentage:	37.04%	42.40%	16.01%	2.60%	1.38%	0.56%

79% Agreement

<b>SCORE:</b>	<b>4.12</b>
Std. Dev.:	0.87
Total Respondents:	6220
<b>BENCHMARKS</b>	
Past Score:	4.11
Similar Mission:	3.98
Similar Size:	3.80
All Orgs:	4.17



43. Harassment is not tolerated at my workplace.

83% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2640	2555	574	239	162	53
Percentage:	42.42%	41.06%	9.22%	3.84%	2.60%	0.85%

83% Agreement

<b>SCORE:</b>	<b>4.18</b>
Std. Dev.:	0.94
Total Respondents:	6223
<b>BENCHMARKS</b>	
Past Score:	4.18
Similar Mission:	4.10
Similar Size:	4.07
All Orgs:	4.30



44. Employees are generally ethical in my workplace.

82% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2160	2960	775	185	94	39
Percentage:	34.77%	47.64%	12.47%	2.98%	1.51%	0.63%

82% Agreement

<b>SCORE:</b>	<b>4.12</b>
Std. Dev.:	0.85
Total Respondents:	6213
<b>BENCHMARKS</b>	
Past Score:	4.08
Similar Mission:	3.98
Similar Size:	3.91
All Orgs:	4.24



EMPLOYEE ENGAGEMENT

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## Primary Items



45. I believe we will use the information from this survey to improve our workplace.

44% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1015	1715	1821	804	806	60
Percentage:	16.32%	27.57%	29.27%	12.92%	12.96%	0.96%

44% Agreement

<b>SCORE:</b>	<b>3.22</b>
Std. Dev.:	1.24
Total Respondents:	6221
<b>BENCHMARKS</b>	
Past Score:	3.23
Similar Mission:	3.23
Similar Size:	3.18
All Orgs:	3.60



46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.

63% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1499	2411	1267	487	465	86
Percentage:	24.12%	38.79%	20.39%	7.84%	7.48%	1.38%

63% Agreement

<b>SCORE:</b>	<b>3.65</b>
Std. Dev.:	1.15
Total Respondents:	6215
<b>BENCHMARKS</b>	
Past Score:	3.60
Similar Mission:	3.62
Similar Size:	3.57
All Orgs:	3.76



47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.

55% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1163	2231	1482	672	619	52
Percentage:	18.70%	35.87%	23.83%	10.81%	9.95%	0.84%

55% Agreement

<b>SCORE:</b>	<b>3.43</b>
Std. Dev.:	1.20
Total Respondents:	6219
<b>BENCHMARKS</b>	
Past Score:	3.38
Similar Mission:	3.51
Similar Size:	3.40
All Orgs:	3.83



48. I am treated fairly in my workplace.

74% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1747	2863	1048	313	221	28
Percentage:	28.09%	46.03%	16.85%	5.03%	3.55%	0.45%

74% Agreement

<b>SCORE:</b>	<b>3.90</b>
Std. Dev.:	0.98
Total Respondents:	6220
<b>BENCHMARKS</b>	
Past Score:	3.88
Similar Mission:	3.85
Similar Size:	3.79
All Orgs:	4.08



## Additional Items

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Organizations participating in the Survey are invited to submit up to 20 additional items for inclusion in the Survey. These items are included at the end of the online survey or are printed on an insert and included in each employee's survey packet. Please refer to the survey customization sheet that has been included later in this report for more information on additional items submitted by this organization.

\*Additional Items are not included if none were submitted.

Each additional item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to additional items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

### Benchmark Data

Benchmark and over time data are not available for Additional Items.

### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.



