# AGENCY STRATEGIC PLAN
# FISCAL YEARS 2021 TO 2025

## BY

## TEXAS DEPARTMENT OF PUBLIC SAFETY

| Board Member | Dates of Term | Hometown |
|---|---|---|
| Steven P. Mach, Chair | 01/01/2022 | Houston |
| Nelda L. Blair | 01/01/2026 | The Woodlands |
| Steve H. Stodghill | 01/01/2024 | Dallas |
| Dale Wainwright | 01/01/2024 | Austin |

**DATE OF SUBMISSION: June 1, 2020**

**SIGNED:** _____

**APPROVED:** _____

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# DPS Vision, Mission, Goals, Values and Motto

**Mission:** Protect and Serve Texas

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

**Core Values:**

- **Integrity:** We demonstrate through our actions honesty, fairness and respect for others in our professional and personal lives
- **Excellence:** We strive to be outstanding in everything we do and we never settle for less
- **Accountability:** We seek and accept responsibility for our actions, performance and results
- **Teamwork:** We work closely with other agencies to achieve common objectives

**Motto:** Courtesy, Service, Protection

**Goals:**

- Protect Texas from Public Safety Threats
- Provide Regulatory and Law Enforcement Services to All Customers
- Enhance Public Safety through the Licensing of Texas Drivers
- Provide Agency Administrative Services and Support

**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 almost 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:

- Transnational and State-Wide Gangs
- Mexican Crime Cartels
- International Terrorist Organizations
- Domestic Terrorist Organizations
- Individual Radicalized Actors
- Mass Casualty Attacks
- Serial Bombers, Arsonists and Snipers
- Violent Serial Criminals

- Sex & Human Trafficking Organizations
- Drug Trafficking Organizations
- Cyber Intrusions and Attacks
- Violent and Destructive Protests
- Major Floods, Wildfires and Hurricanes
- Pandemic Diseases, such as COVID-19
- 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 is absolutely essential because even one of these threats can quickly overwhelm entire cities, counties, and regions of the state. This is particularly important at a time when state and local governments are faced with decreasing revenue and resources to protect people from harm.

Currently, there are only 80,179 local and state commissioned officers in Texas working for 2,768 different local and state law enforcement agencies in 254 counties. While these departments are highly professional, over 50% have 10 or fewer officers, 78% have 20 or fewer officers and 91% have 50 or fewer officers. Regardless of their professionalism and dedication, it is not possible for these agencies to sustain around-the-clock operations for long periods of time or to invest in the types of capabilities needed to address significant threats. 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 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 the majority of 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, Motor Cycle 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 state government. All of 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 card holder. 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 86th Legislature appropriated substantial resources to improve driver license operations. These resources have been strategically used expand the capacity of the Driver License Program in an efficient manner. Noteworthy is that during the midst of the COVID-19 pandemic, the men and women in the

Driver License Division continued to issue commercial vehicle driver licenses while working towards establishing the best Driver License Program in the nation by leveraging technology and closely adhering to safety procedures recommended by the Center of Disease Control (CDC) and the Texas Department of State Health Services (DSHS).

The COVID-19 pandemic clearly demonstrated how quickly new and unexpected threats can emerge and can have substantial consequences on our citizens, businesses, and schools. It is also important to note that in a state as large and diverse as Texas, other serious threats to public safety continue and must be addressed. For example, on May 21, 2020 there was an Al Qaeda inspired terrorist attack on the Naval Air Station in Corpus Christi; gangs in Houston continued to conduct serial robberies and shoot their victims; children compelled into prostitution were rescued in Texarkana; and multiple threats to life had to be addressed, including a person in Schleicher County who attempted to kill law enforcement officers after attacking his parents with a rifle.

All members of the Department are essential employees which was evident by DPS's ability to conduct uninterrupted operations during the COVID-19 pandemic. This required secure and effective information technology offsite services, telecommunications support, new health monitoring and safety procedures, and increased office sanitation. Certainly, DPS benefited from having a continuity of operations plan for all of its programs; however, our dedicated employees and their ability to adapt quickly was the reason that DPS was able to operate seamlessly without cessation.

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 great State of Texas regardless of the risk.

| **AGENCY OPERATIONAL GOAL AND ACTION PLAN** |
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**Protect Texas from Public Safety Threats**

The plans, programs, and activities contained in the *Protect Texas from Public Safety Threats* 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.

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.

| **SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL** |
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During the FY 2021 – 2025 period, DPS plans to:

**Provide Intelligence**
1. **Provide Integrated Statewide Public Safety Intelligence**
   - Establish 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.

2. **Improve Statewide Interoperability and Public Safety Communications**
   - Establish short and long-term capabilities to identify manpower, business and infrastructure requirements, existing and future proficiencies to effectively and efficiently expand communication centers in order to achieve Real-time Operations Communications Centers.
   - 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.
   - Implement Automated License Plate Readers monitoring and response, a Command and Control notification platform, enhance Response capabilities, incorporate intelligence driven platforms, increase training for Communications personnel for criminal investigative techniques, and provide a situation awareness application with

targeted use by law enforcement officers supported by Law Enforcement Communications.

- 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.
- Increase real-time tactical criminal intelligence by implementing analytical and efficient databases, increase resources, develop and provide training materials in effort to improve information, investigative and technological expansions.
- 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.

- 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, and public corruption investigations.
- 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. Current VCTF operations include: Operation North Star, working with the Harris County Sheriff's Office; Operation Alamo, working with the San Antonio Police Department; and smaller operations in the Temple/Killeen and Austin/Manor areas.
    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 Unsolved Crimes Investigation Program 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 with 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, through the use of 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 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 are able to 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 are able to 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 safety 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, SPART-N, a situational awareness application, 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.

- Law enforcement support will increase by implementing an adapted Law Enforcement Communications Expansion plan allowing for increased officer safety, providing better information sharing in a real-time capacity and additional criminal indicators to combat crime and increased response to citizens. Analyzing and tracking the success of the expansion is a critical component moving forward.

- 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 on a daily basis from all facilities to ensure calls are handled appropriately to assist law enforcement officers and the general 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 statistics on investigative and tactical operations on a monthly basis and these data points 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 bimonthly 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 are in need of improvement and modernization. Infrastructure such as adequate buildings with facilities can provide offices for personnel and store necessary supplies. Awnings protect personnel from weather and can act as rain catchment for facilities without a water supply, allowing for the operation of bathroom facilities and sinks. Inspection pits allow for easier and safer undercarriage inspections of commercial vehicles. Bypass lanes allow for in-motion screening and greatly expedite legitimate freight.

| AGENCY OPERATIONAL GOAL AND ACTION PLAN |
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**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 regulatory services to the public and support functions to law enforcement agencies.

The Department provides key services to the public including issuing licenses to carry a handgun, capitol access passes, 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.

The Department also 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 records and documents in a timely manner to the public, law enforcement and other criminal justice and non-criminal justice partners.  Finally, the DPS crime laboratories provide expert forensic laboratory services statewide in a variety of scientific disciplines at no cost to the Texas criminal justice community.

| SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL |
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During the FY 2021-2025 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 statues 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 are able to 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, and the breath alcohol testing calibration program.

9. Utilize the funding provided by the 86th Texas Legislature 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 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.

Regulatory services and law enforcement support programs 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

Regulatory Services Division continues to license, certify, regulate, and provide customer service to approximately 1.6 million individual and business licensees across seven programs: Handgun Licensing, Private Security, Vehicle Inspection, Metal Recycling, Compassionate Use, Capitol Access Pass, and Ignition Interlock Device. The division is continually striving to modernize database systems to ensure licenses are issued timely and efficiently. The division developed Texas Online Private Security (TOPS) system and is working to modernize the License to Carry (LTC) system. The LTC system will provide real-time status information to applicants, allow the Division to automate manual processes, and provide concise, accurate and timely data to the Texas Legislature and public.

| AGENCY OPERATIONAL GOAL AND ACTION PLAN |
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**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 2021-2025 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 skills examinations for non-compliance with state or federal statutes and related administrative rules; as well as monitor and analyze transaction data to detect potential criminal or administrative violations.

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, 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 2019, DPS is maintaining over 36.7 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".

5. Improve Customer Service Center (CSC) services. In FY 2019 the CSC received 7,104,773 telephone calls but due to limited staff and technology it was only able to answer approximately 781,624 of those calls, or 11% of the demand. The CSC is currently only able to answer about 26.7% 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 19 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. In order 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. Add technology. Incorporating new and innovative technologies into driver services is a key element to continued improvement and reducing wait and processing times.

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**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 18% by 2018 to 29.3 million.  According to the Texas State Demographer, by 2030 the population of Texas is estimated to be 37.1 million, a 26.5% 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 86th 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 of the transactions conducted in FY 18 and 77% of all transactions conducted in FY 19.

| AGENCY OPERATIONAL GOAL AND ACTION PLAN |
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**Provide Agency Administrative Services and Support**

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; training of recruits and current agency staff; and enterprise project management.

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**SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL**

During the FY 2021 – 2025 period, the Department plans to:

1. Continue to recruit and mentor qualified candidates on a continuous basis to fill commissioned vacancies through 2025 and beyond.  Efficiently process applicants for trooper training schools, including pre-employment polygraphs, and conduct sufficient schools to maintain mandated levels of commissioned officers.

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.

3. 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 2025.

4. 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 to identify deferred maintenance requirements for each DPS property statewide.
   c. 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 project management methods and stakeholder communication tools 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.

5. Continue to execute the following technology-related action items:
    a. Eliminate the need for mainframe computers by FY 2023, 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. Increase the availability and security of technology solutions that enhance the agency's ability to leverage a 'hoteling model' for shared work environments and remote work.
    c. Continue to expand IT disaster recovery systems in order to ensure continuous operations of DPS systems in case of cataclysmic failure of primary systems. These efforts are ongoing and will continue beyond FY 2025.
    d. Mature the Enterprise Data Management office to improve data governance, availability, and visualization to enhance data-driven decision making.
    e. 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.
    f. 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.
    g. 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.
    h. Continue to leverage the Department's Computer Security Incident Response Team to aid in mitigating the impact of devastating cyber attacks on Texas government agencies and help expedite recovery efforts.

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**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) | |
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| 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 an unsuitable DNA sample was obtained during fingerprinting and defendant has been released by the time the jail is contacted about the unsuitable sample. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Amend Government Code so that if an unsuitable sample was gathered at the time of fingerprinting, the defendant shall provide an additional sample upon request by law enforcement 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) N/A | |

## Division:  Texas Rangers

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| 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 without having a successful DNA record created. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Amend Government Code to reflect that terms of probation 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 Unsolved Crimes Investigation Program 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. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division:  Texas Rangers**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| 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. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division: Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Government Code Chapter 411.186. REVOCATION OF LICENSE (License to Carry) and Occupations Code Sec. 1702.361 DENIAL AND DISCIPLINARY ACTIONS; GROUNDS (Private Security) |
| 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 | **Sec. 411.186. REVOCATION.**<br>(a) The department shall revoke a license under this section if the license holder:<br><br>\*\*\*<br>(5) is determined by the department to have engaged in conduct constituting a reason to suspend a license listed in Section 411.187(a) after the person's license has been previously suspended twice for the same reason; **or**<br>(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**; or**<br>**(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**.<br><br>\*\*\*<br>(c) A license holder whose license is revoked for a reason listed in Subsections (a)(1)-(5)**, or (7)** 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 |

| | longer exists and has not existed for a period of two years. |
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| | *** |
| | **Sec. 1702.361. DENIAL AND DISCIPLINARY ACTIONS; GROUNDS.** |
| | *** |
| | **(e) The commission shall revoke a security officer commission if the person holding the commission 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.** |
| 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) N/A**

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| 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 | Section 1702.301, Occupations Code, is amended by amending Subsection (d) to read as follows:<br><br>**(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:**<br><br>**(1) the date determined by the commission under Section 411.511, Government Code; or**<br><br>**(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.** |
| 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. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Provisions to be amended:<br>• Code of Criminal Procedure, Chapter 7A. Protective Order for Victims of Sexual Assault or Abuse, Indecent Assault, Stalking, or Trafficking;<br>• Code of Criminal Procedure, Art. 17.292. Magistrates Order for Emergency Protection;<br>• Family Code Sec. 85.022**.** Requirements of Order Applying to Person Who Committed Family Violence. |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Current protective order statutes require the court suspend the defendant's License to Carry (LTC), but do not address the seizure of the license or the manner in which the department is notified.  Current law also does not address the suspension of a security officer commission held by the defendant. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | The proposals require the court suspend the latter license, and require the surrender of either license.  The proposals also require the court promptly notify the department of the suspension. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOC W/ REC CH | Will authorize courts to suspend Private Security commission pocket card when issuing a protective order, and will authorize courts to seize suspended licenses, potentially reducing risk of gun-related violence to protected party and the public. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Government Code Sec. 411.186 REVOCATION and 411.187 SUSPENSION OF LICENSE. |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The department has limited authority to require the surrender of invalid licenses, with the result that such licenses can be used to circumvent the federal National Instant Criminal Background Check System (NICS) check when a firearm is being purchased.  The proposal replaces the current requirement to surrender the license within 10 days of notice of suspension or revocation with a requirement to surrender the license immediately, and includes penalties for the failure to comply.  The proposal does not alter the right of the license holder to retain the license if the action is appealed, but clarifies that it must be surrendered following an adverse ruling by the Justice Court. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | **Government Code Sec. 411.186.  Revocation.**<br>(a)   The department shall revoke a license under this section if the license holder:<br>***<br>**(7) fails to surrender the license as required under Sections 411.187 or 411.1872\*.**<br><br>(b)  If a peace officer believes a reason listed in Subsection (a) to revoke a license exists, the officer shall prepare an affidavit on a form provided by the department stating the reason for the revocation of the license and giving the department all of the information available to the officer at the time of the preparation of the form.   The officer shall attach the officer's reports relating to the license holder to the form and send the form and attachments to the appropriate division of the department at its Austin headquarters not later than the fifth working day after the date the form is prepared.  The officer shall send a copy of the form and the attachments to the license holder.  If the license holder has not surrendered the license or the license was not seized as evidence, the license holder shall surrender the license to the appropriate division of the department ~~not later than the 10th day after the date the license holder receives~~ **upon receipt of** the notice of revocation from the department, unless the license holder requests a hearing from the department.  The |

license holder may request that the justice court in the justice court precinct in which the license holder resides review the revocation as provided by Section 411.180. If a request is made for the justice court to review the revocation and hold a hearing, the license holder shall surrender the license on the date an order of revocation is entered by the justice court. **The license will be returned only upon the entering of a final judgment against the department following further appellate proceedings.**

(c) A license holder whose license is revoked for a reason listed in Subsections (a)(1)-(5) **or (7)** 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 longer exists and has not existed for a period of two years.

**Government Code Sec. 411.187. Suspension of License.**
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(b) If a peace officer believes a reason listed in Subsection (a) to suspend a license exists, the officer shall prepare an affidavit on a form provided by the department stating the reason for the suspension of the license and giving the department all of the information available to the officer at the time of the preparation of the form. The officer shall attach the officer's reports relating to the license holder to the form and send the form and the attachments to the appropriate division of the department at its Austin headquarters not later than the fifth working day after the date the form is prepared. The officer shall send a copy of the form and the attachments to the license holder. If the license holder has not surrendered the license or the license was not seized as evidence, the license holder shall surrender the license to the appropriate division of the department ~~not later than the 10th day after the date the license holder receives~~ **upon receipt of** the notice of suspension from the department unless the license holder requests a hearing from the department. The license holder may request that the justice court in the justice court precinct in which the license holder resides review the suspension as provided by Section 411.180. If a request is made for the justice court to review the suspension and hold a hearing, the license

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| | holder shall surrender the license on the date an order of suspension is entered by the justice court. **The license will be returned only upon the entering of a final judgment against the department following further appellate proceedings.**<br><br>*Section 411.1872 is the proposed section authorizing immediate suspension.  Thus, the proposals are interdependent. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Requires immediate surrender of a License to Carry (LTC) upon receipt of notice suspension or revocation, reducing risk that ineligible individuals will continue to carry or be able to purchase firearms. |
| **NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A** | |

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Government Code Sec. 411.172.  ELIGIBILITY.<br>Occupations Code Sec. 1702.163.  QUALIFICATIONS FOR SECURITY OFFICER COMMISSION |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Applicants for and holders of License to Carry (LTC) or private security commissions must be qualified under federal law to purchase a handgun.  Under federal law, aliens admitted to the country under non-immigrant visas are generally prohibited from possessing or purchasing firearms.  However, there is one exception to this federal law that is problematic from the point of view of the administration of the Texas License to Carry a Handgun and Private Security statutes:  the exception for a person who possesses a valid hunting permit.<br><br>Hunting permits are typically issued for brief periods, ranging from a few days to one year; in no case are hunting permits valid for the four or five year periods of the LTC's validity or even the two year period of the private security commission.  When the hunting permit expires, however, the person becomes federally disqualified from possessing or purchasing firearms, and therefore ineligible for the LTC or the private security commission.  Nevertheless, these licenses remain active and in the case of the LTC can be used to purchase firearms without undergoing a federal background check.  Tracking the various expiration dates of the hunting permits and seeking revocation of the licenses becomes necessary, often within weeks or months of issuance.<br><br>The proposal amends the eligibility criteria for both the LTC and the private security commission, to qualify the current provision relating to federal qualification to purchase a handgun to exclude those whose eligibility is dependent on the issuance of a hunting license. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | **Government Code Sec. 411.172.  Eligibility.**<br><br>(a)  A person is eligible for a license to carry a handgun if the person:<br>\*\*\*<br>(9)  is fully qualified under applicable federal and state law to purchase a handgun;<br><br>\*\*\* |

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| | **(i) Notwithstanding Subsection (a)(9), a person who is qualified under applicable federal and state law to purchase a handgun based solely on the exception provided in 18 USC §922 (y)(2)(A) for those in possession of a hunting license or permit is not eligible for a license to carry a handgun.**<br><br>**Occupations Code Sec. 1702.163.   Qualifications for Security Officer Commission.**<br>\*\*\*<br>(b)   An individual is not eligible for a security officer commission if the individual:<br>        (1)   is disqualified by state or federal law from owning or possessing a firearm;<br>\*\*\*<br>**(h) Notwithstanding Subsection (b)(1), a person who is qualified under applicable federal and state law to purchase a handgun based solely on the exception provided in 18 USC §922 (y)(2)(A) for those in possession of a hunting license or permit is not eligible for a security officer commission.** |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Disqualifies those aliens admitted to the country under non-immigrant visas, who are generally prohibited from possessing or purchasing firearms, from obtaining an LTC solely based on their possession of a hunting license (an exemption from the federal prohibition), reducing the risk that the holder of an LTC is federally disqualified from possessing firearms. |
| **NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A** | |

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
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| 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 | **Government Code Sec. 411.206.  Seizure of Handgun and License.**<br><br>(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.  **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.**<br><br>(b) The provisions of Article 18.19, Code of Criminal Procedure, relating to the disposition of weapons seized in connection with criminal offenses, apply to a handgun seized under this subsection.<br><br>(c) Any judgment of conviction entered by any court for an offense under Section 46.035, 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 411.186(a)(4).<br><br>**(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.**<br><br>\*Section 411.1872 is the proposed section authorizing immediate suspension.  Thus, the proposals are interdependent. |
| 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) N/A | |

**Division:  Regulatory Services Division**

| 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 Sec. 12.095.  Board Panels; Powers and Duties.<br><br>Health and Safety Code Sec. 12.097.  Confidentiality Requirements. |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | 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.<br><br>Texas Health and Safety Code Section 12.092 requires the Medical Advisory Board assist the Department of Public Safety in determining whether:<br><br>   (1)  an applicant for a driver's license or a license holder is capable of safely operating a motor vehicle; or<br>   (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.<br><br>The latter provision's references to commissioned security officers and Chapter 1702, Occupations Code, were added by the 83rd 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. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | 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: |

| | Health and Safety Code Sec. 12.095.  Board Panels; Powers and Duties. |
|---|---|
| | ***<br><br>(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 411, Government Code, **Subchapter O, Chapter 1702, Occupations Code,** or Subchapter N, Chapter 521, Transportation Code, as applicable, concerning the person's observations and findings.<br><br>**Health and Safety Code Sec. 12.097.  Confidentiality Requirements.**<br><br>(a)  All records, reports, and testimony relating to the medical condition of an applicant or license holder:<br><br>    (1)  are for the confidential use of the medical advisory board, a panel, or the Department of Public Safety of the State of Texas;<br>    (2)  are privileged information;  and<br>    (3)  may not be disclosed to any person or used as evidence in a trial except as provided by Subsection (b).<br><br>(b)  In a subsequent proceeding under Subchapter H, Chapter 411, Government Code, **Subchapter O, Chapter 1702, Occupations Code,** or Subchapter N, Chapter 521, 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:<br><br>    (1)  the Department of Public Safety of the State of Texas;<br>    (2)  the applicant or license holder; and<br>    (3)  the officer who presides at the hearing. |
| 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. |
| **NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A** | |

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Amending Government Code Sec. 411.182, relating to Notice, to authorize notification by electronic mail for purposes of notice required under the statute. |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The majority of applications are received electronically with customers preferring to communicate with the agency by email as it is faster and more efficient. 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. This change will allow the use of either option when communicating with the public. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | **Gov. Code Sec. 411.182.  NOTICE.**<br>    (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.<br>    (b)  A written notice meets the requirements under this subchapter if the notice is sent by certified **or electronic** mail to the current address reported by the applicant or license holder to the department.<br>~~(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~~. |
| 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) N/A** | |