## Additional Items

1. My defined benefit retirement/pension is a major reason I work for my employer.

62% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1467	2405	1448	611	175	108
Percentage:	23.61%	38.70%	23.30%	9.83%	2.82%	1.74%

62% Agreement

**SCORE:** 3.72  
 Std. Dev.: 1.03  
 Total Respondents: 6214

2. My health coverage is a major reason I plan to remain with my employer.

60% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1333	2385	1511	660	198	132
Percentage:	21.43%	38.35%	24.30%	10.61%	3.18%	2.12%

60% Agreement

**SCORE:** 3.66  
 Std. Dev.: 1.04  
 Total Respondents: 6219

3. I trust that my survey responses will remain anonymous.

50% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1245	1890	1814	707	518	53
Percentage:	19.99%	30.35%	29.13%	11.35%	8.32%	0.85%

50% Agreement

**SCORE:** 3.43  
 Std. Dev.: 1.18  
 Total Respondents: 6227

4. There is someone at work who encourages my development.

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1724	2624	1138	438	239	65
Percentage:	27.68%	42.13%	18.27%	7.03%	3.84%	1.04%

70% Agreement

**SCORE:** 3.84  
 Std. Dev.: 1.04  
 Total Respondents: 6228

## Additional Items

5. I understand how my role contributes to the Department mission to protect and serve Texans.

**87% Agreement**

87% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2338	3060	584	133	79	32
Percentage:	37.55%	49.15%	9.38%	2.14%	1.27%	0.51%

**SCORE:** 4.20  
**Std. Dev.:** 0.80  
**Total Respondents:** 6226

6. I would recommend the Department to others as a good place to work.

**70% Agreement**

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1772	2589	1315	332	184	33
Percentage:	28.47%	41.59%	21.12%	5.33%	2.96%	0.53%

**SCORE:** 3.88  
**Std. Dev.:** 0.98  
**Total Respondents:** 6225

7. I have someone I can confide in at work.

**70% Agreement**

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1775	2564	1064	477	270	78
Percentage:	28.50%	41.17%	17.08%	7.66%	4.34%	1.25%

**SCORE:** 3.83  
**Std. Dev.:** 1.07  
**Total Respondents:** 6228

8. I have adequate technology to perform my job duties efficiently and effectively.

**74% Agreement**

74% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1502	3086	901	458	254	22
Percentage:	24.14%	49.59%	14.48%	7.36%	4.08%	0.35%

**SCORE:** 3.83  
**Std. Dev.:** 1.01  
**Total Respondents:** 6223



## Additional Items

9. My direct supervisor exemplifies the Department's values of integrity, accountability, excellence and teamwork.

77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2487	2293	839	273	278	49
Percentage:	39.99%	36.87%	13.49%	4.39%	4.47%	0.79%

77% Agreement

**SCORE:** 4.04  
**Std. Dev.:** 1.06  
**Total Respondents:** 6219

10. The Department is changing for the better.

45% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	923	1895	2195	665	475	73
Percentage:	14.82%	30.44%	35.26%	10.68%	7.63%	1.17%

45% Agreement

**SCORE:** 3.35  
**Std. Dev.:** 1.10  
**Total Respondents:** 6226

11. Employees are able to suggest workplace-related ideas and change.

63% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1277	2623	1356	547	337	46
Percentage:	20.64%	42.40%	21.92%	8.84%	5.45%	0.74%

63% Agreement

**SCORE:** 3.64  
**Std. Dev.:** 1.07  
**Total Respondents:** 6186

12. I can speak candidly to my direct supervisor, including bringing problems and tough issues.

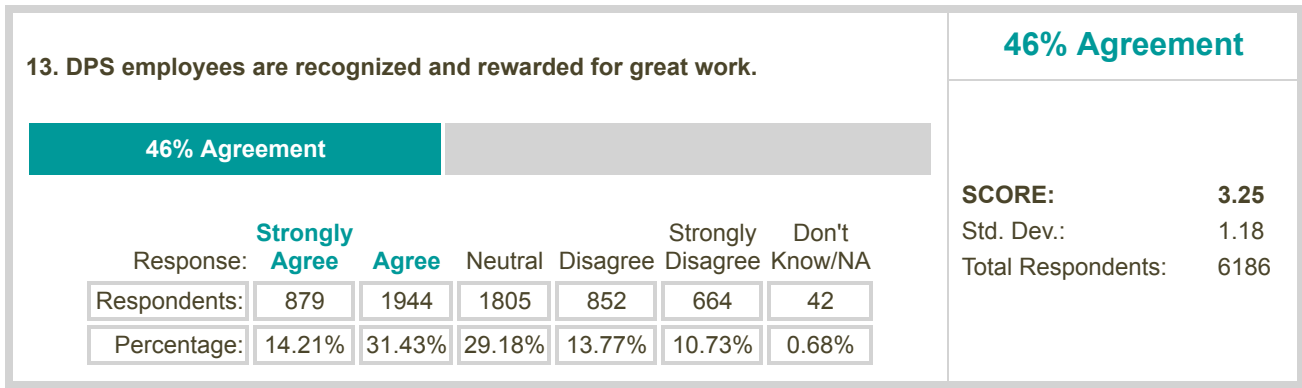
77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2339	2430	762	321	295	41
Percentage:	37.80%	39.27%	12.31%	5.19%	4.77%	0.66%

77% Agreement

**SCORE:** 4.01  
**Std. Dev.:** 1.07  
**Total Respondents:** 6188

# Additional Items



## Engagement Items

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Employee Engagement items span several constructs, and capture the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. This construct measures the degree to which employees feel that their ideas count, their work impacts the organization and their well being and development is valued.

Each engagement item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

### Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.

### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.

### Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.



## Engagement Items



2. In my work group I can share my opinions and ideas.

77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2286	2533	833	349	191	45
Percentage:	36.65%	40.61%	13.36%	5.60%	3.06%	0.72%

77% Agreement

<b>SCORE:</b>	<b>4.03</b>
Std. Dev.:	1.00
Total Respondents:	6237
<b>BENCHMARKS</b>	
Past Score:	3.83
Similar Mission:	3.99
Similar Size:	3.82
All Orgs:	4.20



5. Our organization is known for the quality of work we provide.

78% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2194	2632	957	267	123	51
Percentage:	35.25%	42.29%	15.38%	4.29%	1.98%	0.82%

78% Agreement

<b>SCORE:</b>	<b>4.05</b>
Std. Dev.:	0.93
Total Respondents:	6224
<b>BENCHMARKS</b>	
Past Score:	4.02
Similar Mission:	3.76
Similar Size:	3.72
All Orgs:	4.10



6. I know how my work impacts others in the organization.

85% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2682	2639	637	172	61	35
Percentage:	43.08%	42.39%	10.23%	2.76%	0.98%	0.56%

85% Agreement

<b>SCORE:</b>	<b>4.25</b>
Std. Dev.:	0.82
Total Respondents:	6226
<b>BENCHMARKS</b>	
Past Score:	4.21
Similar Mission:	4.28
Similar Size:	4.20
All Orgs:	4.36



10. My supervisor provides me with a clear understanding of my work responsibilities.

82% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2712	2423	645	248	174	35
Percentage:	43.48%	38.85%	10.34%	3.98%	2.79%	0.56%

82% Agreement

<b>SCORE:</b>	<b>4.17</b>
Std. Dev.:	0.96
Total Respondents:	6237
<b>BENCHMARKS</b>	
Past Score:	4.13
Similar Mission:	4.09
Similar Size:	4.09
All Orgs:	4.27



## Engagement Items



11. My supervisor recognizes outstanding work.

76% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2337	2371	877	359	240	44
Percentage:	37.52%	38.07%	14.08%	5.76%	3.85%	0.71%

76% Agreement

<b>SCORE:</b>	<b>4.00</b>
Std. Dev.:	1.05
Total Respondents:	6228
<b>BENCHMARKS</b>	
Past Score:	3.98
Similar Mission:	3.96
Similar Size:	3.93
All Orgs:	4.17



12. I am given the opportunity to do my best work.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2430	2516	810	294	155	25
Percentage:	39.00%	40.39%	13.00%	4.72%	2.49%	0.40%