## Division:  Regulatory Services Division

| 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. 411.192, Confidentiality of Records |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Amending Government Code Sec. 411.192, Confidentiality of Records, to authorize disclosure of license status to federal firearms dealers, and to allow disclosure of information on school marshals to criminal justice agencies. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | **Government Code Sec. 411.192.  Confidentiality of Records.** <br> *** <br> **(f)** **The department may confirm a license is valid, expired, suspended or revoked, in response to a request of a licensed federal firearms dealer, when a person seeks to use the license as an alternative permit under 18 U.S.C. § 922(t) to acquire a firearm without undergoing the national instant criminal background check.** <br> **(g)** **Upon request of a criminal justice agency, the department may disclose the information provided by the Texas Commission on Law Enforcement under Section 1701.260(b), Occupations Code regarding school marshals employed at a specific educational institution.** |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Will enhance public safety by facilitating the rejection of an invalid License to Carry (LTC) when presented for a firearm purchase, and by ensuring law enforcement can be made aware of the identities of school marshals. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division: Regulatory Services Division**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Occupations Code Sec. 1702.1685. HANDGUN PROFICIENCY EXAMINATION |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | This request extends the validity of the handgun proficiency examination and demonstration required for security officers in the private security program from 90 days to 365 days. This will align the Private Security Act with Texas Commission on Law Enforcement's (TCOLE) firearm proficiency requirements for peace officers. This change will enhance licensing and regulatory oversight by simplifying the renewal process for commissioned security officers.<br><br>Additionally, current language is confusing, referring to when the license is issued rather than when the application material is submitted. The change clarifies the time line is calculated from the date of application. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | **Occupations Code Sec. 1702.1685. Handgun Proficiency Examination.**<br><br>\*\*\*<br><br>(c) An applicant for a security officer commission must demonstrate the required proficiency within the ~~90-day~~ **365-day** period before the date the security officer commission **application is submitted**. ~~is issued~~ . |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Will reduce inefficiencies in the application process for commissioned security officers. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Regulatory Services Division

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| 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 | **Occupations Code Sec. 1702.113. General Qualifications for License or Security Officer Commission**<br> (a)  An applicant for a company license or security officer commission must be at least 18 years of age and must not:<br> (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;<br> (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;<br> (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; ~~or~~<br> (4) be required to register in this or any other state as a sex offender~~.~~ **; or**<br> **(5) have been convicted in any jurisdiction of a felony or Class A or B misdemeanor level offense determined to be disqualifying by board or department rule.** |
| 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. |
| **NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A** | |

## Division:  Driver License

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Increase the fee for Personal Identification Certificates<br><br>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. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division:  Driver License**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Align Minor Failure to Appear to Code of Criminal Procedures Transportation Code 521.294(5) Transportation Code 521.294(6) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The enforcement action for Minor Failure to Pay was moved to the Code of Criminal Procedures, but Minor Failure to Appear was not moved, creating inconsistent enforcement action for young drivers who fail to resolve outstanding citations. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Repeal Transportation Code 521.294 (5) and move Transportation Code 521.294(6) to Code of Criminal Procedures  45.050 |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Moving the enforcement action to the Code of Criminal Procedures aligns enforcement actions and ensures consistency in the application of enforcement. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Driver License

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Self-Insurance Program<br><br>Transportation Code 601 |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Statute gives responsibility to administer self-insured drivers to DPS, while all other insurance oversight in Texas is governed by Dept. of Insurance (TDI). This creates redundant roles and responsibilities. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Amend the statute to change the department responsible for administration of self-insured drivers from DPS to TDI. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Moves regulatory oversight for all insurance related issues to a single agency, and allows DPS to realign resources to other duties within DL. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Driver License

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Parent Taught Driver Education (PTDE)<br><br>Education Code  1001.112(a)(2) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Statute currently does not prevent persons convicted of egregious motor vehicle alcohol offenses from conducting driver education instruction. This may have been an oversight when PTDE was moved from the Transportation Code to the Education Code. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Amend statute to prevent drivers with any motor vehicle intoxication offense from being able to conduct PTDE. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Enhances public safety by preventing drivers who have demonstrated unsafe driving practices from being able to teach young drivers. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Driver License

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Align Commercial Driver License State Statutes to Federal Regulations<br><br>Transportation Code 522 |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Statutes are no longer aligned with recent changes in federal regulations for Commercial Driver License. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Repeal definitions already found in 49 CFR 383 for applicability, restricted licenses, classifications, endorsements and restrictions, conviction notifications to employers, previous employment notifications, and record updates. Amend statutes related to disqualification, issuance, and testing. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Removes redundant or conflicting definition and procedures, and clarifies regulatory authority. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division: Driver License**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Statutory Limitations for Conviction Reporting<br><br>Transportation Code 543.204 |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Some courts report convictions that are years past the actual conviction date. This results in delayed suspensions because suspension is not applied until court conviction data is received. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Amend the statute to establish a 12 month statute of limitations on reporting convictions. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Removes negative impact of delayed suspensions on customers due to late reporting by the courts. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| 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 420.003 Definitions associated with the Sexual Assault Prevention and Crisis Services Act |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The statute defines "active criminal case" as a case<br> (A)  in which:<br>(i)  a sexual assault or other sex offense has been reported to a law enforcement agency; and<br>(ii)  physical evidence of the offense has been submitted to the agency or an accredited crime laboratory under this chapter for analysis; and<br>(B)  for which:<br>(i)  the statute of limitations has not run with respect to the prosecution of the offense; or<br>(ii)  a DNA profile was obtained that is eligible under Section 420.043 for comparison with DNA profiles in the state database or CODIS DNA database.<br><br>It is unclear if the provisions of B(i) apply to all sexual offenses or only to offense that occurred after 9/1/1996 (as seen in previous legislation).  The uncertainty of the applicability of this definition will impact the amount of evidence that would be processed by crime laboratories. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Clarify the applicability of the statute of limitations portion in B (i) |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Clarifies to law enforcement which evidence requires testing in compliance with the law.  This clarification can result in cost savings if it is not applicable to all cases.  Additionally, the clarification will ensure consistency in testing of evidence for survivors of sexual assaults or other sex offenses. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Texas Code of Criminal Procedure, Article 38.50 (relevant portions enacted 84th Legislature, 2015) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | This Article does not address the destruction of blood evidence in DWI cases when:<br><br>a.  No charges are filed or when cases are declined for prosecution<br>b.  An expunction order occurred prior to judicial authorization for destruction.<br><br>Therefore, the evidence in these cases lack the proper authorizations for approval for destruction. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | DPS proposes adding provisions to address blood evidence in cases where there is no legal proceeding or when expunction orders occurred prior to judicial orders for destruction |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | DPS crime laboratories and law enforcement agencies will have a process to destroy blood tubes when prosecution will not occur. In addition, a process for destruction when blood tubes lack subject names due to an expunction order prior to a destruction order. The DPS Labs have approximately 24,000 pieces of evidence in this category pending authorization for destruction. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division:  Law Enforcement Support**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Texas Health and Safety Code §481.102 and §481.1031 (relevant portions enacted in 2015 and 2017) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | 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. The structural class of these substances are also included Penalty Group 2-A (§481.1031), causing a conflict. Penalty Group 2-A offenses are misdemeanor offenses. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | DPS proposes removal of the three listed substances from the Penalty Group 1 classification. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | This would ensure consistent classifications for all synthetic cannabinoids. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| 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 5. |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | "Tetrahydrocannabinols in hemp" are not considered controlled substances per this section, and that is not a standardized term in our field so the meaning of the section is unclear.  This portion of the definition needs to be edited to clearly define the intention.<br><br>Additionally, the definition of "in" is unclear in the term "tetrahydrocannabinols in hemp".  Hemp is the plant Cannabis sativa L., with a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent on a dry weight basis.  Therefore, the intended meaning could be interpreted as: while <u>on or in</u> the physical plant THC is legal; THC that naturally occur in hemp is legal whether extracted or not; THC extracted from hemp are legal and THC extracted from marihuana are illegal (which crime labs cannot determine); or the concentration of THC in the item determine if it is legal.<br><br>The interpretation of this section could mean a number of different things, including: all items containing THC other than the cannabis plant are illegal; all items containing THC at any concentration are legal; all items other than specifically delta-9-THC are legal; depending on the origin of the THC, it may be legal or illegal; or it depends on the concentration of THC in the item to determine if an item is legal. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | If the intent of this law is to legalize hemp, non-consumable hemp products, and consumable hemp products as defined in the agricultural code and Chapter 443 of the HSC, "tetrahydrocannabinols in hemp" should be changed to "non-consumable hemp products, as defined by Section 122.001, Agriculture Code and consumable hemp product, as defined in Section 443.001, Health and Safety Code."<br><br>Updates would also need to be made to the definition of Tetrahydrocannabinols in HSC 481.103. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH REC CHANGE | This would ensure consistent testing and prosecuting of items containing THC. It would also clarify that all items containing THC that are smoked are illegal regardless of THC concentration. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| 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. |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The definition of marihuana includes "every compound, manufacture, salt, derivative, mixture, or preparation of that plant or its seeds".  Historically we have applied that to mean any plant material identified as Cannabis sativa L. has been reported and prosecuted as marihuana and any non-plant material containing THC was reported and prosecuted as tetrahydrocannabinol.  The penalties for possession or delivery of marihuana and THC are very different.<br><br>This definition does not provide clear delineation between when something should be reported as marihuana and when it should be reported as THC. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Since Marihuana is a plant and not a single chemical compound, this could be clarified by editing the following portion of the definition of marihuana, "every compound, manufacture, salt, derivative, mixture, or preparation of that plant or its seeds" to "Marihuana means the plant Cannabis sativa L., <u>whether growing or not, the seeds of that plant, and mixtures of that plant or its seeds</u>".<br><br>Clarification could be added to the list of exemptions to the term marihuana.  For example "plant material which is too small to be identified as Cannabis sativa L."<br><br>The definition of tetrahydrocannabinol would also need to be updated to include plant material that is charred or too small to identify as Cannabis sativa L. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | This would ensure consistent reporting and prosecuting of marihuana and THC. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| 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 481.103 |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Which tetrahydrocannabinols are controlled and what items this term contains is unclear with the implementation of Section 121.001 of the Agriculture Code. The agriculture code says that all, "…extracts, cannabinoids, isomers…" are legal, and this term could be interpreted to conclude that all tetrahydrocannabinols have been legalized as long as the concentration of the delta-9-THC isomer is under 0.3%.<br><br>The interpretation will have a direct impact on what is required to be tested and how it is tested. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | The definition of tetrahydrocannabinol should be updated to align with expectations in HB1325 from 2019.  For example, "Delta-9-Tetrahydrocanninol, other than marihuana and Dronabinol, including the resinous extractives of Cannabis, synthetic substances, and plant material too small to be identify as Cannabis sativa L. with a post-decarboxylation delta-9-tetrahydrocannabinol concentration over 0.3%."<br><br>Additionally, the other isomers of THC would need to be added individually, if the intent it to control those isomers, including: delta-8-THC, delta-6a,10a-THC, and delta-10-THC. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | This would align the controlled substance act with the current hemp legislation and ensure consistent reporting and prosecuting of THC. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Hemp Farming Act, Subtitle E, Title 5, Agriculture Code, 112.001 |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The Act does not indicate if the definition of hemp is retroactive. Without specificity regarding the applicability of the new definition, the agency faces possible exposure to cost associated with testing plant material associated with a criminal case developed prior to implementation of the Act. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Clarify that the law is not retroactive. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Although Department policy is to apply relevant testing to offenses occurring 6/10/19 or later, if the retroactivity associated with the definition is not addressed, prosecutors may still seek court orders to require applicable laboratory testing retroactively which is cost and time prohibitive.  Forensic laboratories are required to follow lawful court orders, regardless of Department policy. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
| --- | --- |
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Texas Code of Criminal Procedure, Article 56.065(g)(3) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Statute requires notification of the victim of non-reported sexual assault prior to the destruction of evidence.  Non-reported sexual assault evidence is submitted to the Department with a unique identifier for the victim and specifically it does not include the patient's name on the collection kit at the direction of the Texas Evidence Collection Protocol published by the OAG per Government Code 420.031.  Therefore, DPS does not know the identity of the victim so is unable to obtain contact information to be able to notify him/her. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Strike the language in this section requiring notice to victim or allow for notice by the Department to the health care facility who would have patient information and require notification from that facility to the victim. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | As written, the Department does not have the ability to comply.  By moving the requirement to the health care facility, there is a greater likelihood a survivor would effectively and directly get notified. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division:  Law Enforcement Support**

| 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 420.003 (8) Definitions associated with the Sexual Assault Prevention and Crisis Services Act |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The definition of "survivor" does not indicate if the person is still alive.  Exclusion of deceased survivors would not compel the tracking of kits for deceased survivors nor would it compel medical examiners to participate in the tracking process. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Clarify that a survivor includes individuals who are deceased. Department legal interpretation is that as currently written, kits from deceased victims must be tracked. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Clarification of survivor definition will provide guidance to collecting agencies as to which evidence requires tracking. Furthermore, it would compel medical examiners offices to participate in the tracking process. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| 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 420.042 Analysis of Evidence |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The law does not provide for a law enforcement agency to directly submit evidence to a contracted private accredited crime laboratory if there is an agreement in place with a public accredited crime laboratory to accept its results.  The lack of this allowance creates an inefficiency associated with having to send all evidence directly to a state lab. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Modify the language to allow for law enforcement submission directly to a contracted private accredited crime laboratory if there is an agreement in place with a public accredited crime laboratory to accept its results for compliance with 420.043 |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | As written, it does not allow law enforcement agencies to submit evidence to private laboratories for analysis.  Allowing for accredited private laboratories to process evidence of sexual assault or other sex offense may contribute to statewide backlog reduction and/or decreased turn-around time. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division: Law Enforcement Support**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Texas Code of Criminal Procedure, Article 38.43(j) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Current law requires that for a defendant charged with a capital offense, or on a motion by the state or the defendant in a capital case, unless the state has affirmatively waived the death penalty in writing, the court shall order the state and the defendant to meet and confer about which biological materials collected as part of an investigation of the offense qualify as biological evidence that is required to be tested under Subsection (i). The law does not include the advice of an SME from an accredited lab who could provide valuable information regarding the viability of any biological evidence. This guidance could serve to obviate the need to test evidence that is not sufficient to yield a usable result. This would enable a cost savings as well as increased turnaround time for case samples.. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Suggest modifying the language in (j) to require the court to include a subject matter expert from the accredited laboratory which will be used to test the evidence to meet and confer with the attorneys. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Attorneys are not subject matter experts on biological evidence and its ability to yield a result. The benefit associated with including the laboratory is that discussion can occur prior to the court order to ensure the most effective and efficient use of resources including decreased turnaround time. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

## Division:  Law Enforcement Support

| 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, Subchapter G. DNA DATABASE SYSTEM (no specific article) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Currently, legislation requires that most convicted adult felons provide a DNA sample to the CODIS program. All felons who enter the TDCJ system are required to submit a sample per 411.148 (a)(1)(B). Per Texas Penal Code Ch 12, Subchapter C, ordinarily, all 3$^{rd}$ degree, 2$^{nd}$ degree, 1$^{st}$ degree, and capital felonies require imprisonment in the TDCJ system, qualifying for DNA sample collection. However, State Jail felonies only require confinement within a state jail which might not be within the TDCJ system. Legislation in Texas Government Code, Subchapter G requires DNA collection for Title 5 offenses (crimes against the person), and Texas Code of Criminal Procedure Art. 42A. 352 requires DNA collection for adults convicted of a felony and placed on adult probation. However, if the individual is convicted of a state jail felony and goes to a state jail, or if they are given deferred adjudication and placed on probation, they are not necessarily required to submit a DNA sample. For example, an individual convicted of state jail felony PC 71.02.  ENGAGING IN ORGANIZED CRIMINAL ACTIVITY would not necessarily qualify for DNA collection. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | It is recommended that language be added that requires DNA collection for any felony convictions that occur on or after the effective date of the legislation. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | While this will likely increase costs as a result of additional samples being collected and processed, the additional samples will likely be minimal in that, from our experience, most individuals convicted of a felony are required to submit a sample due to a court order rather than due to being legislatively required. However, there have been multiple instances where a DNA sample has had to be removed from CODIS because they do not qualify even though they were convicted of a felony. The suggested legislation would increase public safety by adding more DNA profiles to CODIS from those who have been convicted of a felony. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division:  Law Enforcement Support**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Code of Criminal Procedure Art 39.14 Discovery |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | The discovery law does not include the office of the prosecutor in the definition of "the state". The laboratory already provides discoverable information to the prosecutor.  Allowing the definition of "the state" to include the prosecutor can eliminate redundancy in information provided by the lab to both the prosecution and defense. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Further define the state as the office of the prosecuting attorney. Discovery is currently provided to the prosecutor's office upon request. Numerous defense teams send requests directly to the laboratory or submit requests under the Public Information Act Government Code 552. |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Cost savings includes the salary hours spent communicating with both defense and prosecuting teams regarding a resolution.  Burden should reside with the prosecutor's office to request and provide relevant discovery.  Items contained in the provided laboratory record could include items not discoverable by law, such as attorney work product in communication notes. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

**Division: Law Enforcement Support**

| REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT) | |
|---|---|
| SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE) | Texas Code of Criminal Procedure, Article 38.43(i)(j) |
| DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS | Statute requires the testing of all biological material collected during the investigation. This can be interpreted to include all hairs recovered from collected items. This can result in a workload that is prohibitive to the operation of the laboratory, because while hair is biological, only a subset of hairs recovered are suitable for nuclear DNA analysis. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | Suggest modifying the language in (i) to state biological material suitable for nuclear DNA analysis |
| DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE | Can save the DPS the cost associated with analysis of hairs that will not return a unique DNA profile due to lack of root tissue. This allows for the more efficient processing of samples from capital murder cases. |
| NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A | |

# Division:  Law Enforcement Support

| 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 | The definition of an abuse unit when blotter paper is not already perforated is unpractical.  It states, "each quarter-inch square section of paper, if the adulterant, dilutant, or carrier medium is paper not marked or perforated into individual abuse units."<br><br>This requires the piece of paper to be at least a ¼ inch in each dimension, or a perfect ¼ inch square.  This definition does not lend itself to be used for irregular shapes or squares that are under ¼ inch in one direction.  For example, if you had an oval piece of paper or a strip of paper 1/8 inches by 2 inches. The abuse units cannot clearly be counted because one of the sides is less than ¼ inch. |
| PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION | This specifically deals with unperforated or unmarked paper, changing the definition to a weight would resolve the issue.  For example, "each 10 milligrams of paper, if the adulterant, dilutant, or carrier medium is paper not marked or perforated into individual abuse units."<br><br>Alternatively, the definition could be changed from dimensions to surface area.  To do this "each quarter-inch square section of paper" could be changed to "each 1/16 inches squared."  The draw back with this approach is developing an accurate method of measuring irregular shapes.  This is not a processes we currently perform.<br><br>Whether a change is made to the statute or not, additional information needs to be provided on how to handle items that fall between whole numbers.  For example, the total number of abuse units will be rounded down to the nearest whole number, unless the piece of paper in total is under the threshold then it is counted as one abuse unit. |
| 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) N/A | |

# APPENDIX A

**Agency Goal/Objective/Strategy**
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

8/8/2020   3:53:49PM

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
|---|---|---|---|---|

**1**

| | | | | |
|---|---|---|---|---|
| | | | SHORT NAME: | PROTECT TEXAS |
| | | | FULL NAME: | Protect Texas from Public Safety Threats |
| | | | DESCRIPTION: | Protect Texas from public safety threats. |

**1**

| | | | | |
|---|---|---|---|---|
| | | | SHORT NAME: | PROVIDE INTELLIGENCE |
| | | | FULL NAME: | Provide Intelligence |
| | | | DESCRIPTION: | Provide intelligence. |

**1**

| | | | | |
|---|---|---|---|---|
| | | | SHORT NAME: | INTELLIGENCE |
| | | | FULL NAME: | Provide Integrated Statewide Public Safety Intelligence Network |
| | | | DESCRIPTION: | Position the department to meet current and emerging security, terrorist, and criminal threats by providing multi-jurisdictional information and analyses. |

**2**

| | | | | |
|---|---|---|---|---|
| | | | SHORT NAME: | INTEROPERABILITY AND COMMUNICATIONS |
| | | | FULL NAME: | Interoperability and Communications |
| | | | DESCRIPTION: | Provide public safety communications and field support service to department personnel. Support the communications and technical assistance needs of first responders throughout the state. Provide and disseminate emergency information to citizens. Provide leadership in the planning and implementation of voice, data, and video interoperability. |

**2**

| | | | | |
|---|---|---|---|---|
| | | | SHORT NAME: | CONDUCT INVESTIGATIONS |
| | | | FULL NAME: | Conduct Investigations |
| | | | DESCRIPTION: | Conduct investigations. |

**1**

| | | | | |
|---|---|---|---|---|
| | | | SHORT NAME: | CRIMINAL INVESTIGATIONS |
| | | | FULL NAME: | Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks |

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
|---|---|---|---|---|

DESCRIPTION:   Pro-active approach of identifying, targeting and eliminating high threat organizations, integrating the Department's intelligence, patrol and investigative capabilities with local and federal partners to maximize the impact on organized crime activity in the state.   High threat organizations include:   Mexican cartels, transnational gangs, violent street gangs, human trafficking organizations, violent regional drug trafficking organizations, major identity theft and money laundering organizations and organizations involved in white collar or property crimes.