79% Agreement

<b>SCORE:</b>	<b>4.09</b>
Std. Dev.:	0.96
Total Respondents:	6230
<b>BENCHMARKS</b>	
Past Score:	4.07
Similar Mission:	4.04
Similar Size:	4.00
All Orgs:	4.20



14. My supervisor evaluates my performance fairly.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2465	2467	786	257	193	62
Percentage:	39.57%	39.60%	12.62%	4.13%	3.10%	1.00%

79% Agreement

<b>SCORE:</b>	<b>4.10</b>
Std. Dev.:	0.98
Total Respondents:	6230
<b>BENCHMARKS</b>	
Past Score:	4.09
Similar Mission:	4.05
Similar Size:	4.03
All Orgs:	4.21



18. I have adequate resources and equipment to do my job.

76% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1825	2915	829	457	182	23
Percentage:	29.29%	46.78%	13.30%	7.33%	2.92%	0.37%

76% Agreement

<b>SCORE:</b>	<b>3.93</b>
Std. Dev.:	0.99
Total Respondents:	6231
<b>BENCHMARKS</b>	
Past Score:	3.86
Similar Mission:	3.74
Similar Size:	3.78
All Orgs:	4.08



## Engagement Items



21. The people I work with care about my personal well-being.

69% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1652	2669	1307	337	210	54
Percentage:	26.52%	42.85%	20.98%	5.41%	3.37%	0.87%

69% Agreement

<b>SCORE:</b>	<b>3.84</b>
Std. Dev.:	0.99
Total Respondents:	6229
<b>BENCHMARKS</b>	
Past Score:	3.86
Similar Mission:	3.85
Similar Size:	3.76
All Orgs:	4.09



22. I trust the people in my workplace.

64% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1509	2490	1473	432	277	43
Percentage:	24.24%	40.01%	23.67%	6.94%	4.45%	0.69%

64% Agreement

<b>SCORE:</b>	<b>3.73</b>
Std. Dev.:	1.05
Total Respondents:	6224
<b>BENCHMARKS</b>	
Past Score:	3.72
Similar Mission:	3.70
Similar Size:	3.61
All Orgs:	3.96



37. Training is made available to me so that I can do my job better.

74% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1643	2944	971	424	212	33
Percentage:	26.39%	47.28%	15.59%	6.81%	3.40%	0.53%

74% Agreement

<b>SCORE:</b>	<b>3.87</b>
Std. Dev.:	0.99
Total Respondents:	6227
<b>BENCHMARKS</b>	
Past Score:	3.78
Similar Mission:	3.54
Similar Size:	3.73
All Orgs:	3.90



38. Training is made available to me for personal growth and development.

66% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1463	2670	1157	578	305	46
Percentage:	23.52%	42.93%	18.60%	9.29%	4.90%	0.74%

66% Agreement

<b>SCORE:</b>	<b>3.71</b>
Std. Dev.:	1.08
Total Respondents:	6219
<b>BENCHMARKS</b>	
Past Score:	3.66
Similar Mission:	3.42
Similar Size:	3.62
All Orgs:	3.81



## Constructs and Related Items

The Survey of Employee Engagement framework is composed of twelve Survey Constructs designed to broadly profile areas of strength and concern so that interventions may be targeted appropriately. Survey Constructs are developed from the Primary Items (numbered 1-48). This Appendix contains a summary of the Survey Constructs and the related Primary Items. Constructs are scored differently from items to denote them as a separate measure. Using this scoring convention, construct scores can range from a low of 100 to a high of 500.

### Your Data

Current Score is calculated by averaging the mean score of the related primary items and then multiplying by 100. For example if the construct score is 389, then the average of the related primary items is 3.89.

### Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration. "None" is reported if there is no past score, if the construct is new or consists of new items, or if no comparative data is available.
- **All Respondents** is the average score from all participants from all organizations.
- **Size Category** is the average score from organizations that are similar size to your organization.
- **Mission** is the average score from organizations of similar mission to your organization.
- **Organizational Categories** are benchmarked against the organization as a whole.

### What is a good score?

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. In general, most scores are between 300 and 400. Scores below a 325 are of concern because they indicate general dissatisfaction. Scores above 375 indicate positive perceptions.



## Constructs and Related Items



### Workgroup

Construct Score: 402

The workgroup construct captures employees' perceptions of the people they work with on a daily basis and how effective they are. This construct measures the degree to which employees view their workgroup as effective, cohesive and open to the opinions of all members.	Score	Std. Dev.
1. My work group cooperates to get the job done.	4.18	0.88
2. In my work group I can share my opinions and ideas.	4.03	1.00
3. In my workgroup, we encourage each other to learn from our mistakes.	4.04	0.98
4. In my work group, there is a real feeling of teamwork.	3.82	1.12



### Strategic

Construct Score: 403

The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. This construct measures the degree to which employees understand their role in the organization and consider the organization's reputation to be positive.	Score	Std. Dev.
5. Our organization is known for the quality of work we provide.	4.05	0.93
6. I know how my work impacts others in the organization.	4.25	0.82
7. My organization develops services to match the needs of our customers/clients.	3.89	0.96
8. Our organization communicates effectively with the public.	3.73	1.03
9. I have a good understanding of our mission, vision, and strategic plan.	4.21	0.87



### Supervision

Construct Score: 406

The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. This construct measures the degree to which employees view their supervisors as fair, helpful and critical to the workflow.	Score	Std. Dev.
10. My supervisor provides me with a clear understanding of my work responsibilities.	4.17	0.96
11. My supervisor recognizes outstanding work.	4.00	1.05
12. I am given the opportunity to do my best work.	4.09	0.96
13. My supervisor is consistent when administering policies concerning employees.	3.93	1.11
14. My supervisor evaluates my performance fairly.	4.10	0.98



### Workplace

Construct Score: 394

The workplace construct captures employees' perceptions of the total work atmosphere, workplace safety, and the overall feel. This construct measures the degree to which employees see the setting as satisfactory, safe and that adequate tools and resources are available.	Score	Std. Dev.
15. Given the type of work I do, my physical workplace meets my needs.	4.03	0.97
16. My workplace is well maintained.	3.83	1.09
17. There are sufficient procedures to ensure the safety of employees in the workplace.	3.98	0.97
18. I have adequate resources and equipment to do my job.	3.93	0.99





## Constructs and Related Items



### Community

Construct Score: 393

The community construct captures employees' perceptions of the relationships between employees in the workplace, including trust, respect, care, and diversity among colleagues. This construct measures the degree to which employees feel respected, cared for, and have established trust with their colleagues.	Score	Std. Dev.
19. The people I work with treat each other with respect.	3.95	1.01
20. The people I work with come from diverse backgrounds.	4.21	0.74
21. The people I work with care about my personal well-being.	3.84	0.99
22. I trust the people in my workplace.	3.73	1.05



### Information Systems

Construct Score: 393

The information systems construct captures employees' perceptions of whether computer and communication systems provide accessible, accurate, and clear information. This construct measures the degree to which employees view the availability and utility of information positively.	Score	Std. Dev.
23. My work group uses the latest technologies to communicate and interact.	3.73	1.00
24. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.	4.26	0.72
25. Support is available for the technologies we use.	4.01	0.86
26. Our computer systems enable me to quickly find the information I need.	3.73	1.03



### Internal Communication

Construct Score: 373

The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. This construct measures the degree to which employees view communication with peers, supervisors and other parts of the organization as functional and effective.	Score	Std. Dev.
27. The communication channels I must go through at work are reasonable.	3.81	0.95
28. My work atmosphere encourages open and honest communication.	3.67	1.14
29. The communications I receive at work are timely and informative.	3.70	1.01



### Pay

Construct Score: 264

The pay construct captures employees' perceptions of how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. This construct measures the degree to which employees view pay as well valued relative to the type of work, work demands and comparable positions.	Score	Std. Dev.
30. My pay keeps pace with the cost of living.	2.40	1.23
31. Salaries are competitive with similar jobs in the community.	2.72	1.19
32. I feel I am paid fairly for the work I do.	2.81	1.20