**2**    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.

**3**    SHORT NAME:   PROVIDE PUBLIC SAFETY

FULL NAME:   Provide Public Safety

DESCRIPTION:   Provide public safety.

**1**    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.

**2**    SHORT NAME:   AIRCRAFT OPERATIONS

FULL NAME:   Aircraft Operations

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
|---|---|---|---|---|

| | | | DESCRIPTION: | Reduce and prevent crime through highway interdiction including the use of aircraft. Train all commissioned Highway Patrol personnel in criminal/gang interdiction. Plan and coordinate high-visibility enforcement operations. Coordinate with other states' domestic highway enforcement efforts. Criminal interdiction is also supported through aircraft operations including aviation support to the various law enforcement and public safety entities throughout the state. |
|---|---|---|---|---|
| | | 3 | SHORT NAME: | SECURITY PROGRAMS |
| | | | FULL NAME: | Security Programs |
| | | | DESCRIPTION: | Provide appropriate security for state officials, capitol visitors, visiting dignitaries, and property. |
| | | 4 | SHORT NAME: | STATEWIDE EMERGENCY RESPONSE |
| | | | FULL NAME: | Provide Statewide Emergency Response |
| | | | DESCRIPTION: | Provide statewide emergency response and rescue. |
| 2 | | | SHORT NAME: | SECURE THE TEXAS BORDER |
| | | | FULL NAME: | Reduce Border-Related and Transnational-Related Crime |
| | | | DESCRIPTION: | Reduce border-related and transnational-related crime. |
| | 1 | | SHORT NAME: | SECURE TX FROM TRANSNATIONAL CRIME |
| | | | FULL NAME: | Secure Texas from Transnational Crime |
| | | | DESCRIPTION: | Secure Texas from transnational crime. |
| | | 1 | SHORT NAME: | DRUG AND HUMAN TRAFFICKING |
| | | | FULL NAME: | Deter, Detect, and Interdict Drug and Human Trafficking |
| | | | DESCRIPTION: | Deter, detect, and interdict drug and human trafficking. |
| | | 2 | SHORT NAME: | ROUTINE OPERATIONS |
| | | | FULL NAME: | Routine Operations |
| | | | DESCRIPTION: | Deter and interdict transnational related crimes in high threat areas. |

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
|---|---|---|---|---|

|  |  | **3** | SHORT NAME: | EXTRAORDINARY OPERATIONS |
|  |  |  | FULL NAME: | Extraordinary Operations |
|  |  |  | DESCRIPTION: | Conduct extraordinary border security operations. |

|  |  |  | SHORT NAME: | REGULATORY SERVICES |
| **3** |  |  | 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. |

|  | **1** |  | SHORT NAME: | PROVIDE LAW ENFORCEMENT SERVICES |
|  |  |  | FULL NAME: | Provide Law Enforcement Services |
|  |  |  | DESCRIPTION: | Provide critical continuing education and training in a secure environment, with safe vehicles and essential technology, and vital counseling and advocacy services to crime victims and employees.   Ensure quality, timely, and essential crime laboratory and crime record history services to law enforcement agencies, criminal justice partners, and citizens. |

|  |  | **1** | 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. |

|  |  | **2** | SHORT NAME: | CRIME RECORDS SERVICES |
|  |  |  | FULL NAME: | Provide Records to Law Enforcement and Criminal Justice |
|  |  |  | DESCRIPTION: | Provide accurate records and documents in a timely manner to citizens to support law enforcement and other criminal justice partners. |

|  |  | **3** | 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. |

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
| --- | --- | --- | --- | --- |

**2**

SHORT NAME:      PROVIDE REGULATORY SERVICES

FULL NAME:       Provide Regulatory Services

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.

**1**

SHORT NAME:      REGULATORY SERVICES

FULL NAME:       Administer Programs, Issue Licenses, and Enforce Compliance

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.

**4**

SHORT NAME:      DRIVER LICENSE SERVICES

FULL NAME:       Enhance Public Safety through the Licensing of Texas Drivers

DESCRIPTION:     Enhance public safety through the licensing of Texas drivers.

**1**

SHORT NAME:      PROVIDE DRIVER LICENSE SERVICES

FULL NAME:       Provide Driver License Services

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.

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
|---|---|---|---|---|

<u>1</u>

| | | |
|---|---|
| SHORT NAME: | DRIVER LICENSE SERVICES |
| FULL NAME: | Issue Driver Licenses and Enforce Compliance on Roadways |
| 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. |

<u>5</u>

| | | |
|---|---|
| SHORT NAME: | AGENCY SERVICES AND SUPPORT |
| FULL NAME: | Provide Agency Administrative Services and Support |
| DESCRIPTION: | Provide accurate and timely administration services and support to all divisions of the Department, as well as external partners. |

<u>1</u>

| | | |
|---|---|
| SHORT NAME: | PROVIDE ADMINISTRATION AND SUPPORT |
| FULL NAME: | Provide Administration and Support |
| 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. |

<u>1</u>

| | | |
|---|---|
| SHORT NAME: | HEADQUARTERS ADMINISTRATION |
| FULL NAME: | Headquarters Administration |
| DESCRIPTION: | Support senior leadership and oversight of the department's operations by the Director, Deputy Directors, Chief of Staff, the Public Information Office, the Project Management Office, the Office of Audit and Inspection, the Office of General Counsel, the Inspector General, Procurement, Psychological Services, and the Office of Dispute Resolution. |

<u>2</u>

| | | |
|---|---|
| SHORT NAME: | INFORMATION TECHNOLOGY |
| FULL NAME: | Information Technology |
| DESCRIPTION: | Increase the availability of information technology resources to improve the timeliness and accuracy of information and products provided to agency employees. |

Agency:   **405  Department of Public Safety**

| GOAL SEQUENCE | OBJECTIVE SEQUENCE | STRATEGY SEQUENCE | | |
|---|---|---|---|---|

**3**   SHORT NAME:   FINANCIAL MANAGEMENT

FULL NAME:   Financial Management

DESCRIPTION:   Manage agency finances including: revenue collections, payments to vendors, grants, risk management, budgets, and financial reporting.

**4**   SHORT NAME:   TRAINING ACADEMY AND DEVELOPMENT

FULL NAME:   Training Academy and Development

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.

**5**   SHORT NAME:   FACILITIES MANAGEMENT

FULL NAME:   Facilities Management

DESCRIPTION:   Provide optimal work environments for agency employees and facilities that accommodate and serve the public.

**6**   SHORT NAME:   OFFICE OF THE INSPECTOR GENERAL

FULL NAME:   Office of the Inspector General

DESCRIPTION:   Investigate allegations of misconduct and/or policy evaluations.

# APPENDIX B

OBJECTIVE   OUTCOME   DEFINITIONS   REPORT

87th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

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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   086-R-S70-1   01-03   OC 01

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

### BL 2022 Definition

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

### BL 2022 Data Limitations

The number and accuracy of index crimes is dependent upon the timely reporting of all law enforcement agencies in Texas. The data for this measure is not final until 1 year after the performance measure reporting date.

### BL 2022 Data Source

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

### BL 2022 Methodology

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

### BL 2022 Purpose

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

### BL 2023   Definition

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

### BL 2023   Data Limitations

The number and accuracy of index crimes is dependent upon the timely reporting of all law enforcement agencies in Texas. The data for this measure is not final until 1 year after the performance measure reporting date.

### BL 2023   Data Source

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

### BL 2023   Methodology

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

### BL 2023   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   086-R-S70-1   01-03   OC 02

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

BL 2022 Definition

   Total number of High-Threat criminals apprehended.

BL 2022 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 2022 Data Source

   The Texas Ranger Division's and Criminal Investigation Division's State Police Unified Reporting System (SPURS), and Texas Highway Patrol Division's reporting system will be the sources of this data collection.

BL 2022 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 2022 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 2023   Definition

   Total number of High-Threat criminals apprehended.

BL 2023   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 2023   Data Source

   The Texas Ranger Division's and Criminal Investigation Division's State Police Unified Reporting System (SPURS), and Texas Highway Patrol Division's reporting system will be the sources of this data collection.

BL 2023   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 2023   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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| | | |
|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Outcome No. | 1 | Percentage of Local Governments with Current Emergency Operations Plan |

**Calculation Method: N**        **Target Attainment: H**        **Priority: H**        **Cross Reference:** Agy 405   086-R-S70-1   04-01   OC 01

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

BL 2022 Definition

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

BL 2022 Data Limitations

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

BL 2022 Data Source

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

BL 2022 Methodology

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

BL 2022 Purpose

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

BL 2023   Definition

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

BL 2023   Data Limitations

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

BL 2023   Data Source

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

BL 2023   Methodology

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

BL 2023   Purpose

**OBJECTIVE   OUTCOME   DEFINITIONS   REPORT**

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

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| | | |
|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Outcome No. | 2 | Number of Public Entities with Open Hazard Mitigation Grants |

**Calculation Method: N**        **Target Attainment: L**        **Priority: H**        **Cross Reference:** Agy 405    086-R-S70-1    04-01    OC 03

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

BL 2022 Definition

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

BL 2022 Data Limitations

(TDEM) administers an extensive set of Federal hazard mitigation grant programs in Texas. Local governments must apply for these grants to obtain grant funding and the decision to apply rests with local officials. The Federal Emergency Management Agency (FEMA) determines which proposed hazard mitigation projects are approved for grant awards, and determines the overall level of mitigation grant funding for various grant programs. The Hazard Mitigation Grant Program (HMGP) is activated after major disasters; if a state experiences new disasters during a particular year, the HMGP grants will increase.

BL 2022 Data Source

The TDEM Mitigation Section maintains project files for all active mitigation projects for three different programs: Pre-Disaster Mitigation (PDM), Hazard Mitigation Grant Program (HMGP) and Recurring Flood Claims (RFC). Some projects are completed in a year or less, but many mitigation projects may require several years to complete. The Mitigation Section maintains a continuously updated spreadsheet of active mitigation projects based on its mitigation project files. The active project data which will be used to calculate this measure is the same data that the Mitigation staff uses to develop its required quarterly grant reports. There is a formal closing process for all mitigation grants.

BL 2022 Methodology

TDEM's Mitigation Section will use its mitigation project database and supporting project files to obtain a count of active grants for all three mitigation projects cited above. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

BL 2022 Purpose

Through Texas Division of Emergency Management (TDEM), FEMA has funded hundreds of hazard mitigation projects to eliminate hazards or reduce their impact in cities and counties in Texas over the last decade. This performance Measure is intended to show the closure activity level of open hazard mitigation programs. Effective local mitigation planning and implementation of hazard mitigation projects has proven effective in reducing death, injury, and economic loss.

BL 2023   Definition

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

BL 2023   Data Limitations

(TDEM) administers an extensive set of Federal hazard mitigation grant programs in Texas. Local governments must apply for these grants to obtain grant funding and the decision to apply rests with local officials. The Federal Emergency Management Agency (FEMA) determines which proposed hazard mitigation projects are approved for grant awards, and determines the overall level of mitigation grant funding for various grant programs. The Hazard Mitigation Grant Program (HMGP) is activated after major disasters; if a state experiences new disasters during a particular year, the HMGP grants will increase.

BL 2023   Data Source

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The TDEM Mitigation Section maintains project files for all active mitigation projects for three different programs: Pre-Disaster Mitigation (PDM), Hazard Mitigation Grant Program (HMGP) and Recurring Flood Claims (RFC). Some projects are completed in a year or less, but many mitigation projects may require several years to complete. The Mitigation Section maintains a continuously updated spreadsheet of active mitigation projects based on its mitigation project files. The active project data which will be used to calculate this measure is the same data that the Mitigation staff uses to develop its required quarterly grant reports. There is a formal closing process for all mitigation grants.

BL 2023   Methodology

TDEM's Mitigation Section will use its mitigation project database and supporting project files to obtain a count of active grants for all three mitigation projects cited above. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

BL 2023   Purpose

Through Texas Division of Emergency Management (TDEM), FEMA has funded hundreds of hazard mitigation projects to eliminate hazards or reduce their impact in cities and counties in Texas over the last decade. This performance Measure is intended to show the closure activity level of open hazard mitigation programs. Effective local mitigation planning and implementation of hazard mitigation projects has proven effective in reducing death, injury, and economic loss.

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| | | |
|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Outcome No. | 3 | Number of Public Entities with Open Disaster Recovery Grants |

**Calculation Method: N**     **Target Attainment: L**     **Priority: H**     **Cross Reference:** Agy 405   086-R-S70-1   04-01   OC 04

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

BL 2022 Definition

The number of public entities with open disaster recovery projects funded by
Federal grants administered by DPS.

BL 2022 Data Limitations

The Texas Division of Emergency Management (TDEM) administers an extensive set of Federal disaster recovery grant programs in Texas.   Local governments and state agencies must apply to FEMA, not DPS, for these grants and the decision to apply rests with local officials and agency heads. The Federal Emergency Management Agency (FEMA) determines which disaster recovery projects are approved for grant awards, and determines the overall level of recovery grant funding for various grant programs. TDEM administers these grants, monitors progress on approved projects, reimburses grant recipient for authorized project expenses, inspects projects and audits financial data, and provides quarterly reports to FEMA on active projects. The Grant Program is activated after major disasters; if a state experiences new disasters during a particular year, the grants will increase.

BL 2022 Data Source

The TDEM Recovery Section maintains project files for all active disaster recovery projects. Some projects are short-term and may be completed in a year or less, but major disaster recovery may require several years to complete. The Recovery Section maintains continuously updated records of active disaster recovery using management software and spreadsheets. The active project data that will be used to calculate this measure is the same data that the Recovery staff uses to develop its required quarterly grant reports to FEMA. There is a formal grant closing process for all recovery grants.

BL 2022 Methodology

TDEM's Recovery Section will use its project management software and supporting project files to obtain a count of active grants for all active recovery projects. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

BL 2022 Purpose

Through TDEM, FEMA has funded thousands of disaster recovery projects for local governments, school districts, state agencies, and other eligible entities to repair damage to public buildings, rebuild destroyed infrastructure, replace equipment which has been damaged or destroyed, and reimburse local and state emergency organizations for expenses incurred in responding to major disasters. Funding for individual disaster recovery programs has ranged from several million dollars to more than a billion dollars for Hurricane Ike in 2008. This performance Measure is intended to show the activity level of open disaster recovery programs.

BL 2023   Definition

The number of public entities with open disaster recovery projects funded by
Federal grants administered by DPS.

BL 2023   Data Limitations

The Texas Division of Emergency Management (TDEM) administers an extensive set of Federal disaster recovery grant programs in Texas.   Local governments and state agencies must apply to FEMA, not DPS, for these grants and the decision to apply rests with local officials and agency heads. The Federal Emergency Management Agency (FEMA) determines which disaster recovery projects are approved for grant awards, and determines the overall level of recovery grant funding for various grant programs. TDEM administers these grants, monitors progress on approved projects, reimburses grant recipient for authorized project expenses, inspects projects and audits financial data, and provides quarterly reports to FEMA on active projects. The Grant Program is activated after major disasters; if a state experiences new disasters during a particular year, the grants will increase.

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BL 2023   Data Source

The TDEM Recovery Section maintains project files for all active disaster recovery projects. Some projects are short-term and may be completed in a year or less, but major disaster recovery may require several years to complete. The Recovery Section maintains continuously updated records of active disaster recovery using management software and spreadsheets. The active project data that will be used to calculate this measure is the same data that the Recovery staff uses to develop its required quarterly grant reports to FEMA. There is a formal grant closing process for all recovery grants.

BL 2023   Methodology

TDEM's Recovery Section will use its project management software and supporting project files to obtain a count of active grants for all active recovery projects. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

BL 2023   Purpose

Through TDEM, FEMA has funded thousands of disaster recovery projects for local governments, school districts, state agencies, and other eligible entities to repair damage to public buildings, rebuild destroyed infrastructure, replace equipment which has been damaged or destroyed, and reimburse local and state emergency organizations for expenses incurred in responding to major disasters. Funding for individual disaster recovery programs has ranged from several million dollars to more than a billion dollars for Hurricane Ike in 2008. This performance Measure is intended to show the activity level of open disaster recovery programs.

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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 1 | Percentage of Sex Offender Notifications Mailed within Ten Days |

**Calculation Method: N**       **Target Attainment: H**       **Priority: H**       **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 01

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

BL 2022 Definition

The percentage of community postcard notifications mailed within the target date of ten (10) calendar days from when the Department received notification by law enforcement that a high-risk sex offender has moved into the notification area.

BL 2022 Data Limitations

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

BL 2022 Data Source

Notification of when a high-risk sex offender has moved is collected from the Texas Sex Offender Registration Database.

BL 2022 Methodology

The number of notifications mailed by the target date serves as the numerator.   The denominator is the number of notifications that should have been mailed by the target date.   The numerator is divided by the denominator and expressed as a percentage.
The date the agency receives notification by law enforcement that a high-risk offender has moved into a notification area and confirmation of the offender's risk level is counted as day zero, the subsequent date is counted as day one, etc.

BL 2022 Purpose

The percentage gives an accounting of the notifications that are mailed pursuant to statutory requirements.   It is important that the public be notified in a timely fashion when a high-risk sex offender has moved into their neighborhood.   The notification can make the public aware of the presence of a high-risk sex offender in their neighborhood and allow them to take proper precautions for when they or their children come into contact with the offender.

BL 2023   Definition

The percentage of community postcard notifications mailed within the target date of ten (10) calendar days from when the Department received notification by law enforcement that a high-risk sex offender has moved into the notification area.

BL 2023   Data Limitations

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

BL 2023   Data Source

Notification of when a high-risk sex offender has moved is collected from the Texas Sex Offender Registration Database.

BL 2023   Methodology

The number of notifications mailed by the target date serves as the numerator.   The denominator is the number of notifications that should have been mailed by the target date.   The numerator is divided by the denominator and expressed as a percentage.
The date the agency receives notification by law enforcement that a high-risk offender has moved into a notification area and confirmation of the offender's risk level is counted as day zero, the subsequent date is counted as day one, etc.

BL 2023   Purpose

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The percentage gives an accounting of the notifications that are mailed pursuant to statutory requirements.   It is important that the public be notified in a timely fashion when a high-risk sex offender has moved into their neighborhood.   The notification can make the public aware of the presence of a high-risk sex offender in their neighborhood and allow them to take proper precautions for when they or their children come into contact with the offender.

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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 2 | Percentage of Crime Laboratory Reporting Accuracy |

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 02

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

BL 2022 Definition

The percentage of laboratory reports issued to law enforcement entities in which no amended report was issued to correct technical errors.

BL 2022 Data Limitations

Manual processes are involved.

BL 2022 Data Source

Data is collected from the case files and the number of quality action plans initiated.

BL 2022 Methodology

The number of correct reports issued without a quality action plan initiated serves as the numerator.   The denominator is the number of reports issued.   The numerator is divided by the denominator and expressed as a percentage.

BL 2022 Purpose

This Measure is intended to reflect the high quality of the Crime Laboratory services to the criminal justice system.

BL 2023   Definition

The percentage of laboratory reports issued to law enforcement entities in which no amended report was issued to correct technical errors.

BL 2023   Data Limitations

Manual processes are involved.

BL 2023   Data Source

Data is collected from the case files and the number of quality action plans initiated.

BL 2023   Methodology

The number of correct reports issued without a quality action plan initiated serves as the numerator.   The denominator is the number of reports issued.   The numerator is divided by the denominator and expressed as a percentage.

BL 2023   Purpose

This Measure is intended to reflect the high quality of the Crime Laboratory services to the criminal justice system.

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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 3 | Percentage of Blood Alcohol Evidence Processed within 30 Days |

**Calculation Method: N**     **Target Attainment: H**     **Priority: L**     **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 03

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

BL 2022 Definition

The percentage of blood alcohol content (BAC) cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2022 Data Limitations

Manual processes are involved.

BL 2022 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2022 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 2022 Purpose

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

BL 2023   Definition

The percentage of blood alcohol content (BAC) cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2023   Data Limitations

Manual processes are involved.

BL 2023   Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2023   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 2023   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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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 4 | Percentage of Drug Evidence Processed within 30 Days |

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**Calculation Method: N**     **Target Attainment: H**     **Priority: L**     **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 04

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

BL 2022 Definition

The percentage of drug cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2022 Data Limitations

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

BL 2022 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2022 Methodology

The number of drug cases analyzed and reported by the target date serves as the numerator.   The denominator is the number of drug cases that should have been analyzed and reported by the target date.   The numerator is divided by the denominator and expressed as a percentage.   The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2022 Purpose

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

BL 2023   Definition

The percentage of drug cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2023   Data Limitations

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

BL 2023   Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2023   Methodology

The number of drug cases analyzed and reported by the target date serves as the numerator.   The denominator is the number of drug cases that should have been analyzed and reported by the target date.   The numerator is divided by the denominator and expressed as a percentage.   The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2023   Purpose

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

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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 5 | Percentage of DNA Evidence Processed within 90 Days |

**Calculation Method: N**      **Target Attainment: H**      **Priority: L**      **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 05

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

BL 2022 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 2022 Data Limitations

Manual processes are involved.

BL 2022 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks when cases are received through the date the laboratory report is issued.

BL 2022 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 2022 Purpose

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

BL 2023   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 2023   Data Limitations

Manual processes are involved.

BL 2023   Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks when cases are received through the date the laboratory report is issued.

BL 2023   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 2023   Purpose

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

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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 6 | Percent Change of Crime Lab Cases Backlogged |

---

**Calculation Method: N**      **Target Attainment: L**      **Priority: H**      **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 06

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

BL 2022 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 2022 Data Limitations

Manual processes are involved.

BL 2022 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 2022 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 2022 Purpose

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

BL 2023   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 2023   Data Limitations

Manual processes are involved.

BL 2023   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 2023   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 2023   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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| | | |
|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Outcome No. | 7 | Percent Change of Sexual Assault Cases Backlogged |

---

**Calculation Method: N**    **Target Attainment: L**    **Priority: H**    **Cross Reference:** Agy 405   086-R-S70-1   05-01   OC 07

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

BL 2022 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 2022 Data Limitations

Manual processes are involved.

BL 2022 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 2022 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 2022 Purpose

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

BL 2023   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 2023   Data Limitations

Manual processes are involved.

BL 2023   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 2023   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 2023   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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|---|---|---|
| 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   086-R-S70-1   05-02   OC 01

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

BL 2022 Definition

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

BL 2022 Data Limitations

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

BL 2022 Data Source

Data is collected through the use of database queries.

BL 2022 Methodology

The number of original licenses mailed by the target date is the numerator. The denominator is derived from the number of original licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2022 Purpose

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

BL 2023   Definition

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

BL 2023   Data Limitations

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

BL 2023   Data Source

Data is collected through the use of database queries.

BL 2023   Methodology

The number of original licenses mailed by the target date is the numerator. The denominator is derived from the number of original licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2023   Purpose

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

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|---|---|---|
| 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 |

**Calculation Method: N**        **Target Attainment: H**        **Priority: H**        **Cross Reference:** Agy 405   086-R-S70-1   05-02   OC 02

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

BL 2022 Definition

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

BL 2022 Data Limitations

   None

BL 2022 Data Source

   Data is collected through database queries.

BL 2022 Methodology

   The number of renewal licenses mailed by the target date is the numerator. The denominator is derived from the number of renewal licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2022 Purpose

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

BL 2023   Definition

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

BL 2023   Data Limitations

   None

BL 2023   Data Source

   Data is collected through database queries.

BL 2023   Methodology

   The number of renewal licenses mailed by the target date is the numerator. The denominator is derived from the number of renewal licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2023   Purpose

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

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| | | |
|---|---|---|
| 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   086-R-S70-1   06-01   OC 04

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

BL 2022 Definition

The percentage of original non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of forty-five (45) minutes from when the customer walks in the door joins the queue in a driver license office. This measurement does not include the time to take any written or driving examination(s).

BL 2022 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 2022 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 2022 Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2022 Purpose

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

BL 2023   Definition

The percentage of original non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of forty-five (45) minutes from when the customer walks in the door joins the queue in a driver license office. This measurement does not include the time to take any written or driving examination(s).

BL 2023   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 2023   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 2023   Methodology

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The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2023   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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| | | |
|---|---|---|
| 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   086-R-S70-1   06-01   OC 05

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

BL 2022 Definition

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of thirty (30) minutes from when the customer joins the queue in a driver license office.

BL 2022 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 2022 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 2022 Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2022 Purpose

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

BL 2023   Definition

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of thirty (30) minutes from when the customer joins the queue in a driver license office.

BL 2023   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 2023   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 2023   Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2023   Purpose

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

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| | | |
|---|---|---|
| Goal No. | 4 | Enhance Public Safety through the Licensing of Texas Drivers |
| Objective No. | 1 | Provide Driver License Services |
| Outcome No. | 3 | Percentage of Accurate Payments Issued |

**Calculation Method: N**      **Target Attainment: H**      **Priority: L**      **Cross Reference:** Agy 405   086-R-S70-1   06-01   OC 06

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

BL 2022 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 2022 Data Limitations

Manual processes are involved.

BL 2022 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 2022 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 2022 Purpose

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

BL 2023   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 2023   Data Limitations

Manual processes are involved.

BL 2023   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 2023   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 2023   Purpose

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

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|---|---|---|
| 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 within Five Minutes |

**Calculation Method: N**          **Target Attainment: H**          **Priority: L**          **Cross Reference:** Agy 405   086-R-S70-1   06-01   OC 07

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

BL 2022 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 2022 Data Limitations

Manual processes are involved.

BL 2022 Data Source

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

BL 2022 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 2022 Purpose

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

BL 2023   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 2023   Data Limitations

Manual processes are involved.

BL 2023   Data Source

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

BL 2023   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 2023   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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|---|---|---|
| Goal No. | 4 | Enhance Public Safety through the Licensing of Texas Drivers |
| Objective No. | 1 | Provide Driver License Services |
| Outcome No. | 5 | Percentage of Calls Answered |

**Calculation Method: N**          **Target Attainment: H**          **Priority: L**          **Cross Reference:** Agy 405   086-R-S70-1   06-01   OC 08

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

BL 2022 Definition

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

BL 2022 Data Limitations

Manual processes are involved.

BL 2022 Data Source

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

BL 2022 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 2022 Purpose

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

BL 2023   Definition

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

BL 2023   Data Limitations

Manual processes are involved.

BL 2023   Data Source

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

BL 2023   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 2023   Purpose

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

# APPENDIX B

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

| OUTCOME | TITLE | DESCRIPTION | Key | New | % | Calc. Method | Priority | Range |
|---|---|---|---|---|---|---|---|---|

**Goal.: 1**  Protect Texas from Public Safety Threats

Objective.:  **2**  Conduct Investigations

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **1** | 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 | | | | | | |
| **2** | 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 | | | | | | |

Objective.:  **3**  Provide Public Safety

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **1** | SHORT NAME: | LOC GOVTS W/CURRENT EMER OPS PLAN | N | N | Y | N | H | H |
| | FULL NAME: | Percentage of Local Governments with Current Emergency Operations Plan | | | | | | |
| | DESCRIPTION: | Percentage of Local Governments with Current Emergency Operations Plans and Annexes | | | | | | |
| **2** | SHORT NAME: | OPEN HAZARD MITIGATION GRANTS | N | N | N | N | H | L |
| | FULL NAME: | Number of Public Entities with Open Hazard Mitigation Grants | | | | | | |
| | DESCRIPTION: | The Number of Public Entities with Open Hazard Mitigation Projects Funded by Federal Mitigation Grants Administered by DPS | | | | | | |
| **3** | SHORT NAME: | OPEN DISASTER RECOVERY GRANTS | Y | N | N | N | H | L |
| | FULL NAME: | Number of Public Entities with Open Disaster Recovery Grants | | | | | | |
| | DESCRIPTION: | Number of Public Entities with Open Disaster Recovery Grants | | | | | | |

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| OUTCOME | TITLE | DESCRIPTION | Key | New | % | Calc. Method | Priority | Range |
|---|---|---|---|---|---|---|---|---|

**Goal.: 3**   Provide Regulatory and Law Enforcement Services to All Customers

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

| | | | Key | New | % | Calc. Method | Priority | Range |
|---|---|---|---|---|---|---|---|---|
| **1** | SHORT NAME: | SEX OFFENDER NOTIFICATION MAILED | N | N | Y | N | H | H |
| | FULL NAME: | Percentage of Sex Offender Notifications Mailed within Ten Days | | | | | | |
| | DESCRIPTION: | Percentage of Sex Offender Notifications Mailed within Ten Days | | | | | | |
| **2** | SHORT NAME: | CRIME LABORATORY REPORT ACCURACY | N | N | Y | N | H | H |
| | FULL NAME: | Percentage of Crime Laboratory Reporting Accuracy | | | | | | |
| | DESCRIPTION: | Percentage of Crime Laboratory Reporting Accuracy | | | | | | |
| **3** | 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 | | | | | | |
| **4** | 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 | | | | | | |
| **5** | 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 |
|---|---|---|---|---|---|---|---|
| **6**  SHORT NAME:  CRIME LAB CASES BACKLOGGED | | Y | 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 | | | | | | | |
| **7**  SHORT NAME:  SEXUAL ASSAULT CASES BACKLOGGED | | Y | 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 | | | | | | | |

Objective.:  **2**   Provide Regulatory Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1**  SHORT NAME:  HANDGUN LICENSE ISSUED 60 DAYS | | Y | N | Y | N | H | H |
| 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 | | | | | | | |
| **2**  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.: **4**   Enhance Public Safety through the Licensing of Texas Drivers

Objective.:  **1**   Provide Driver License Services

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1**  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 | | | | | | | |

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

| OUTCOME | TITLE | DESCRIPTION | Key | New | % | Calc. Method | Priority | Range |
|---|---|---|---|---|---|---|---|---|
| **2** | 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 | | | | | | |
| **3** | SHORT NAME: ACCURATE PAYMENTS ISSUED | | N | N | Y | N | L | H |
| | FULL NAME: | Percentage of Accurate Payments Issued | | | | | | |
| | DESCRIPTION: | Percentage of Accurate Payments Issued | | | | | | |
| **4** | 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 | | | | | | |
| **5** | SHORT NAME: PERCENT OF CALLS ANSWERED | | N | N | Y | N | L | H |
| | FULL NAME: | Percentage of Calls Answered | | | | | | |
| | DESCRIPTION: | The Percentage of Calls to the Driver License Customer Service Center Answered from Inbound Calls | | | | | | |

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**APPENDIX B**

**Strategy-Related Measures Definitions**
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|---|---|---|
| Agency Code: | **405** | Agency: **Department of Public Safety** |

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| | | |
|---|---|---|
| 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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**Calculation Method: C**       **Target Attainment: H**           **Priority: H**          Cross Reference: Agy 405   086-R-S70-1   01-01-01   OP 01

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

BL 2022 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 2022 Data Limitations

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

BL 2022 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 2022 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 2022 Purpose

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

BL 2023 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 2023 Data Limitations

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

BL 2023 Data Source

**Strategy-Related Measures Definitions**
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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 2023 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 2023 Purpose
This is one Measure of the activities of the Criminal Investigations Division.

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**Strategy-Related Measures Definitions**
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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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| | | |
| --- | --- | --- |
| 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   086-R-S70-1   01-01-01   OP 04

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

BL 2022 Definition

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

BL 2022 Data Limitations

 Investigative programs are manually entered by field investigators into the DPS State Police Unified Reporting System's (SPURS) case management module.   An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

BL 2022 Data Source

 Every human trafficking investigation being conducted, or that has been closed, by CID is documented by field investigators in the SPURS case management module 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 2022 Methodology

 The total number of investigations under the human trafficking program is retrieved from SPURS 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 2022 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 2023 Definition

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

BL 2023 Data Limitations

 Investigative programs are manually entered by field investigators into the DPS State Police Unified Reporting System's (SPURS) case management module.   An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

BL 2023 Data Source

Every human trafficking investigation being conducted, or that has been closed, by CID is documented by field investigators in the SPURS case management module 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 2023 Methodology

The total number of investigations under the human trafficking program is retrieved from SPURS 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 2023 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**
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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. | 3 | Number of Felony Arrests by CID |

**Calculation Method: C**    **Target Attainment:**    **Priority:**    Cross Reference:

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

BL 2022 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 2022 Data Limitations
  Offense codes are manually selected by field investigators in the DPS State Police Unified Reporting System's (SPURS) arrest record.   An investigator's failure to enter all charges filed properly in the SPURS arrest record will negatively impact this statistic.

BL 2022 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 SPURS arrest entity including arrests for offenses that were investigated by CID and arrests for felony offenses that occurred when CID assisted other agencies.

BL 2022 Methodology
  The total number of felony arrests is retrieved from SPURS 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 2022 Purpose
  This is one Measure of the activities of the Criminal Investigations Division.

BL 2023 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 2023 Data Limitations
  Offense codes are manually selected by field investigators in the DPS State Police Unified Reporting System's (SPURS) arrest record.   An investigator's failure to enter all charges filed properly in the SPURS arrest record will negatively impact this statistic.

BL 2023 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 SPURS arrest entity including arrests for offenses that were investigated by CID and arrests for felony offenses that occurred when CID assisted other agencies.

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**Strategy-Related Measures Definitions**
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BL 2023 Methodology

The total number of felony arrests is retrieved from SPURS 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 2023 Purpose

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

**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. | 4 | Number of Human Trafficking Investigations Conducted by CID |

**Calculation Method: C**      **Target Attainment: H**           **Priority: H**            Cross Reference:

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

BL 2022 Definition

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

BL 2022 Data Limitations

 Investigative programs are manually entered by field investigators into the DPS State Police Unified Reporting System's (SPURS) case management module.   An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

BL 2022 Data Source

 Every human trafficking investigation being conducted, or that has been closed, by CID is documented by field investigators in the SPURS case management module 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 2022 Methodology

 The total number of investigations under the human trafficking program is retrieved from SPURS 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 2022 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 2023 Definition

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

BL 2023 Data Limitations

 Investigative programs are manually entered by field investigators into the DPS State Police Unified Reporting System's (SPURS) case management module.   An investigator's failure to enter the appropriate program for an investigation will negatively impact this statistic.

BL 2023 Data Source

Every human trafficking investigation being conducted, or that has been closed, by CID is documented by field investigators in the SPURS case management module 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 2023 Methodology

The total number of investigations under the human trafficking program is retrieved from SPURS 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 2023 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.

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

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|---|---|---|
| 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 |

**Calculation Method: C**   **Target Attainment:**   **Priority:**   Cross Reference:

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

BL 2022 Definition
    The total number of criminal investigations being conducted, or that have been closed, 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 2022 Data Limitations
Investigative offense codes are manually entered by field investigators into the DPS State Police Unified Reporting System's (SPURS) case management module.   An investigator's failure to enter TPC Chapter 71 offenses into the case management module will negatively impact this statistic.

BL 2022 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 SPURS 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 2022 Methodology
The total number of criminal investigations pertaining to TCP Chapter 71 is retrieved from SPURS 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 2022 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 2023 Definition
The total number of criminal investigations being conducted, or that have been closed, 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 2023 Data Limitations
Investigative offense codes are manually entered by field investigators into the DPS State Police Unified Reporting System's (SPURS) case management module.   An investigator's failure to enter TPC Chapter 71 offenses into the case management module will negatively impact this statistic.

BL 2023 Data Source

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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 SPURS 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 2023 Methodology

The total number of criminal investigations pertaining to TCP Chapter 71 is retrieved from SPURS 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 2023 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

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**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. | 6 | Number of Fatal Doses of Fentanyl Seized by DPS |

**Calculation Method: C**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition

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

BL 2022 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 2022 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 2022 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 2022 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 2023 Definition

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

BL 2023 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 2023 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 2023 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 2023 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**
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|---|---|---|---|

| | | |
|---|---|---|
| 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 Opened by Texas Rangers |

**Calculation Method: C**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition

    Texas Rangers. Investigations opened 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 2022 Data Limitations

 None

BL 2022 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 2022 Methodology

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

BL 2022 Purpose

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

BL 2023 Definition

 Texas Rangers. Investigations opened 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 2023 Data Limitations

 None

BL 2023 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 2023 Methodology

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

BL 2023 Purpose

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

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

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| | | |
|---|---|---|
| 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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**Calculation Method: C**    **Target Attainment:**    **Priority:**    Cross Reference:

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

BL 2022 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 2022 Data Limitations
None

BL 2022 Data Source
Rangers will use the Ranger Division Statistical Workbook and the State Police Unified Reporting System to report on Ranger law enforcement support deployments.

BL 2022 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 2022 Purpose
A Texas Ranger has the authority to provide law enforcement support services under conditions authorized by law.

BL 2023 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 2023 Data Limitations
None

BL 2023 Data Source
Rangers will use the Ranger Division Statistical Workbook and the State Police Unified Reporting System to report on Ranger law enforcement support deployments.

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BL 2023 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 2023 Purpose
 A Texas Ranger has the authority to provide law enforcement support services under conditions authorized by 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 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | EF | |
| Measure No. | 1 | Number of Traffic Crashes Investigated |

**Calculation Method: C**     **Target Attainment: L**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   03-01-01   EF 02

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

BL 2022 Definition
    The number of traffic crashes investigated by DPS troopers.

BL 2022 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 2022 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 2022 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 2022 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 2023 Definition
The number of traffic crashes investigated by DPS troopers.

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BL 2023 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 2023 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 2023 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 2023 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: | **405** | Agency: | **Department of Public Safety** |
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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| 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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**Calculation Method: C**    **Target Attainment: H**        **Priority: H**        Cross Reference: Agy 405   086-R-S70-1   03-01-02   EF 01

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

BL 2022 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 2022 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 2022 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) State Inspection Database System (SIDS) or the Automated Information Services (AIS).

BL 2022 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 2022 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 2023 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 2023 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 2023 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) State Inspection Database System (SIDS) or the Automated Information Services (AIS).

BL 2023 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 2023 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.

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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| 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   086-R-S70-1   03-01-02   EF 02

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

BL 2022 Definition
    The average cost of performing commercial vehicle inspections.

BL 2022 Data Limitations
 None

BL 2022 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 2022 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 2022 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 2023 Definition
 The average cost of performing commercial vehicle inspections.

BL 2023 Data Limitations
 None

BL 2023 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 2023 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 2023 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.

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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | EX | |
| Measure No. | 1 | Commercial Vehicles Placed Out of Service |

**Calculation Method: N**      **Target Attainment: L**      **Priority: L**      Cross Reference: Agy 405   086-R-S70-1   03-01-02   EX 01

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

BL 2022 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 2022 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 2022 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 2022 Methodology

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

BL 2022 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 2023 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 2023 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 2023 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 2023 Methodology

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

BL 2023 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** |
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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| 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   086-R-S70-1   03-01-01   OP 01

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

BL 2022 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 2022 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 2022 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 2022 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 2022 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 2023 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 2023 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 2023 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 2023 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 2023 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: | **405** | Agency: | **Department of Public Safety** |
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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | OP | |
| Measure No. | 2 | Number of Traffic Law Violator Contacts |

**Calculation Method: C**     **Target Attainment: H**          **Priority: H**          Cross Reference: Agy 405   086-R-S70-1   03-01-01   OP 02

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

BL 2022 Definition

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

BL 2022 Data Limitations

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

BL 2022 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 2022 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 2022 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 2023 Definition

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

BL 2023 Data Limitations

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

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BL 2023 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 2023 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 2023 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: | **405** | Agency: | **Department of Public Safety** |
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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| 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 |

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 405   086-R-S70-1   03-01-02   OP 01

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

BL 2022 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 2022 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 2022 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 2022 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 2022 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 2023 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 2023 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.

**Strategy-Related Measures Definitions**
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BL 2023 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 2023 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 2023 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: | **405** | Agency: | **Department of Public Safety** |
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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| 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 |

**Calculation Method: C**     **Target Attainment: H**     **Priority: L**     Cross Reference: Agy 405   086-R-S70-1   03-01-02   OP 03

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

BL 2022 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 2022 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 2022 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 2022 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 2022 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 2023 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 2023 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 2023 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 2023 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 2023 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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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | OP | |
| Measure No. | 5 | Number of Weight Violation Citations |

**Calculation Method: C**  **Target Attainment: H**  **Priority: L**  Cross Reference: Agy 405  086-R-S70-1  03-01-02  OP 04

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

BL 2022 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 2022 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 2022 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 2022 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 2022 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 2023 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 2023 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 2023 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.

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BL 2023 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 2023 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: | **405** | Agency: | **Department of Public Safety** |

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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | OP | |
| Measure No. | 6 | Number of Commercial Vehicles Inspected |

**Calculation Method: C**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 405   086-R-S70-1   03-01-02   OP 05

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

BL 2022 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 2022 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 2022 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 2022 Methodology
 A total of all activities are queried from the CVE-3 Inspection application database to determine the total level of this activity.

BL 2022 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 2023 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 2023 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 2023 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 2023 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 2023 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.

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| Goal No. | 1 | Protect Texas from Public Safety Threats |
|---|---|---|
| Objective No. | 3 | Provide Public Safety |
| 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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**Calculation Method: C**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition

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

BL 2022 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 2022 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 2022 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 2022 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 2023 Definition

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

BL 2023 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 2023 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 2023 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 2023 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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| Goal No. | 1 | Protect Texas from Public Safety Threats | |
| Objective No. | 3 | Provide Public Safety | |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways | |
| Measure Type | OP | | |
| Measure No. | 8 | Number of Traffic Stops and Public Assistance by THP Members | |

**Calculation Method: C**      **Target Attainment:**            **Priority:**            Cross Reference:

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

BL 2022 Definition
    The number of traffic stops and public assistance conducted by members of the THP Division.

BL 2022 Data Limitations
 The accuracy of the count is dependent on manual data entry processes and electronic submission of vehicle stops. The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel and the electronic submission of vehicle stops by Highway Patrol Division troopers.

BL 2022 Data Source
 Information relating to this measure is entered directly from the citations, warnings, and weekly reports into the Texas Highway Patrol (THP) Enterprise Model (EM) and the Automated Information Systems (AIS). The term "trooper" as used herein includes all commissioned Highway Patrol Division employees looking for violations of traffic and criminal laws.