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## Constructs and Related Items



### Benefits

Construct Score: 365

The benefits construct captures employees' perceptions of how the benefits package compares to packages at similar organizations and how flexible it is. This construct measures the degree to which employees see health insurance and retirement benefits as competitive with similar jobs in the community.	Score	Std. Dev.
33. Retirement benefits are competitive with similar jobs in the community.	3.52	1.02
34. Health insurance benefits are competitive with similar jobs in the community.	3.70	0.98
35. Benefits can be selected to meet individual needs.	3.73	0.89



### Employee Development

Construct Score: 387

The employee development construct captures employees' perceptions about the priority given to their personal and job growth needs. This construct measures the degree to which employees feel the organization provides opportunities for growth in organizational responsibilities and personal needs in their careers.	Score	Std. Dev.
36. I believe I have a career with this organization.	4.04	0.92
37. Training is made available to me so that I can do my job better.	3.87	0.99
38. Training is made available to me for personal growth and development.	3.71	1.08



### Job Satisfaction

Construct Score: 374

The job satisfaction construct captures employees' perceptions about the overall work situation and ability to maintain work-life balance. This construct measures the degree to which employees are pleased with working conditions and their workload.	Score	Std. Dev.
39. My work environment supports a balance between work and personal life.	3.51	1.19
40. I feel free to be myself at work.	3.68	1.10
41. The pace of work enables employees to effectively perform their job.	3.65	1.00
42. I am proud to tell people that I work for this organization.	4.12	0.87



### Climate

While not scored as a construct, the following six items assess the climate in which employees work. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions.	Score	Std. Dev.
43. Harassment is not tolerated at my workplace.	4.18	0.94
44. Employees are generally ethical in my workplace.	4.12	0.85
45. I believe we will use the information from this survey to improve our workplace.	3.22	1.24
46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.	3.65	1.15
47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.	3.43	1.20
48. I am treated fairly in my workplace.	3.90	0.98



## Constructs and Related Items



### Employee Engagement

Construct Score: 398

Twelve items spanning several constructs were selected to get a more focused look at Employee Engagement. The Employee Engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. This construct measures the degree to which employees feel that their ideas count, their work impacts the organization and their well being and development is valued at the organization.	Score	Std. Dev.
2. In my work group I can share my opinions and ideas.	4.03	1.00
5. Our organization is known for the quality of work we provide.	4.05	0.93
6. I know how my work impacts others in the organization.	4.25	0.82
10. My supervisor provides me with a clear understanding of my work responsibilities.	4.17	0.96
11. My supervisor recognizes outstanding work.	4.00	1.05
12. I am given the opportunity to do my best work.	4.09	0.96
14. My supervisor evaluates my performance fairly.	4.10	0.98
18. I have adequate resources and equipment to do my job.	3.93	0.99
21. The people I work with care about my personal well-being.	3.84	0.99
22. I trust the people in my workplace.	3.73	1.05
37. Training is made available to me so that I can do my job better.	3.87	0.99
38. Training is made available to me for personal growth and development.	3.71	1.08



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# Survey Customization Sheet

## Organizational Category Codes: Category 1

102 - DS Director's Staff	103 - CID Criminal Investigations
107 - DLD Driver License	109 - FIN Finance
111 - ICT Intelligence & Counterterrorism	113 - IT Information Technology
117 - TRD Texas Rangers	119 - RSD Regulatory Services
123 - THP Texas Highway Patrol	125 - AOD Aircraft Operations
127 - CAO Chief Auditor's Office	131 - TOD Training Operations
137 - OGC Office of General Counsel	139 - OIG Office of Inspector General
140 - IOD Infrastructure Operations	143 - CS Cyber Security
144 - CLD Crime Lab Division	145 - CRD Crime Records Division
146 - EPB Executive Protection Bureau	147 - IDO Innovation & Data Office