BL 2022 Methodology
 Actual count of charges filed and warnings issued to violators of the law and the number of public assists 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 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 Division employees issuing citations or warnings to violators of traffic laws.

BL 2022 Purpose
 This measure addresses the actual on-the-road interventions by commissioned Highway Patrol Division troopers in driver behavior and vehicle conditions that contribute to the frequency and/or severity of traffic crashes.   This is also includes assistance rendered to the public in a non-enforcement capacity, things such as changing tires on the roadway or helping stranded motorists.   The term "trooper" as used herein includes all commissioned Highway Patrol Service employees issuing citations or warnings to violators of traffic laws.

BL 2023 Definition
 The number of traffic stops and public assistance conducted by members of the THP Division.

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BL 2023 Data Limitations

The accuracy of the count is dependent on manual data entry processes and electronic submission of vehicle stops. The availability to accurate quarterly data is impacted by the high volume of THP2 activity report weekly entry completed by data entry personnel and the electronic submission of vehicle stops by Highway Patrol Division troopers.

BL 2023 Data Source

Information relating to this measure is entered directly from the citations, warnings, and weekly reports into the Texas Highway Patrol (THP) Enterprise Model (EM) and the Automated Information Systems (AIS). The term "trooper" as used herein includes all commissioned Highway Patrol Division employees looking for violations of traffic and criminal laws.

BL 2023 Methodology

Actual count of charges filed and warnings issued to violators of the law and the number of public assists 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 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 Division employees issuing citations or warnings to violators of traffic laws.

BL 2023 Purpose

This measure addresses the actual on-the-road interventions by commissioned Highway Patrol Division troopers in driver behavior and vehicle conditions that contribute to the frequency and/or severity of traffic crashes.   This is also includes assistance rendered to the public in a non-enforcement capacity, things such as changing tires on the roadway or helping stranded motorists.   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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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | OP | |
| Measure No. | 9 | Number Arrests Conducted by THP Members |

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**Calculation Method: C**   **Target Attainment:**   **Priority:**   Cross Reference:

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

BL 2022 Definition
 The total number of arrests conducted by members of the THP Division.

BL 2022 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 2022 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 2022 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 2022 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 2023 Definition
 The total number of arrests conducted by members of the THP Division.

BL 2023 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 2023 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 2023 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 2023 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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| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | OP | |
| Measure No. | 10 | Commercial Drivers Placed Out-of-service Roadside Inspections |

**Calculation Method: C**   **Target Attainment:**      **Priority:**       Cross Reference:

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

BL 2022 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 2022 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 2022 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 2022 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 2022 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 2023 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 2023 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 2023 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 2023 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 2023 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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| Goal No. | 1 | Protect Texas from Public Safety Threats |
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| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 1 | Deter, Detect, and Interdict Public Safety Threats on Roadways |
| Measure Type | OP | |
| Measure No. | 11 | Commercial Vehicles Placed Out-of-service Roadside Inspections |

**Calculation Method: C**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition

    The number of unsafe commercial vehicles placed out-of-service by certified personnel of Texas law enforcement agencies as a result of roadside inspections.

BL 2022 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 2022 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 2022 Methodology

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

BL 2022 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 2023 Definition

The number of unsafe commercial vehicles placed out-of-service by certified personnel of Texas law enforcement agencies as a result of roadside inspections.

BL 2023 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 2023 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.

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BL 2023 Methodology

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

BL 2023 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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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 1 | Number of Aircraft Hours Flown |

**Calculation Method: C**    **Target Attainment: H**    **Priority: L**    Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 04

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

BL 2022 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 2022 Data Limitations
 None.

BL 2022 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 2022 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 2022 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 2023 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 2023 Data Limitations
 None.

BL 2023 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 2023 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 2023 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.

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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 2 | Amount of Marijuana Seized by DPS throughout the State of Texas |

**Calculation Method: C**       **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 06

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

BL 2022 Definition
The amount of marijuana (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

BL 2022 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 2022 Data Source
Data is collected from records maintained by the Criminal Investigative Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

BL 2022 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 2022 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 2023 Definition
The amount of marijuana (measured in pounds) seized by DPS law enforcement elements throughout the State of Texas.

BL 2023 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 2023 Data Source
Data is collected from records maintained by the Criminal Investigative Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

BL 2023 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 2023 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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| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 3 | Amount of Cocaine Seized by DPS throughout the State of Texas |

**Calculation Method: C**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 07

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

BL 2022 Definition

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

BL 2022 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 2022 Data Source

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

BL 2022 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 2022 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 2023 Definition

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

BL 2023 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 2023 Data Source

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

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BL 2023 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 2023 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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| Goal No. | 1 | Protect Texas from Public Safety Threats |
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| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 4 | Amount of Heroin Seized by DPS throughout the State of Texas |

**Calculation Method: C**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 08

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

BL 2022 Definition

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

BL 2022 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 2022 Data Source

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

BL 2022 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 2022 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 2023 Definition

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

BL 2023 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 2023 Data Source

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

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BL 2023 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 2023 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.

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| Goal No. | 1 | Protect Texas from Public Safety Threats | |
| Objective No. | 3 | Provide Public Safety | |
| Strategy No. | 2 | Aircraft Operations | |
| Measure Type | OP | | |
| Measure No. | 5 | Amount of Methamphetamine Seized by DPS throughout the State of Texas | |

**Calculation Method: C**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 09

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

BL 2022 Definition

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

BL 2022 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 2022 Data Source

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

BL 2022 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 2022 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 2023 Definition

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

BL 2023 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 2023 Data Source

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

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BL 2023 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 2023 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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Automated Budget and Evaluation System of Texas (ABEST)

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

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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 6 | Dollar Value of Currency Seized by DPS throughout State of Texas |

**Calculation Method: C**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 10

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

BL 2022 Definition
The amount of currency (in dollars) seized and kept by DPS law enforcement elements throughout the State of Texas.

BL 2022 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 2022 Data Source
Data is collected from records maintained by the Asset Forfeiture Unit (AFU).

BL 2022 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 2022 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 2023 Definition
The amount of currency (in dollars) seized and kept by DPS law enforcement elements throughout the State of Texas.

BL 2023 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 2023 Data Source
Data is collected from records maintained by the Asset Forfeiture Unit (AFU).

BL 2023 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 2023 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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**Strategy-Related Measures Definitions**
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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 7 | Number of Weapons Seized by DPS throughout State |

**Calculation Method: C**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   01-01-02   OP 11

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

BL 2022 Definition
    The total number of weapons seized and kept by DPS law enforcement elements throughout Texas.

BL 2022 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 2022 Data Source
 Data is collected from records maintained by the Criminal Investigative Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

BL 2022 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 2022 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 2023 Definition
 The total number of weapons seized and kept by DPS law enforcement elements throughout Texas.

BL 2023 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 2023 Data Source
 Data is collected from records maintained by the Criminal Investigative Division (CID) and Texas Highway Patrol (THP) and summed by the Intelligence and Counterterrorism Division (ICT).

**Strategy-Related Measures Definitions**
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BL 2023 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 2023 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.

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

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

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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 8 | Number of Subjects Located and Arrested with Aircraft Support |

**Calculation Method: C**    **Target Attainment:**        **Priority:**        Cross Reference:

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

BL 2022 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 2022 Data Limitations
None

BL 2022 Data Source
DPS Aircraft utilizes a software management system (Digital Airware)

BL 2022 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 2022 Purpose
This performance measure reflects the amount of support DPS Aircraft provides to other than DPS agencies.

BL 2023 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 2023 Data Limitations
None

BL 2023 Data Source
DPS Aircraft utilizes a software management system (Digital Airware)

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**Strategy-Related Measures Definitions**
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BL 2023 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 2023 Purpose

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

**Strategy-Related Measures Definitions**
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Agency Code:   **405**   Agency:   **Department of Public Safety**

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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| Strategy No. | 2 | Aircraft Operations |
| Measure Type | OP | |
| Measure No. | 9 | Number of Assists and Rescues by DPS Aircraft |

**Calculation Method: C**    **Target Attainment:**         **Priority:**         Cross Reference:

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

BL 2022 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 2022 Data Limitations
None

BL 2022 Data Source
DPS Aircraft utilizes a software management system (Digital Airware)

BL 2022 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 2022 Purpose
This performance measure reflects the amount of support DPS Aircraft provides to other than DPS agencies.

BL 2023 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 2023 Data Limitations
None

BL 2023 Data Source
DPS Aircraft utilizes a software management system (Digital Airware)

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BL 2023 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 2023 Purpose

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

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**Strategy-Related Measures Definitions**
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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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|---|---|---|
| Goal No. | 1 | Protect Texas from Public Safety Threats |
| Objective No. | 3 | Provide Public Safety |
| 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   086-R-S70-1   01-02-02   EF 01

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

BL 2022 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 2022 Data Limitations

 None.

BL 2022 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 2022 Methodology

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

BL 2022 Purpose

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

BL 2023 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 2023 Data Limitations

 None.

BL 2023 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 2023 Methodology

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

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**Strategy-Related Measures Definitions**
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BL 2023 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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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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|---|---|---|
| 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 Drug and Human 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   086-R-S70-1   02-01-01   OP 01

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

BL 2022 Definition
   The total number of interagency law enforcement operations coordinated by the Border Security Operations Center (BSOC).

BL 2022 Data Limitations
 None

BL 2022 Data Source
 This data will be captured and compiled at the Border Security Operations Center (BSOC).

BL 2022 Methodology
 The total number of operations coordinated through the BSOC.

BL 2022 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 2023 Definition
 The total number of interagency law enforcement operations coordinated by the Border Security Operations Center (BSOC).

BL 2023 Data Limitations
 None

BL 2023 Data Source
 This data will be captured and compiled at the Border Security Operations Center (BSOC).

BL 2023 Methodology
 The total number of operations coordinated through the BSOC.

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BL 2023 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.

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

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| 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 |

**Calculation Method: N**       **Target Attainment: H**       **Priority: H**       Cross Reference: Agy 405   086-R-S70-1   02-01-02   EX 01

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

BL 2022 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 2022 Data Limitations

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

BL 2022 Data Source

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

BL 2022 Methodology

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

BL 2022 Purpose

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

BL 2023 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 2023 Data Limitations

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

BL 2023 Data Source

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

BL 2023 Methodology

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

BL 2023 Purpose

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

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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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| 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   086-R-S70-1   02-01-02   OP 01

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

BL 2022 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 2022 Data Limitations

 Untimely submission of boat logs could impact accuracy.

BL 2022 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 2022 Methodology

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

BL 2022 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 2023 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 2023 Data Limitations

 Untimely submission of boat logs could impact accuracy.

BL 2023 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.

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BL 2023 Methodology

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

BL 2023 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.

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**Strategy-Related Measures Definitions**
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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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| --- | --- | --- |
| 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 |

**Calculation Method: C**      **Target Attainment: H**          **Priority: H**          Cross Reference: Agy 405   086-R-S70-1   02-01-02   OP 02

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

BL 2022 Definition

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

BL 2022 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 2022 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 2022 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 2022 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 2023 Definition

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

BL 2023 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 2023 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 2023 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 2023 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.

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

**Calculation Method: C**     **Target Attainment: H**          **Priority: H**          Cross Reference: Agy 405   086-R-S70-1   02-01-02   OP 03

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

BL 2022 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 2022 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 2022 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 2022 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 2022 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 2023 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 2023 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 2023 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).

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BL 2023 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 2023 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.

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| Agency Code: | **405** | Agency: | **Department of Public Safety** |
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| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
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| 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 |

**Calculation Method: C**    **Target Attainment: L**    **Priority: H**    Cross Reference: Agy 405   086-R-S70-1   05-01-01   EF 03

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

BL 2022 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 2022 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 2022 Data Source
 DPS budget reports for salary expenditures.   Crime Lab expenditure spreadsheet for operating expenditures.

BL 2022 Methodology
 Sum the personnel and operating expenses and divide by the number of cases completed.

BL 2022 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.

BL 2023 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 2023 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 2023 Data Source
 DPS budget reports for salary expenditures.   Crime Lab expenditure spreadsheet for operating expenditures.

BL 2023 Methodology
 Sum the personnel and operating expenses and divide by the number of cases completed.

BL 2023 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.

**Strategy-Related Measures Definitions**
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| Agency Code: | **405** | Agency: **Department of Public Safety** |

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| 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 Offender DNA Profiles Completed |

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**Calculation Method: N**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   05-01-01   EX 01

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

BL 2022 Definition
    The total number of convicted offender DNA profiles for which DNA analysis has been conducted and the profile entered into the Combined DNA Index System (CODIS).

BL 2022 Data Limitations
 Offender profiles are analyzed as "batches" of samples and uploaded periodically, rather than being continuously uploaded as each profile is completed. There may be a one to two week period between the time when a batch is completed and the time when those profiles are uploaded to the state database.

BL 2022 Data Source
 The CODIS software has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.

BL 2022 Methodology
 The sum of all the profiles uploaded during the reporting period is determined by the CODIS software based on the definition provided for a complete profile and the range of calendar dates input when generating the report.

BL 2022 Purpose
 This Measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

BL 2023 Definition
 The total number of convicted offender DNA profiles for which DNA analysis has been conducted and the profile entered into the Combined DNA Index System (CODIS).

BL 2023 Data Limitations
 Offender profiles are analyzed as "batches" of samples and uploaded periodically, rather than being continuously uploaded as each profile is completed. There may be a one to two week period between the time when a batch is completed and the time when those profiles are uploaded to the state database.

BL 2023 Data Source
 The CODIS software has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.

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BL 2023 Methodology

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

BL 2023 Purpose

This 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** |
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|---|---|---|
| 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 |

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**Calculation Method: C**      **Target Attainment: H**          **Priority: H**          Cross Reference: Agy 405   086-R-S70-1   05-01-01   OP 02

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

BL 2022 Definition

The number of drug cases completed by the DPS Crime Laboratories.   "Completed" means the drug case is analyzed and the controlled substance identified and reported by a DPS Crime Laboratory.   Completed includes drug cases where there is no controlled substance present or identified.

BL 2022 Data Limitations
None.

BL 2022 Data Source
In DPS Crime Laboratories, upon completion of analysis and report of each drug case, the case is shown as completed into a database.   The number of completed drug cases analyzed is tabulated monthly and annually then reported to laboratory management.

BL 2022 Methodology
Simple addition of cases completed.

BL 2022 Purpose
The Measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

BL 2023 Definition

The number of drug cases completed by the DPS Crime Laboratories.   "Completed" means the drug case is analyzed and the controlled substance identified and reported by a DPS Crime Laboratory.   Completed includes drug cases where there is no controlled substance present or identified.

BL 2023 Data Limitations
None.

BL 2023 Data Source
In DPS Crime Laboratories, upon completion of analysis and report of each drug case, the case is shown as completed into a database.   The number of completed drug cases analyzed is tabulated monthly and annually then reported to laboratory management.

BL 2023 Methodology
Simple addition of cases completed.

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BL 2023 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** |

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|---|---|---|
| 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 Blood Alcohol and Toxicology Cases Completed |

**Calculation Method: C**     **Target Attainment: L**          **Priority: H**          Cross Reference: Agy 405   086-R-S70-1   05-01-01   OP 04

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

BL 2022 Definition
   The total number of blood alcohol and toxicology cases completed by the Crime Laboratories.   The blood and urine samples are primarily from driving under the influence (DUI) offenses.

BL 2022 Data Limitations
 None.

BL 2022 Data Source
 In DPS Crime Laboratories, when the toxicology or blood alcohol analysis is completed and reported, the case is logged on a computerized database.   This database includes the subject's name, offense date and county, and the results of the analysis.   Monthly, this number of completed cases is counted and reported to laboratory management.

BL 2022 Methodology
 Simple addition of cases completed.

BL 2022 Purpose
 The Measure is intended to reflect the volume of service the Crime Laboratory Service provides to insuring traffic safety.

BL 2023 Definition
 The total number of blood alcohol and toxicology cases completed by the Crime Laboratories.   The blood and urine samples are primarily from driving under the influence (DUI) offenses.

BL 2023 Data Limitations
 None.

BL 2023 Data Source
 In DPS Crime Laboratories, when the toxicology or blood alcohol analysis is completed and reported, the case is logged on a computerized database.   This database includes the subject's name, offense date and county, and the results of the analysis.   Monthly, this number of completed cases is counted and reported to laboratory management.

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BL 2023 Methodology

 Simple addition of cases completed.


BL 2023 Purpose

 The Measure is intended to reflect the volume of service the Crime Laboratory Service provides to insuring traffic safety.

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

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|---|---|---|
| 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 |

**Calculation Method: C**    **Target Attainment: H**    **Priority: H**    Cross Reference: Agy 405   086-R-S70-1   05-01-01   OP 05

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

BL 2022 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. Completed includes DNA cases where there is no DNA sources present or identified (screening only cases).

BL 2022 Data Limitations
 None.

BL 2022 Data Source
 In DPS Crime Laboratories, upon completion of analysis and report of each DNA case, the case is shown as completed into a database. The number of completed DNA cases
 analyzed is tabulated monthly and annually then reported to laboratory management.

BL 2022 Methodology
 Simple addition of cases completed.

BL 2022 Purpose
 The measure is intended to demonstrate the extent of the efforts that the Crime Laboratory Service contributes to solving crime.

BL 2023 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.
 Completed includes DNA cases where there is no DNA sources present or identified (screening only cases).

BL 2023 Data Limitations
 None.

BL 2023 Data Source
 In DPS Crime Laboratories, upon completion of analysis and report of each DNA case, the case is shown as completed into a database. The number of completed DNA cases
 analyzed is tabulated monthly and annually then reported to laboratory management.

BL 2023 Methodology
 Simple addition of cases completed.

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BL 2023 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** |
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|---|---|---|
| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
| Objective No. | 1 | Provide Law Enforcement Services |
| Strategy No. | 2 | Provide Records to Law Enforcement and Criminal Justice |
| Measure Type | EX | |
| Measure No. | 1 | Percentage Electronically Captured Fingerprints That Are Classifiable |

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**Calculation Method: N**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   05-01-02   EX 02

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


BL 2022 Definition

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

BL 2022 Data Limitations

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

BL 2022 Data Source

The Texas Automated Fingerprint Identification System (AFIS) tracks the number of fingerprints that are classifiable.

BL 2022 Methodology

(Number of classifiable fingerprints / Number of all fingerprints) * 100.

BL 2022 Purpose

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

BL 2023 Definition

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

BL 2023 Data Limitations

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

BL 2023 Data Source

The Texas Automated Fingerprint Identification System (AFIS) tracks the number of fingerprints that are classifiable.

BL 2023 Methodology

(Number of classifiable fingerprints / Number of all fingerprints) * 100.

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BL 2023 Purpose

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

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| 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 |

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**Calculation Method: C**      **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   05-01-03   OP 01

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

BL 2022 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 2022 Data Limitations

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

BL 2022 Data Source

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

BL 2022 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 2022 Purpose

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

BL 2023 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 2023 Data Limitations

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

BL 2023 Data Source

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

BL 2023 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.

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BL 2023 Purpose

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

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| 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 | EF | |
| Measure No. | 1 | Average Number of Days to Issue an Original License to Carry a Handgun |

**Calculation Method: N**     **Target Attainment: L**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   05-02-01   EF 01

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

BL 2022 Definition
    The average number of days between the submission of a complete application and the mailing of an original license to carry.

BL 2022 Data Limitations
 The accurate application submission and license mailing dates are required to determine this measure.

BL 2022 Data Source
 Data is collected through the use of database queries.

BL 2022 Methodology
 The number of days between the application date and mailing date is calculated for each original handgun license issued within the reporting period and an average is derived
 by dividing the sum of all the days by the number of original licenses issued during the reporting period. The application date is counted as day zero; the subsequent date is
 counted as day one, etc.

BL 2022 Purpose
 This average will enable the division to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process original
 handgun licenses.

BL 2023 Definition
 The average number of days between the submission of a complete application and the mailing of an original license to carry.

BL 2023 Data Limitations
 The accurate application submission and license mailing dates are required to determine this measure.

BL 2023 Data Source
 Data is collected through the use of database queries.

BL 2023 Methodology
 The number of days between the application date and mailing date is calculated for each original handgun license issued within the reporting period and an average is derived
 by dividing the sum of all the days by the number of original licenses issued during the reporting period. The application date is counted as day zero; the subsequent date is
 counted as day one, etc.

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BL 2023 Purpose

This average will enable the division to evaluate the effectiveness of business process and technology improvements in reducing the average time it takes to process original handgun licenses.

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| 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 Vehicle Safety Inspections Performed |

**Calculation Method: N**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   05-02-02   EX 01

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

BL 2022 Definition
    The total number of vehicle safety inspections performed by licensed vehicle inspection stations in safety-only and emissions counties.

BL 2022 Data Limitations
 None.

BL 2022 Data Source
 Data is collected through database queries.

BL 2022 Methodology
 The sum of the total number of inspections, which includes initial inspections and re-inspections. The sum of the number of vehicles inspected by licensed vehicle inspection stations, which includes initial inspections and re-inspections.

BL 2022 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 2023 Definition
 The total number of vehicle safety inspections performed by licensed vehicle inspection stations in safety-only and emissions counties.

BL 2023 Data Limitations
 None.

BL 2023 Data Source
 Data is collected through database queries.

BL 2023 Methodology
 The sum of the total number of inspections, which includes initial inspections and re-inspections. The sum of the number of vehicles inspected by licensed vehicle inspection stations, which includes initial inspections and re-inspections

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BL 2023 Purpose

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

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| 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 |

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**Calculation Method: N**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition
    Number of active licensed business entities.

BL 2022 Data Limitations
 None.

BL 2022 Data Source
 Data is collected through database queries.

BL 2022 Methodology
 Queries compile reports of each active licensed business entity within the time parameters of the request.

BL 2022 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 2023 Definition
 Number of active licensed business entities.

BL 2023 Data Limitations
 None.

BL 2023 Data Source
 Data is collected through database queries.

BL 2023 Methodology
 Queries compile reports of each active licensed business entity within the time parameters of the request.

BL 2023 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."

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| 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:**          **Priority:**          Cross Reference:

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

BL 2022 Definition

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

BL 2022 Data Limitations

 None

BL 2022 Data Source

 Data is collected through database queries.

BL 2022 Methodology

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

BL 2022 Purpose

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

BL 2023 Definition

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

BL 2023 Data Limitations

 None

BL 2023 Data Source

 Data is collected through database queries.

BL 2023 Methodology

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

BL 2023 Purpose

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

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| Goal No. | 3 | Provide Regulatory and Law Enforcement Services to All Customers |
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| 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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**Calculation Method: N**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition

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

BL 2022 Data Limitations

None

BL 2022 Data Source

Data is collected through database queries.

BL 2022 Methodology

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

BL 2022 Purpose

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

BL 2023 Definition

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

BL 2023 Data Limitations

None

BL 2023 Data Source

Data is collected through database queries.

BL 2023 Methodology

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

BL 2023 Purpose

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

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| 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 | Inspections of Licensed Business Entities for Compliance |

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**Calculation Method: N**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 Definition
  Number of active licensed business entities.

BL 2022 Data Limitations
 None

BL 2022 Data Source
 Data is collected through database queries.

BL 2022 Methodology
 Queries compile reports of each active licensed business entity within the time parameters of the request.

BL 2022 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 2023 Definition
 Number of active licensed business entities.

BL 2023 Data Limitations
 None

BL 2023 Data Source
 Data is collected through database queries.

BL 2023 Methodology
 Queries compile reports of each active licensed business entity within the time parameters of the request.

BL 2023 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."

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| 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   086-R-S70-1   06-01-01   EX 01

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

BL 2022 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 2022 Data Limitations
 The accuracy of the count is dependent on manual process of data entry.

BL 2022 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 2022 Methodology
 The sum of the number of driver records maintained calculated monthly and reported annually.

BL 2022 Purpose
 This measure provides a needs-assessment for equipment, training, and staffing.

BL 2023 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 2023 Data Limitations
 The accuracy of the count is dependent on manual process of data entry.

BL 2023 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 2023 Methodology
 The sum of the number of driver records maintained calculated monthly and reported annually.

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BL 2023 Purpose

 This measure provides a needs-assessment for equipment, training, and staffing.

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| 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   086-R-S70-1   06-01-01   OP 02

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

BL 2022 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 2022 Data Limitations
 Manual processes are involved.

BL 2022 Data Source
 The Driver License System (DLS) program records the number of DLs/IDs produced and mailed.

BL 2022 Methodology
 The sum of the number of DLs/IDs produced and mailed calculated monthly and reported annually.

BL 2022 Purpose
 This Measure provides a needs-assessment for equipment, training, and staffing.

BL 2023 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 2023 Data Limitations
 Manual processes are involved.

BL 2023 Data Source
 The Driver License System (DLS) program records the number of DLs/IDs produced and mailed.

BL 2023 Methodology
 The sum of the number of DLs/IDs produced and mailed calculated monthly and reported annually.

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BL 2023 Purpose

 This Measure provides a needs-assessment for equipment, training, and staffing.

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| Goal No. | 5 | Provide Agency Administrative Services and Support |
| Objective No. | 1 | Provide Administration and Support |
| Strategy No. | 1 | Headquarters Administration |
| Measure Type | OP | |
| Measure No. | 1 | Number of Motorist Assists |

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**Calculation Method: C**     **Target Attainment: H**          **Priority: L**          Cross Reference: Agy 405   086-R-S70-1   07-01-01   OP 01

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

BL 2022 Definition
     The number of motorist assists conducted by DPS Highway Patrol troopers.

BL 2022 Data Limitations
 None.

BL 2022 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 2022 Methodology
 Actual count extracted from the THP AIS database.

BL 2022 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 2023 Definition
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BL 2023 Data Limitations
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**Strategy-Related Measures Definitions**
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2023 Purpose

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

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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:**          **Priority:**          Cross Reference:

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

BL 2022 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 2022 Data Limitations

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

BL 2022 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 2022 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 2022 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 2023 Definition

**Strategy-Related Measures Definitions**
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

| 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. | 2 | Number of Recruits Trained |

**Calculation Method: N**     **Target Attainment:**          **Priority:**          Cross Reference:

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

BL 2022 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 2022 Data Limitations

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

BL 2022 Data Source

 The source for the data reported is the recruit roster upon completion of the academy.

BL 2022 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 2022 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.

BL 2023 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 2023 Data Limitations

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

BL 2023 Data Source

 The source for the data reported is the recruit roster upon completion of the academy.

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

BL 2023 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.

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**Agency Strategy Related Measure**
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Automated Budget and Evaluation System of Texas (ABEST)

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

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|

**Goal:**   **1**   Protect Texas from Public Safety Threats

**Objective:**   **2**   Conduct Investigations

**Strategy:**   **1**   Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks

***MEASURE TYPE:   OP      Output Measures***

| | | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| **1** 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 | | | | | | |
| **2** 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 | | | | | | |
| **3** SHORT NAME: | FELONY ARRESTS | Y | Y | N | C | | |
| FULL NAME: | Number of Felony Arrests by CID | | | | | | |
| DESCRIPTION: | Number of Felony Arrests by CID | | | | | | |
| **4** SHORT NAME: | HUMAN TRAFFICKING INVESTIGATIONS | Y | Y | N | C | H | H |
| FULL NAME: | Number of Human Trafficking Investigations Conducted by CID | | | | | | |
| DESCRIPTION: | Number of Human Trafficking Investigations Conducted by CID | | | | | | |
| **5** SHORT NAME: | ORGANIZED CRIME INVESTIGATIONS | N | Y | N | C | | |
| FULL NAME: | Number of Organized Crime Investigations Conducted by CID | | | | | | |
| DESCRIPTION: | Number of Organized Crime Investigations Conducted by CID | | | | | | |
| **6** SHORT NAME: | FATAL DOSES FENTANYL SEIZED | N | Y | N | C | | |
| 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 |
|---|---|---|---|---|---|---|---|

Strategy:     **2**     Texas Rangers

***MEASURE TYPE:   OP     Output Measures***

**1** SHORT NAME:     INVESTIGATIONS OPENED             Y    Y    N    C

    FULL NAME:     Number of Investigations Opened by Texas Rangers

    DESCRIPTION:   Number of Investigations Opened by Texas Rangers

**2** SHORT NAME:     SUPPORT DEPLOYMENTS            Y    Y    N    C

    FULL NAME:     Number of Support Deployments by Texas Rangers

    DESCRIPTION:   Number of Support Deployments by Texas Rangers

Objective:     **3**   Provide Public Safety

   Strategy:     **1**     Deter, Detect, and Interdict Public Safety Threats on Roadways

***MEASURE TYPE:   OP     Output Measures***

**1** 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

**2** 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

**3** 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

**4** 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

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

| MEASURE | TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---------|-------|-------------|-----|-----|---|-------------|----------|-------|
| | DESCRIPTION: | Number of Commercial Vehicle Drivers Placed Out of Service | | | | | | |
| **5** | SHORT NAME: | NUMBER OF WEIGHT VIOLATION CITATION | N | N | N | C | L | H |
| | FULL NAME: | Number of Weight Violation Citations | | | | | | |
| | DESCRIPTION: | Number of Weight Violation Citations | | | | | | |
| **6** | 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 | | | | | | |
| **7** | SHORT NAME: | SCHOOL SAFETY VISITS | Y | Y | N | C | | |
| | FULL NAME: | Number of School Safety Visits by Commissioned THP Members | | | | | | |
| | DESCRIPTION: | Number of School Safety Visits by Commissioned THP Members | | | | | | |
| **8** | SHORT NAME: | TRAFFIC STOPS AND PUBLIC ASSISTANCE | Y | Y | N | C | | |
| | FULL NAME: | Number of Traffic Stops and Public Assistance by THP Members | | | | | | |
| | DESCRIPTION: | Number of Traffic Stops and Public Assistance by THP Members | | | | | | |
| **9** | SHORT NAME: | ARRESTS CONDUCTED | Y | Y | N | C | | |
| | FULL NAME: | Number Arrests Conducted by THP Members | | | | | | |
| | DESCRIPTION: | Number Arrests Conducted by THP Members | | | | | | |
| **10** | SHORT NAME: | COMMERCIAL DRIVERS OUT-OF-SERVICE | N | Y | N | C | | |
| | FULL NAME: | Commercial Drivers Placed Out-of-service Roadside Inspections | | | | | | |
| | DESCRIPTION: | Commercial Drivers Placed Out-of-service Roadside Inspections | | | | | | |
| **11** | SHORT NAME: | COMMERCIAL VEHICLES OUT-OF-SERVICE | N | Y | N | C | | |

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**Agency Strategy Related Measure**
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Agency Code:     **405**          Agency:   **Department of Public Safety**

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| FULL NAME: | Commercial Vehicles Placed Out-of-service Roadside Inspections | | | | | | |
| DESCRIPTION: | Commercial Vehicles Placed Out-of-service Roadside Inspections | | | | | | |

**MEASURE TYPE:   EF        Efficiency Measures**

| **1** SHORT NAME: | TRAFFIC CRASHES INVESTIGATED | N | N | N | C | L | L |
|---|---|---|---|---|---|---|---|
| FULL NAME: | Number of Traffic Crashes Investigated | | | | | | |
| DESCRIPTION: | Number of Traffic Crashes Investigated | | | | | | |

| **2** 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 | | | | | | |

| **3** 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 | | | | | | |

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

| **1** 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:     **2**     Aircraft Operations

**MEASURE TYPE:   OP        Output Measures**

| **1** 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 | | | | | | |

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

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| **2** 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 | | | | | | |
| **3** 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 | | | | | | |
| **4** 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 | | | | | | |
| **5** 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 | | | | | | |
| **6** 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 | | | | | | |
| **7** 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 | | | | | | |
| **8** SHORT NAME: | SUBJECTS LOCATED AND ARRESTED | N | Y | N | C | | |
| FULL NAME: | Number of Subjects Located and Arrested with Aircraft Support | | | | | | |
| DESCRIPTION: | Number of Subjects Located and Arrested with Aircraft Support | | | | | | |

**Agency Strategy Related Measure**
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Agency Code:     **405**          Agency:   **Department of Public Safety**

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| **9** SHORT NAME:   ASSISTS AND RESCUES BY DPS AIRCRAFT | | N | Y | N | C | | |
| FULL NAME:   Number of Assists and Rescues by DPS Aircraft | | | | | | | |
| DESCRIPTION:   Number of Assists and Rescues by DPS Aircraft | | | | | | | |

Strategy:     **3**     Security Programs

**MEASURE TYPE:   EF     Efficiency Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   COST OF SECURITY PER BUILDING | | N | N | N | N | L | L |
| FULL NAME:   Average Cost of Providing Security Service Per Building | | | | | | | |
| DESCRIPTION:   Average Cost of Providing Security Service Per Building | | | | | | | |

Goal:   **2**   Reduce Border-Related and Transnational-Related Crime

Objective:     **1**   Secure Texas from Transnational Crime

Strategy:     **1**     Deter, Detect, and Interdict Drug and Human Trafficking

**MEASURE TYPE:   OP     Output Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** 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:     **2**     Routine Operations

**MEASURE TYPE:   OP     Output Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** 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 | | | | | | | |
| **2** 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 | | | | | | | |

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**Agency Strategy Related Measure**
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Automated Budget and Evaluation System of Texas (ABEST)

8/8/2020   4:03:13PM

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

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| **3** 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 | | | | | | | |

*MEASURE TYPE:   EX      Explanatory/Input Measures*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   NUMBER OF CAMERAS DEPLOYED | | N | N | N | N | H | H |
| FULL NAME:   Number of Cameras Deployed | | | | | | | |
| 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:     **3**     Provide Regulatory and Law Enforcement Services to All Customers

Objective:     **1**     Provide Law Enforcement Services

Strategy:     **1**     Crime Laboratory Services

*MEASURE TYPE:   OP      Output Measures*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   DRUG CASES COMPLETED | | Y | N | N | C | H | H |
| FULL NAME:   Number of Drug Cases Completed | | | | | | | |
| DESCRIPTION:   Number of Drug Cases Completed | | | | | | | |
| **2** SHORT NAME:   BLOOD ALCOHOL/TOXICOLOGY CASES | | N | N | N | C | H | L |
| FULL NAME:   Number of Blood Alcohol and Toxicology Cases Completed | | | | | | | |
| DESCRIPTION:   Number of Blood Alcohol and Toxicology Cases Completed | | | | | | | |
| **3** 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 | | | | | | | |

*MEASURE TYPE:   EF      Efficiency Measures*

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**Agency Strategy Related Measure**
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Agency Code:      **405**        Agency:   **Department of Public Safety**

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   AVERAGE COST TO TEST DNA CASE | | Y | N | N | C | H | L |
| FULL NAME:   Average Cost to Complete a DNA Case | | | | | | | |
| DESCRIPTION:  Average Cost to Complete a DNA Case | | | | | | | |

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

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   OFFENDER DNA PROFILES COMPLETED | | Y | N | N | N | L | H |
| FULL NAME:   Number of Offender DNA Profiles Completed | | | | | | | |
| DESCRIPTION:  Number of Offender DNA Profiles Completed | | | | | | | |

Strategy:      **2**      Provide Records to Law Enforcement and Criminal Justice

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

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   FINGERPRINTS CLASSIFIABLE | | N | N | Y | N | L | H |
| FULL NAME:   Percentage Electronically Captured Fingerprints That Are Classifiable | | | | | | | |
| DESCRIPTION:  The Percentage of Electronic Applicant Fingerprints Acquired for a Background Check That Are Classifiable. Fingerprints That Are Not Classifiable Due to Quality Cannot Be Processed | | | | | | | |

Strategy:      **3**      Victim & Employee Support Services

**MEASURE TYPE:   OP     Output Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   VICTIMS SERVED | | N | N | N | C | L | H |
| FULL NAME:   Number of Victims Served | | | | | | | |
| DESCRIPTION:  Number of Victims Served | | | | | | | |

Objective:      **2**   Provide Regulatory Services

Strategy:      **1**      Administer Programs, Issue Licenses, and Enforce Compliance

**MEASURE TYPE:   EF     Efficiency Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   DAYS TO ISSUE LICENSE CARRY HANDGUN | | N | N | N | N | L | L |
| FULL NAME:   Average Number of Days to Issue an Original License to Carry a Handgun | | | | | | | |

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**Agency Strategy Related Measure**
87th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

8/8/2020   4:03:13PM

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

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| DESCRIPTION:  Average Number of Days to Issue an Original License to Carry a Handgun | | | | | | | |

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

**1** SHORT NAME:     SAFETY/EMISSION VEH INSPECTIONS          N     N     N     N     L     H

FULL NAME:    Number of Vehicle Safety Inspections Performed

DESCRIPTION:  Number of Vehicle Safety Inspections Performed in Safety-Only and Emissions Counties

**2** SHORT NAME:     LICENSED BUSINESS ENTITIES          N     Y     N     N

FULL NAME:    Number of Active Licensed Business Entities

DESCRIPTION:  Number of Active Licensed Business Entities

**3** SHORT NAME:     HANDGUN LICENCES ISSUED          Y     Y     N     N

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

**4** SHORT NAME:     PRIVATE SECURITY LICENSES ISSUED          N     Y     N     N

FULL NAME:    Number of Original & Renewal Private Security Licenses Issued

DESCRIPTION:  Number of Original & Renewal Private Security Licenses Issued

**5** SHORT NAME:     INSPECTIONS OF LICENSED ENTITIES          N     Y     N     N

FULL NAME:    Inspections of Licensed Business Entities for Compliance

DESCRIPTION:  Inspections of Licensed Business Entities for Compliance

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***

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

| MEASURE   TITLE | DESCRIPTION | Key | New | % | Calc Method | Priority | Range |
|---|---|---|---|---|---|---|---|
| **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:     **1**      Headquarters Administration

**MEASURE TYPE:   OP       Output Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   NUMBER OF MOTORIST ASSISTS | | N | N | N | C | L | H |
| FULL NAME:   Number of Motorist Assists | | | | | | | |
| DESCRIPTION:   Number of Motorist Assists | | | | | | | |

Strategy:     **4**      Training Academy and Development

**MEASURE TYPE:   OP       Output Measures**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **1** SHORT NAME:   ACTIVE ATTACK RESPONSE STUDENTS | | N | Y | N | C | | |
| FULL NAME:   Number of Active Attack Response Students | | | | | | | |
| DESCRIPTION:   Number of Active Attack Response Students | | | | | | | |
| **2** SHORT NAME:   RECRUITS TRAINED | | N | Y | N | N | | |
| FULL NAME:   Number of Recruits Trained | | | | | | | |
| DESCRIPTION:   Number of Recruits Trained | | | | | | | |

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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 Office is designed to enhance the ability of HUBs to compete for DPS contracts, increase awareness of HUBs within the agency, ensure meaningful HUB participation in the procurement process, and assist DPS in achieving its HUB goals.

# DPS's HUB Department

The department oversees the state-mandated HUB program for the agency, which promotes full and equal utilization of minority, women-owned and service-disabled veteran business in the procurement of commodities and services.

### DPS's HUB Policy

In accordance with HUB legislation, DPS adopted Title 34, Texas Administrative Code (TAC), Subchapter 34 TAC §§20.81-20.298, including the recent updates to 34 TAC §20.81, 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 is 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, and 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 and/or Service Disabled Veteran, who reside in Texas and actively participate in the control, operations and management of the entity's affairs.*

### HUB Program Staff

- DPS's HUB program office is located in the Infrastructure Operations Division at the agency's headquarters office, in Austin. The HUB program employs seven (7) FTEs: a HUB Coordinator, a HUB Manager, HUB Supervisor and four (4) HUB Program Specialists. Each staff is responsible for coordinating all functions and performances related to the implementation of rules and regulations governing the HUB program;
- DPS's HUB program has a role of increasing HUB participation through DPS Procurement and Contracts program 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, and innovative outreach efforts.

### Key Factors
- In accordance with [Texas Government Code (TGC) 2155](#), DPS is mandated by statue to purchase commodities and services from established statewide contracts that meet the agency's requirements. If the agency cannot find a commodity or service under the established contract, the agency is given the delegated authority to contract. DPS's policy is to use HUBs for commodities and services whenever feasible. When contracting with non-HUB vendors, DPS uses good faith efforts to identify HUB subcontracting opportunities.

### HUB Process
- The DPS HUB office works closely with the purchasing department to integrate the purchasing guidelines and the HUB rules to facilitate implementation and compliance for each internal purchase. Both departments work closely with the other internal departments to ensure that qualified HUBs are included in procurement opportunities for purchases over $5,000. For purchases of $5,000 and under, the utilization of HUB firms by DPS is encouraged to the maximum extent possible. DPS sends bidding opportunities to minority trade organizations, chambers of commerce, and small business development centers.
- DPS strongly encourages HUB, Minority and Women Business Enterprise (MWBE) and Service Disabled Veteran vendors to compete for all DPS procurement opportunities. DPS actively encourages HUB vendors to work with prime vendors as resellers or subcontractors. All DPS solicitation conferences include a presentation on the HUB Subcontracting Plan requirements.

# Goals, Objective, and Output Measures

### Goals
The goal of the DPS HUB Strategic Plan is to promote fair and competitive business opportunities that maximize the inclusion of minority-owned businesses, women-owned and service-disabled veteran businesses that are certified HUBs in the procurement and contracting activities of DPS.

### Objective
DPS strives to meet or exceed the Statewide Annual HUB Utilization Goals and/or agency specific goals identified each fiscal year in the procurement categories related to DPS's current strategies and programs.

### 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.

### FIVE YEAR PROJECTIONS OF OUTCOMES

Table 1

| GOAL | OBJECTIVE | OUTCOME MEASURES (Procurement Category) | Statewide Utilization Goals | Goals for FYs 2018-2020 | Performance | | | Goals for FYs 2021-2025 |
|---|---|---|---|---|---|---|---|---|
| | | | | | 2018 | 2019 | 2020 | |
| A | 01 | Heavy Construction | 11.20% | 11.20% | 6.24% | 0.99% | .48% | 11.20% |
| | 02 | Building | 21.10% | 21.10% | 24.47% | 9.97% | 50.72% | 21.10% |
| | 03 | Special Trade | 32.90% | 32.90% | 22.32% | 33.72% | 7.63% | 32.90% |
| | 04 | Professional | 23.70% | 23.70% | 10.09% | 3.30% | 0.22% | 23.70% |
| | 05 | Other Services | 26.00 | 26.00% | 9.93% | 11.76% | 14.48% | 26.00% |
| | 06 | Commodity Purchasing | 21.10% | 21.10% | 17.34% | 23.67% | 18.91% | 21.10% |

In accordance with 34 TAC § 20.287(e), DPS demonstrates good faith efforts under this section by submitting a supplemental letter with documentation 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.