## Organizational Category Codes: Category 2

201 - Commissioned	203 - Non-Commissioned
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## Organizational Category Codes: Category 3

300 - Headquarters	301 - North Texas
302 - Southeast Texas	303 - Central Texas
330 - South Texas	340 - West Texas
350 - Northwest Texas	360 - Capitol

## Organizational Category Codes: Category 4

400 - CID HQ	401 - CID Region 1
402 - CID Region 2	403 - CID Region 3
404 - CID Region 4	405 - CID Region 5
406 - CID Region 6	407 - CID Region 7
408 - CLD Breath Alcohol Lab	409 - CLD Lab
410 - CLD Technical Services	411 - CRD Access & Dissemination
412 - CRD CIB/IBRB	413 - CRD Administration/Chief's Staff
414 - DLD Administration	415 - DLD Customer Service Center
416 - DLD Enforcement & Compliance	417 - DLD Issuance Services
418 - DLD License & Records	419 - DLD Region 1A Garland
420 - DLD Region 1B Ft Worth	421 - DLD Region 1C Carrollton
422 - DLD Region 2A Houston	423 - DLD Region 2B Conroe
424 - DLD Region 2C Rosenberg	425 - DLD Region 3 Weslaco
426 - DLD Region 4 El Paso	427 - DLD Region 5 Lubbock
428 - DLD Region 6A San Antonio	429 - DLD Region 6B Pflugerville
430 - FIN Accounting & Financial Reporting	431 - FIN Budget
432 - IOD Human Resource Operations	433 - IOD Victim & Employee Support Services
434 - IOD Procurement & Contract Services	436 - ICT Communications
440 - IOD Operational Support Services	441 - IOD Division Support Operations
442 - IOD Vehicle & Technical Services	444 - IT Infrastructure & Operations
445 - IT Innovation & Application Services	446 - RSD Compliance & Enforcement
447 - RSD Licensing & Review	448 - RSD Operations & Shared Services
449 - THP Motor Carrier Bureau	450 - THP Highway Patrol Program
451 - THP Region 1	452 - THP Region 2
453 - THP Region 3	454 - THP Region 4
455 - THP Region 5	456 - THP Region 6
457 - THP Region 7	458 - THP HQ
459 - TOD Law Enforcement Education	460 - TOD Recruiting
461 - TOD Tactical Training Center	462 - TOD Operations
463 - TOD Trooper Training Unit	464 - TRD Special Operations
465 - TRD Region 1 (Company B)	466 - TRD Region 2 (Company A)

467 - TRD Region 3 (Company D)	468 - TRD Region 4 (Company E)
469 - TRD Region 5 (Company C)	470 - TRD Region 6 (Company F)
471 - TRD HQ	480 - CRD Biometric Services
481 - CRD CHRIS	482 - CRD Compliance & Training
483 - IOD Facilities HQ	484 - IOD Facilities Region 1
485 - IOD Facilities Region 2	486 - IOD Facilities Region 3
487 - IOD Facilities Region 4	488 - IOD Facilities Region 5
489 - IOD Facilities Region 6	

Organizational Category Codes: Category 5

500 - Male	501 - Female
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Additional Items

- 1. My defined benefit retirement/pension is a major reason I work for my employer.
- 2. My health coverage is a major reason I plan to remain with my employer.
- 3. I trust that my survey responses will remain anonymous.
- 4. There is someone at work who encourages my development.
- 5. I understand how my role contributes to the Department mission to protect and serve Texans.
- 6. I would recommend the Department to others as a good place to work.
- 7. I have someone I can confide in at work.
- 8. I have adequate technology to perform my job duties efficiently and effectively.
- 9. My direct supervisor exemplifies the Department's values of integrity, accountability, excellence and teamwork.
- 10. The Department is changing for the better.
- 11. Employees are able to suggest workplace-related ideas and change.
- 12. I can speak candidly to my direct supervisor, including bringing problems and tough issues.
- 13. DPS employees are recognized and rewarded for great work.