- development and compliance of prime contractor and HUB sub-contractor relationships through DPS's Mentor Protégé Program;
- attendance by HUB staff at pre-bid conferences to provide subcontracting instructions and training;

- increase awareness of purchases awarded directly and indirectly through subcontracts to HUBs under the procurement categories;
- conduct post-award meetings with prime contractor to discuss the requirements related to the HUB Subcontracting Plan (HSP) and monthly reporting;
- coordination of networking opportunities for vendors to meet key DPS staff;
- continue to update the HUB page on the DPS website for vendor access for procurement information, bid opportunities and economic opportunity forums (EOF);
- identification and assistance for vendors who need HUB certification or re-certification.

## Purchasers and Key Decision Makers and DPS Staff
Increase utilization of HUBs agency wide.
- hosting one annual HUB training event for DPS employees;
- providing updates to the P&CS Director and other Executive Management and Board pertaining to DPS HUB program activities, reports, related initiatives, and projects;
- analyze expenditures by division and communicating suggestions for increased HUB participation;
- promote HUB usage within agencies' procurement card programs;
- hosting or co-hosting annual Economic Opportunity Forums (EOF);
- utilize current HUB directories, minority or women 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/or policies throughout DPS;
- identification and participation, whenever possible, in activities provided by the state or an agency of the state that encourage the inclusion of minority- woman-owned businesses;
- currently holds a vice-chair position in the HUB Discussion Workgroup and will continue to be active member to increase awareness in 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 2020

## 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 2019 average of filled FTE positions for the agency was 9,664.5, which was 154.7 FTEs (1.6%) less than the FY 2018 filled FTE average of 9,819.2 FTEs. This data is reported quarterly to the State Auditor's Office by our Finance Division. FTE counts do not equate to employee headcount. The number of FTEs for the agency is equal to the total hours paid divided by the total work hours in a quarter.

## Employee Turnover

Employee turnover analysis is prepared from quarterly and year-end summary information entered by the agency divisions into CAPPS. The FY 2019 average headcount for the agency was 9,918.3 with 1,148 separations, resulting in a turnover percentage of 11.6%, including TDEM transfers. When excluding the 191 TDEM transfers, the FY 2019 agency turnover percentage was 9.8%. Agency turnover is separated into the four categories listed below:

| Category | # Of Separations |
|---|---|
| Involuntary Separations | 70 |
| Voluntary Separations | 589 |
| Retirements | 298 |
| TDEM Legislated Transfers to TAMU | 191 |
| Total | **1,148** |

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 2019 Workforce Demographics and Veteran Workforce Analysis

The agency achieved a 20.5% 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. Caucasian Americans make up 48% of the non-commissioned employees, followed by Hispanic Americans with 31%, African Americans with 18% and Asian Americans with 3%.  We have three additional groups that did not reflect any employees.  Those are American Indian, Alaska Native American, Native Hawaiian/Other Pacific Islander American and those selecting two or more ethnic groups.

# ETHNICITY FOR NONCOMMISSIONED

- CAUCASIAN AMERICAN
- AFRICAN AMERICIAN
- HISPANIC AMERICAN
- ASIAN AMERICAN
- AMERICAN INDIAN/ALASKA NATIVE AMERICAN
- NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER AMERICAN
- TWO or MORE ETHNIC GROUPS

HISPANIC AMERICAN
31%

AFRICAN AMERICIAN
18%

ASIAN AMERICAN
3%

CAUCASIAN AMERICAN
48%

TWO or MORE ETHNIC GROUPS 0.00%

NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER AMERICAN 0.00%

AMERICAN INDIAN/ALASKA NATIVE AMERICAN 0.00%

The breakdown for our law enforcement officers is reflected in the graph below:

# ETHNICITY FOR COMMISSIONED

■ CAUCASIAN AMERICAN   ■ HISPANIC AMERICAN

■ ASIAN AMERICAN   ■ AMERICAN INDIAN/ALASKA NATIVE AMERICAN

■ NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER AMERICAN   ■ TWO or MORE ETHNIC GROUPS

■ HISPANIC AMERICAN
33%

■ AFRICAN AMERICAN 8%

■ ASIAN AMERICAN
1%

■ AMERICAN INDIAN/ALASKA NATIVE AMERICAN
1%

■ CAUCASIAN AMERICAN
57%

■ NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER AMERICAN 0.00%

■ TWO or MORE ETHNIC GROUPS 0.00%

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

FEMALE
68%

MALE
32%

MALE
FEMALE
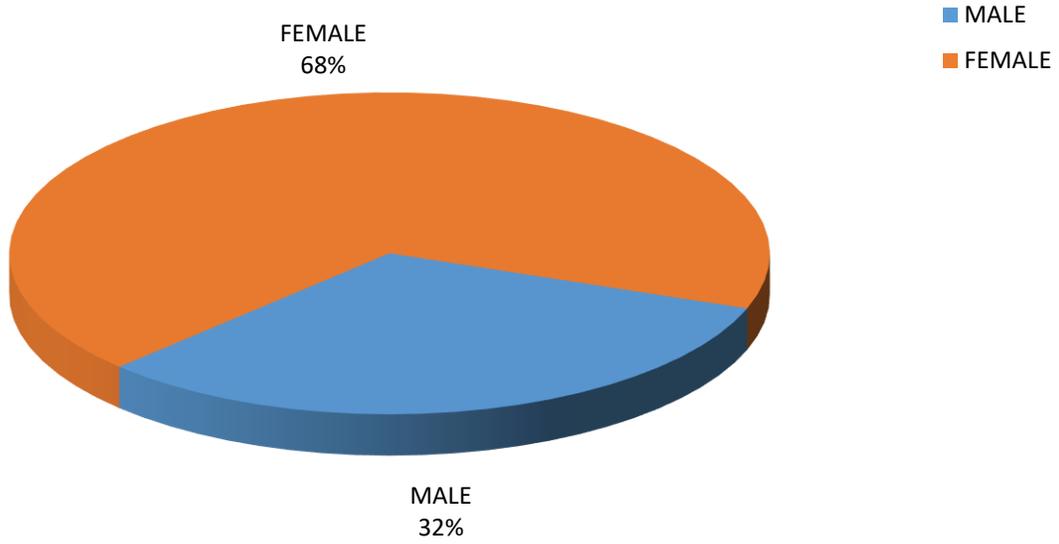
## GENDER FOR COMMISSIONED

MALE 93%

FEMALE 7%

MALE
FEMALE

# AGE FOR NONCOMMISSIONED

50-59 YEARS
26%

40-49 YEARS
26%

60 & OVER
13%

UNDER 30 YEARS
13%

30-39 YEARS
22%

**Legend:**
- UNDER 30 YEARS
- 30-39 YEARS
- 40-49 YEARS
- 50-59 YEARS
- 60 & OVER

# AGE FOR COMMISSIONED

40-49 YEARS
32%

50-59 YEARS
11%

60 & OVER
2%

UNDER 30 YEARS
21%

30-39 YEARS
34%

**Legend:**
- UNDER 30 YEARS
- 30-39 YEARS
- 40-49 YEARS
- 50-59 YEARS
- 60 & OVER

# TENURE FOR NONCOMMISSIONED

10-14 YEARS
14%

15-19 YEARS
10%

20-24 YEARS
5%

25-29 YEARS
3%

5-9 YEARS
24%

30 YEARS & OVER
2%

LESS THAN 2 YEARS
21%

2-4 YEARS
21%

- LESS THAN 2 YEARS
- 2-4 YEARS
- 5-9 YEARS
- 10-14 YEARS
- 15-19 YEARS
- 20-24 YEARS
- 25-29 YEARS
- 30 YEARS & OVER

# TENURE FOR COMMISSIONED

15-19 YEARS
18%

10-14 YEARS
17%

20-24 YEARS
12%

5-9 YEARS
16%

25-29 YEARS
3%

30 YEARS & OVER
3%

LESS THAN 2 YEARS
6%

2-4 YEARS
23%

- LESS THAN 2 YEARS
- 2-4 YEARS
- 5-9 YEARS
- 10-14 YEARS
- 15-19 YEARS
- 20-24 YEARS
- 25-29 YEARS
- 30 YEARS & OVER

# EDUCATION LEVEL FOR NONCOMMISSIONED

MASTERS & ABOVE 5%

BACHELORS 13%

ASSOCIATES 4%

LESS THAN HIGH SCHOOL Less than 1%

HIGH SCHOOL 78%

- LESS THAN HIGH SCHOOL
- HIGH SCHOOL
- ASSOCIATES
- BACHELORS
- MASTERS & ABOVE
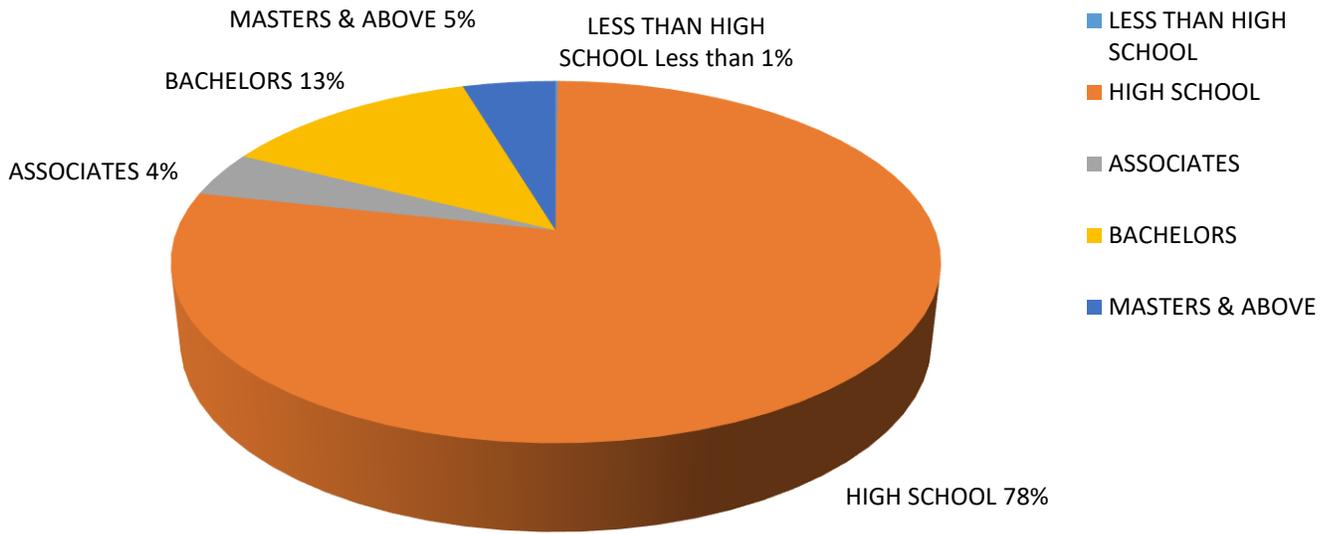
# EDUCATION LEVEL FOR COMMISSIONED

MASTERS & ABOVE 3%

BACHELORS 36%

HIGH SCHOOL 50%

ASSOCIATES 11%

- HIGH SCHOOL
- ASSOCIATES
- BACHELORS
- MASTERS & ABOVE

228
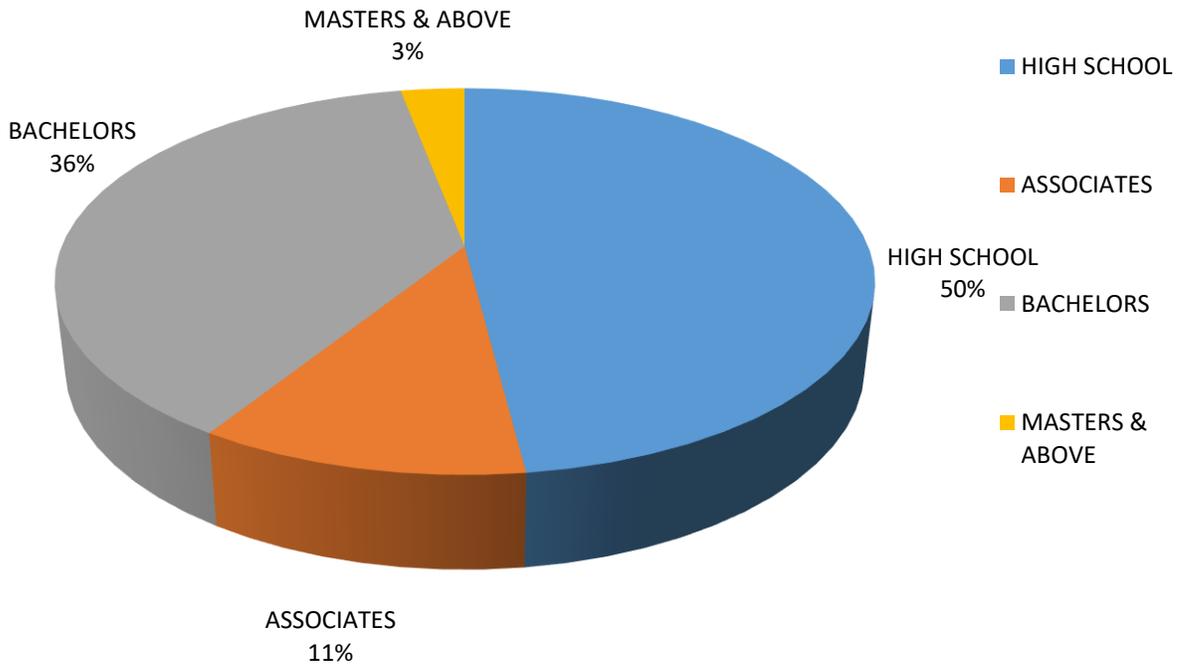
Finally, we gathered data regarding our personnel eligible to retire and projections in future fiscal years.

## PROJECTED TURNOVER WITH ELIGIBLE RETIREES BY FISCAL YEAR



Bar chart of projected turnover by fiscal year (RETIREES, TERMINATIONS, TOTAL):
- FY2021: Retirees 1200, Terminations 601, Total 1801
- FY2022: Retirees 306, Terminations 651, Total 957
- FY2023: Retirees 326, Terminations 701, Total 1027
- FY2024: Retirees 322, Terminations 751, Total 1073
- FY2025: Retirees 323, Terminations 801, Total 1124
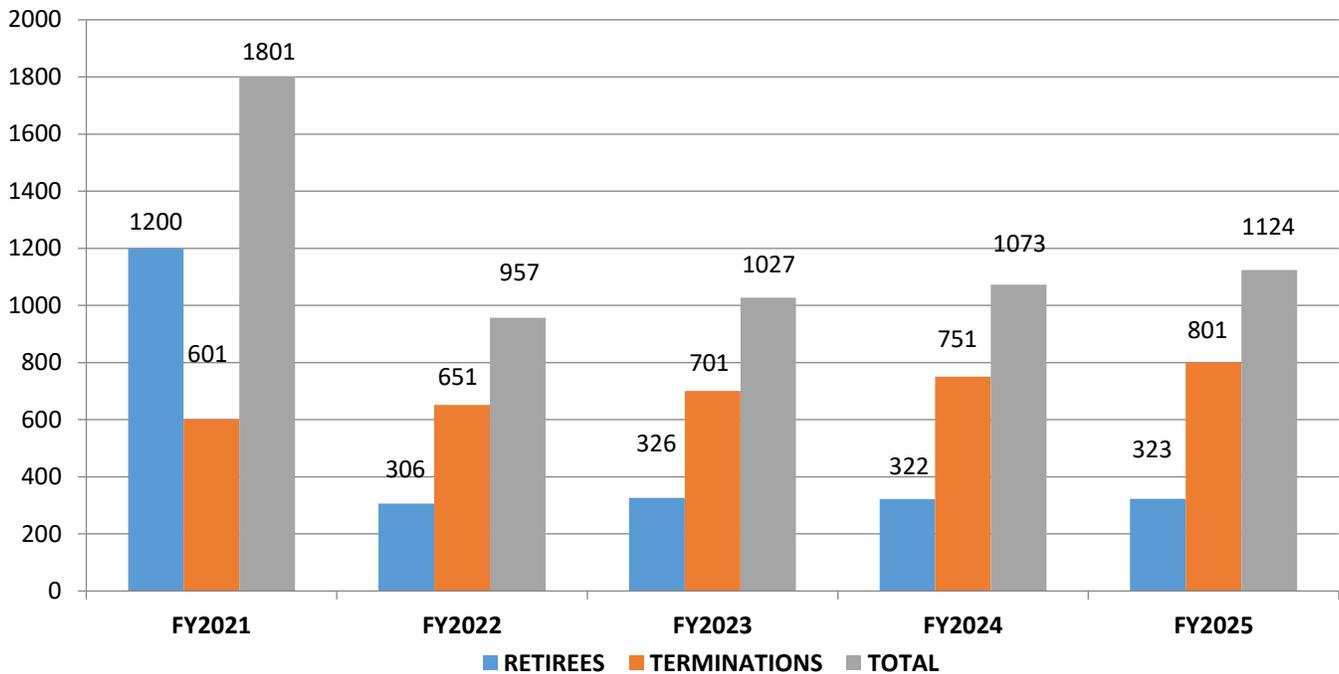
## PROJECTED NO. OF ELIGIBLE RETIREES BY FISCAL YEAR



Bar chart of projected eligible retirees by fiscal year (COMMISSIONED, NONCOMMISSIONED, TOTAL):
- FY2021: Commissioned 627, Noncommissioned 573, Total 1200
- FY2022: Commissioned 159, Noncommissioned 147, Total 306
- FY2023: Commissioned 157, Noncommissioned 169, Total 326
- FY2024: Commissioned 139, Noncommissioned 183, Total 322
- FY2025: Commissioned 127, Noncommissioned 196, Total 323

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 2020 results are also included in the Agency Strategic Plan.

# SURVEY OF EMPLOYEE ENGAGEMENT

SEE

Department of Public Safety

Executive Summary

**2020**

INSTITUTE FOR ORGANIZATIONAL EXCELLENCE
THE UNIVERSITY OF TEXAS AT AUSTIN

REPORT ID: 405

# Executive Summary
## Table of Contents

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

# 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*

Noel Landuyt
Associate Director
Institute for Organizational Excellence

# Organization Profile

**Department of Public Safety**

**Organizational Leadership:**
Steven McCraw, Director

**Benchmark Categories:**
Size 5: Organizations with 1001 to 10,000 employees
Mission 5 : Public Safety/Criminal Justice

**Survey Administration**

Collection Period:
03/16/2020 through 04/17/2020

Survey Liaison:
Norma Cortez
Assistant Chief
5805 N. Lamar
Austin, TX   78752

(512) 424-2984
Norma.Cortez@dps.texas.gov

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

1

# 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.

**32 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 32 breakout categories.

**19 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 19 additional items.

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# Employee Engagement

**64%**

⌄ Down 9%

## Response Rate

The response rate to the survey is your first indication of the level of employee engagement in your organization. Of the 9988 employees invited to take the survey, 6393 responded for a response rate of 64%. As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 64%, 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 376.**

**Overall Score: 384**

## Levels of Employee Engagement

**25%** Highly Engaged

**29%** Engaged

**34%** Moderately Engaged

**12%** Disengaged

Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For this organization, 25% of employees are Highly Engaged, 29% 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.

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

# 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.

## Race/Ethnicity

| | |
|---|---|
| African Am/Black | 11.4% |
| Hispanic/Latino/a | 28.8% |
| Anglo Am/White | 46.8% |
| Asian | 1.7% |
| Native Am, Pac Isl | 0.9% |
| Multiracial/Other | 2.6% |
| Prefer not to answer | 7.7% |

0%  25%  50%  75%  100%

## Age (in years)

| | |
|---|---|
| 16-29 | 11.8% |
| 30-39 | 24.4% |
| 40-49 | 29.3% |
| 50-59 | 22.6% |
| 60+ | 7.8% |
| Prefer not to answer | 4.1% |

0%  25%  50%  75%  100%

## Gender

| | |
|---|---|
| Female | 40.8% |
| Male | 46.8% |
| Prefer not to answer | 12.4% |

0%  25%  50%  75%  100%

### YEARS OF SERVICE
### With this Organization

**20% New Hires (0-2 years)**
**35% Experienced (3-10 years)**
**42% Very Experienced (11+ years)**
**4% Did Not Answer**

*Each figure represents about 71 employees.*

## FOCUS FORWARD »»

### 4%   INTEND TO LEAVE

Understand why people are leaving your organization by examining retention factors such as working conditions, market competitiveness, or upcoming retirement.

### 18%   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

| Construct | Score |
|---|---|
| Workgroup | 390 |
| Strategic | 406 |
| Supervision | 403 |
| Workplace | 390 |
| Community | 388 |
| Information Systems | 382 |
| Internal Communication | 369 |
| Pay | 295 |
| Benefits | 375 |
| Employee Development | 393 |
| Job Satisfaction | 383 |
| Employee Engagement | 398 |

EMPLOYEE ENGAGEMENT
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

236
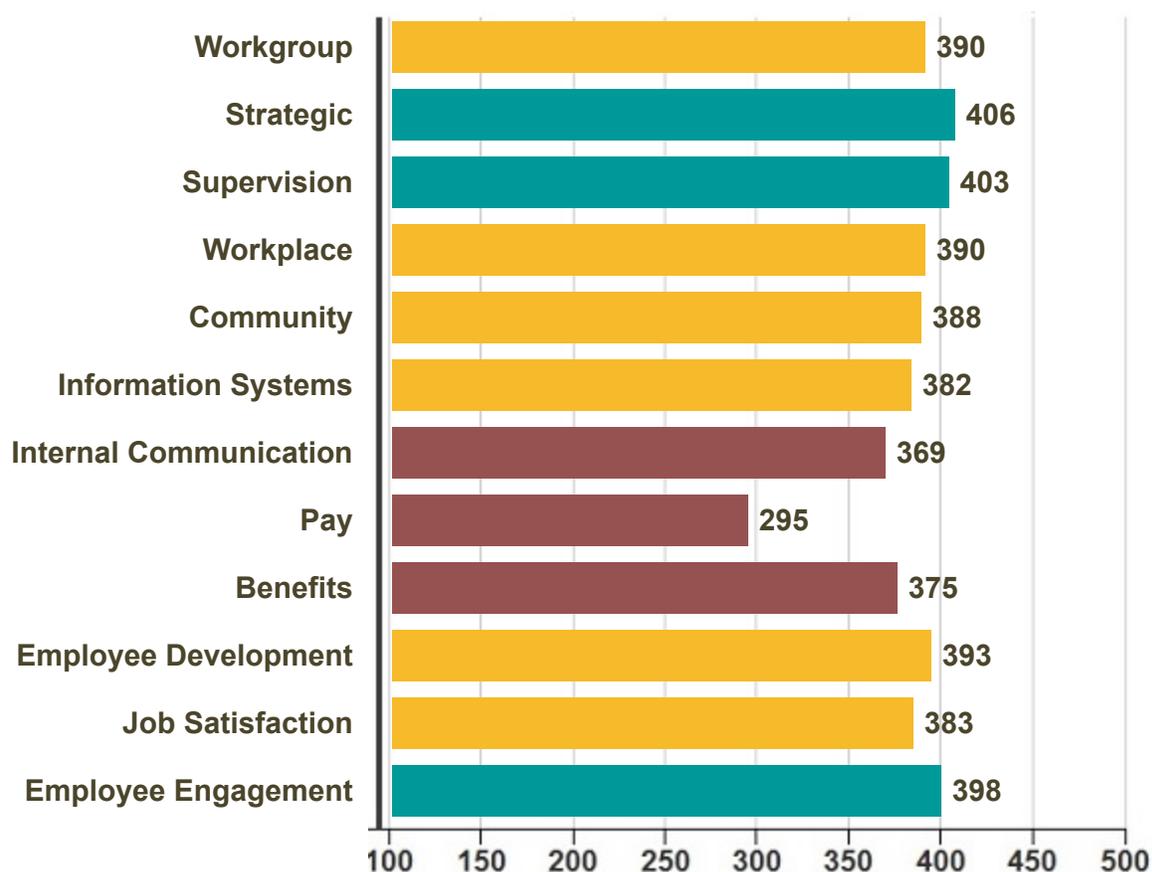
# Constructs Over Time

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 organizaitonal leadership.

## Has Change Occured?

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

| Construct | Score |
|---|---|
| Workgroup | 11 |
| Strategic | 6 |
| Supervision | 6 |
| Workplace | 8 |
| Community | 9 |
| Information Systems | 2 |
| Internal Communication | 8 |
| Pay | 11 |
| Benefits | 8 |
| Employee Development | 8 |
| Job Satisfaction | 9 |
| Employee Engagement | 7 |

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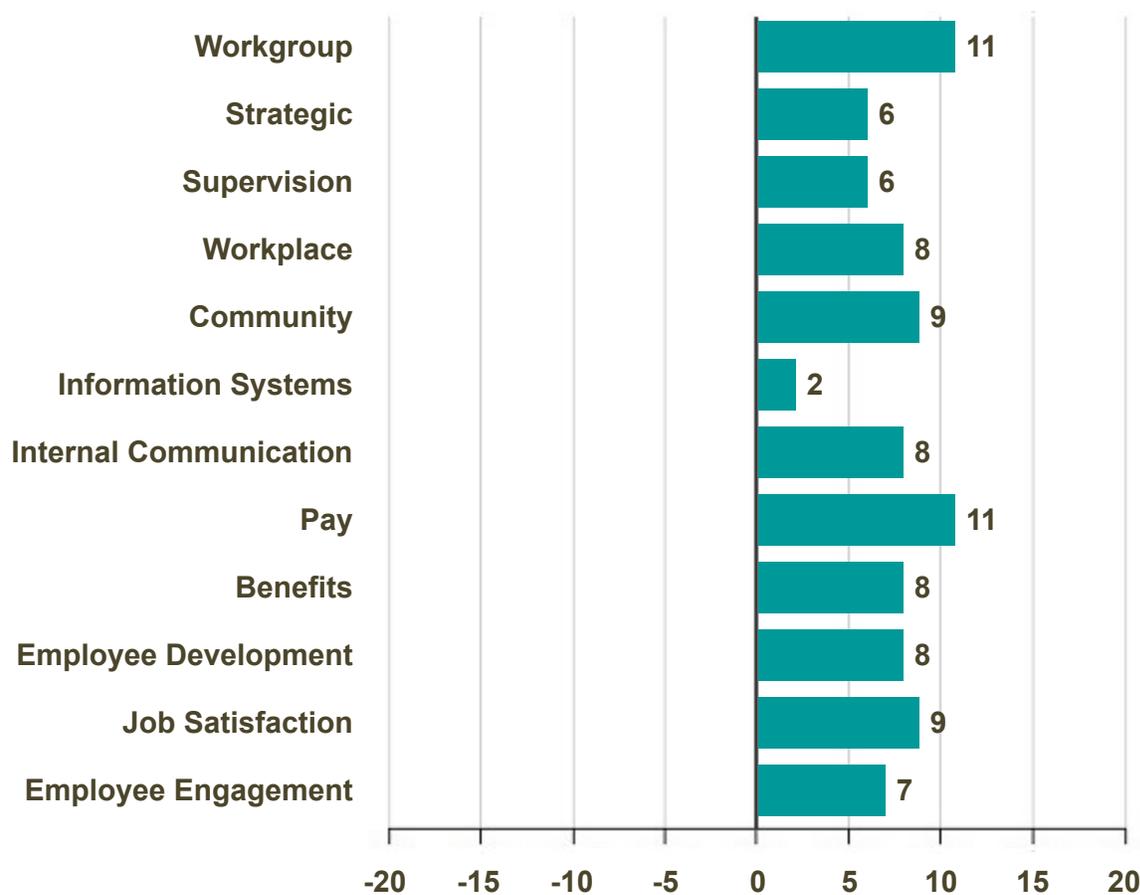
# Areas of Strength and Concern

## Areas of Strength

### Strategic
**Score: 406**

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.

### Supervision
**Score: 403**

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.

### Employee Engagement
**Score: 398**

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. Higher scores suggest that employees feel their ideas count, their work impacts the organization and their well-being and development are valued.

## Areas of Concern

### Pay
**Score: 295**

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.

### Internal Communication
**Score: 369**

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.

### Benefits
**Score: 375**

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.

# 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.

## 23.2%

believe the **information from this survey** will go unused.

Conducting the survey creates momentum and interest in organizational improvement, so it's critical that leadership acts upon the data and keeps employees informed of changes as they occur.

## 18.3%

feel that **upper management** should communicate better.

Upper management should make efforts to be visible and accessible, as well as utilize intranet/internet sites, email, and social media as appropriate to keep employees informed.

## 16.3%

feel there aren't enough opportunities to give **supervisor feedback**.

Leadership skills should be evaluated and sharpened on a regular basis. Consider implementing 360 Degree Leadership Evaluations so supervisors can get feedback from their boss, peers, and direct reports.

## 7.8%

feel they are **not treated fairly** in the workplace.

Favoritism can negatively affect morale and cause resentment among employees. When possible, ensure responsibilities and opportunities are being shared evenly and appropriately.

## 5.5%

feel **workplace harassment** is not adequately addressed.

While no amount of harassment is desirable within an organization, percentages **above 5%** would benefit from a serious look at workplace culture and the policies for dealing with harassment.

## 4.2%

feel there are **issues with ethics** in the workplace.

An ethical climate is the foundation of building trust within an organization. Reinforce the importance of ethical behavior to employees, and ensure there are appropriate channels to handle ethical violations.

**Highest Level of Disagreement**

**Lowest Level of Disagreement**

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# 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.

**MAY 2020**

**JUN 2020**

### 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.

**JUL 2020**

**AUG 2020**

### 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.

**OCT 2020**

**DEC 2020**

### 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

### Resurvey

Administer the Survey of Employee Engagement again to document the effectiveness of your change efforts.

**FEB 2022**

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# 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

| | Number of Survey Respondents | Percent of Survey Respondents |
|---|---|---|
| **My highest education level** | | |
| Did not earn high school diploma or equivalent: | 10 | 0.16% |
| High school diploma or equivalent: | 905 | 14.16% |
| Some college: | 2158 | 33.76% |
| Associate's Degree: | 830 | 12.98% |
| Bachelor's Degree: | 1864 | 29.16% |
| Master's Degree: | 420 | 6.57% |
| Doctoral Degree: | 62 | 0.97% |
| Prefer not to answer: | 144 | 2.25% |
| **I am** | | |
| Female: | 2610 | 40.83% |
| Male: | 2989 | 46.75% |
| Prefer not to answer: | 794 | 12.42% |
| **My annual salary (before taxes)** | | |
| Less than $15,000: | 12 | 0.19% |
| $15,000-$25,000: | 108 | 1.69% |
| $25,001-$35,000: | 735 | 11.50% |
| $35,001-$45,000: | 1178 | 18.43% |
| $45,001-$50,000: | 399 | 6.24% |
| $50,001-$60,000: | 608 | 9.51% |
| $60,001-$75,000: | 801 | 12.53% |
| More than $75,000: | 2065 | 32.30% |
| Prefer not to answer: | 487 | 7.62% |
| **My age (in years)** | | |
| 16-29: | 755 | 11.81% |
| 30-39: | 1561 | 24.42% |
| 40-49: | 1870 | 29.25% |
| 50-59: | 1447 | 22.63% |
| 60+: | 496 | 7.76% |
| Prefer not to answer: | 264 | 4.13% |

**EMPLOYEE ENGAGEMENT**
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A2

# Demographic Items

| | Number of Survey Respondents | Percent of Survey Respondents |
|---|---|---|
| **Years of service with this organization** | | |
| Less than 1: | 724 | 11.32% |
| 1-2: | 529 | 8.27% |
| 3-5: | 1046 | 16.36% |
| 6-10: | 1161 | 18.16% |
| 11-15: | 995 | 15.56% |
| 16+: | 1710 | 26.75% |
| Prefer not to answer: | 228 | 3.57% |
| **My race/ethnic identification** | | |
| African-American or Black: | 731 | 11.43% |
| Hispanic or Latino/a: | 1840 | 28.78% |
| Anglo-American or White: | 2994 | 46.83% |
| Asian: | 110 | 1.72% |
| American Indian or Pacific Islander: | 60 | 0.94% |
| Multiracial or Other: | 168 | 2.63% |
| Prefer not to answer: | 490 | 7.66% |
| **I am currently in a supervisory role.** | | |
| Yes: | 1215 | 19.01% |
| No: | 4950 | 77.43% |
| Prefer not to answer: | 228 | 3.57% |
| **I received a promotion during the past two years.** | | |
| Yes: | 1569 | 24.54% |
| No: | 4561 | 71.34% |
| Prefer not to answer: | 263 | 4.11% |
| **I received a merit increase during the past two years.** | | |
| Yes: | 2196 | 34.35% |
| No: | 3853 | 60.27% |
| Prefer not to answer: | 344 | 5.38% |

**EMPLOYEE ENGAGEMENT**
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A3

# Demographic Items

Total Respondents: 6393
Surveys Distributed: 9988
Response Rate: 64.01%

| | | Number of Survey Respondents | Percent of Survey Respondents |
|---|---|---|---|
| **I plan to be working for this organization in one year.** | | | |
| | Yes: | 5690 | 89.00% |
| | No: | 261 | 4.08% |
| | Prefer not to answer: | 442 | 6.91% |
| **I am eligible for retirement within the next two years.** | | | |
| | Yes: | 1155 | 18.07% |
| | No: | 4953 | 77.48% |
| | Prefer not to answer: | 285 | 4.46% |

# 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.

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B1

# Primary Items

### 1. My work group cooperates to get the job done.

**86% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2550 | 2945 | 553 | 199 | 88 | 34 |
| Percentage: | 40.04% | 46.24% | 8.68% | 3.12% | 1.38% | 0.53% |

**86% Agreement**

| | |
|---|---|
| SCORE: | **4.21** |
| Std. Dev.: | 0.83 |
| Total Respondents: | 6369 |
| BENCHMARKS | |
| Past Score: | 4.11 |
| Similar Mission: | 4.07 |
| Similar Size: | 4.15 |
| All Orgs: | 4.26 |

### 2. In my work group, my opinions and ideas count.

**73% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1809 | 2855 | 1028 | 438 | 198 | 43 |
| Percentage: | 28.39% | 44.81% | 16.14% | 6.87% | 3.11% | 0.67% |

**73% Agreement**

| | |
|---|---|
| SCORE: | **3.89** |
| Std. Dev.: | 1.00 |
| Total Respondents: | 6371 |
| BENCHMARKS | |
| Past Score: | 3.81 |
| Similar Mission: | 3.80 |
| Similar Size: | 3.92 |
| All Orgs: | 4.05 |

### 3. My work group regularly uses performance data to improve the quality of our work.

**60% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1242 | 2593 | 1552 | 589 | 205 | 166 |
| Percentage: | 19.57% | 40.85% | 24.45% | 9.28% | 3.23% | 2.62% |

**60% Agreement**

| | |
|---|---|
| SCORE: | **3.66** |
| Std. Dev.: | 1.01 |
| Total Respondents: | 6347 |
| BENCHMARKS | |
| Past Score: | 3.52 |
| Similar Mission: | 3.36 |
| Similar Size: | 3.54 |
| All Orgs: | 3.61 |

### 4. In my work group, there is a real feeling of teamwork.

**70% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1849 | 2580 | 1101 | 540 | 266 | 33 |
| Percentage: | 29.03% | 40.51% | 17.29% | 8.48% | 4.18% | 0.52% |

**70% Agreement**

| | |
|---|---|
| SCORE: | **3.82** |
| Std. Dev.: | 1.07 |
| Total Respondents: | 6369 |
| BENCHMARKS | |
| Past Score: | 3.70 |
| Similar Mission: | 3.64 |
| Similar Size: | 3.76 |
| All Orgs: | 3.89 |

# Primary Items

### 5. Our organization is known for the quality of work we provide.

**81% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2300 | 2824 | 855 | 238 | 112 | 36 |
| Percentage: | 36.14% | 44.37% | 13.43% | 3.74% | 1.76% | 0.57% |

**81% Agreement**

| | |
|---|---|
| SCORE: | 4.10 |
| Std. Dev.: | 0.89 |
| Total Respondents: | 6365 |
| BENCHMARKS | |
| Past Score: | 4.03 |
| Similar Mission: | 3.66 |
| Similar Size: | 3.92 |
| All Orgs: | 4.05 |

### 6. I know how my work impacts others in the organization.

**86% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2516 | 2976 | 623 | 162 | 56 | 30 |
| Percentage: | 39.54% | 46.77% | 9.79% | 2.55% | 0.88% | 0.47% |

**86% Agreement**

| | |
|---|---|
| SCORE: | 4.22 |
| Std. Dev.: | 0.79 |
| Total Respondents: | 6363 |
| BENCHMARKS | |
| Past Score: | 4.17 |
| Similar Mission: | 4.15 |
| Similar Size: | 4.19 |
| All Orgs: | 4.31 |

### 7. My organization develops services to match the needs of our customers/clients.

**73% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1705 | 2929 | 1103 | 316 | 114 | 184 |
| Percentage: | 26.85% | 46.12% | 17.37% | 4.98% | 1.79% | 2.90% |

**73% Agreement**

| | |
|---|---|
| SCORE: | 3.94 |
| Std. Dev.: | 0.91 |
| Total Respondents: | 6351 |
| BENCHMARKS | |
| Past Score: | 3.81 |
| Similar Mission: | 3.69 |
| Similar Size: | 3.87 |
| All Orgs: | 3.98 |

### 8. Our organization communicates effectively with the public.

**69% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1547 | 2836 | 1198 | 448 | 186 | 142 |
| Percentage: | 24.34% | 44.61% | 18.85% | 7.05% | 2.93% | 2.23% |

**69% Agreement**

| | |
|---|---|
| SCORE: | 3.82 |
| Std. Dev.: | 0.98 |
| Total Respondents: | 6357 |
| BENCHMARKS | |
| Past Score: | 3.76 |
| Similar Mission: | 3.47 |
| Similar Size: | 3.66 |
| All Orgs: | 3.85 |

# Primary Items

**9. I have a good understanding of our mission, vision, and strategic plan.**

| 88% Agreement | |
|---|---|
| 88% Agreement | |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2620 | 2969 | 519 | 145 | 88 | 19 |
| Percentage: | 41.19% | 46.68% | 8.16% | 2.28% | 1.38% | 0.30% |

**88% Agreement**

| | |
|---|---|
| SCORE: | **4.24** |
| Std. Dev.: | 0.81 |
| Total Respondents: | 6360 |
| BENCHMARKS | |
| Past Score: | 4.21 |
| Similar Mission: | 4.09 |
| Similar Size: | 4.12 |
| All Orgs: | 4.22 |

**10. My supervisor provides me with a clear understanding of my work responsibilities.**

| 81% Agreement | |
|---|---|
| 81% Agreement | |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2493 | 2668 | 683 | 279 | 219 | 23 |
| Percentage: | 39.17% | 41.92% | 10.73% | 4.38% | 3.44% | 0.36% |

**81% Agreement**

| | |
|---|---|
| SCORE: | **4.09** |
| Std. Dev.: | 0.99 |
| Total Respondents: | 6365 |
| BENCHMARKS | |
| Past Score: | 4.08 |
| Similar Mission: | 3.92 |
| Similar Size: | 4.05 |
| All Orgs: | 4.11 |

**11. My supervisor recognizes outstanding work.**

| 75% Agreement | |
|---|---|
| 75% Agreement | |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2236 | 2530 | 929 | 414 | 204 | 42 |
| Percentage: | 35.18% | 39.81% | 14.62% | 6.51% | 3.21% | 0.66% |

**75% Agreement**

| | |
|---|---|
| SCORE: | **3.98** |
| Std. Dev.: | 1.03 |
| Total Respondents: | 6355 |
| BENCHMARKS | |
| Past Score: | 3.91 |
| Similar Mission: | 3.80 |
| Similar Size: | 3.89 |
| All Orgs: | 4.02 |

**12. I am given the opportunity to do my best work.**

| 81% Agreement | |
|---|---|
| 81% Agreement | |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2338 | 2787 | 778 | 293 | 141 | 21 |
| Percentage: | 36.77% | 43.83% | 12.24% | 4.61% | 2.22% | 0.33% |

**81% Agreement**

| | |
|---|---|
| SCORE: | **4.09** |
| Std. Dev.: | 0.93 |
| Total Respondents: | 6358 |
| BENCHMARKS | |
| Past Score: | 4.03 |
| Similar Mission: | 3.91 |
| Similar Size: | 3.98 |
| All Orgs: | 4.06 |

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B4

# Primary Items

### 13. My supervisor is consistent when administering policies concerning employees.

**72% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2102 | 2500 | 952 | 460 | 296 | 41 |
| Percentage: | 33.10% | 39.36% | 14.99% | 7.24% | 4.66% | 0.65% |

**72% Agreement**

| | |
|---|---|
| SCORE: | 3.90 |
| Std. Dev.: | 1.09 |
| Total Respondents: | 6351 |
| **BENCHMARKS** | |
| Past Score: | 3.81 |
| Similar Mission: | 3.72 |
| Similar Size: | 3.81 |
| All Orgs: | 3.88 |

### 14. My supervisor evaluates my performance fairly.

**79% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2306 | 2712 | 809 | 273 | 169 | 79 |
| Percentage: | 36.33% | 42.72% | 12.74% | 4.30% | 2.66% | 1.24% |

**79% Agreement**

| | |
|---|---|
| SCORE: | 4.07 |
| Std. Dev.: | 0.95 |
| Total Respondents: | 6348 |
| **BENCHMARKS** | |
| Past Score: | 4.03 |
| Similar Mission: | 3.91 |
| Similar Size: | 4.01 |
| All Orgs: | 4.07 |

### 15. Given the type of work I do, my physical workplace meets my needs.

**80% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1963 | 3133 | 632 | 400 | 195 | 29 |
| Percentage: | 30.90% | 49.32% | 9.95% | 6.30% | 3.07% | 0.46% |

**80% Agreement**

| | |
|---|---|
| SCORE: | 3.99 |
| Std. Dev.: | 0.97 |
| Total Respondents: | 6352 |
| **BENCHMARKS** | |
| Past Score: | 3.90 |
| Similar Mission: | 3.94 |
| Similar Size: | 3.99 |
| All Orgs: | 4.14 |

### 16. My workplace is well maintained.

**72% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1672 | 2927 | 935 | 544 | 261 | 26 |
| Percentage: | 26.27% | 45.99% | 14.69% | 8.55% | 4.10% | 0.41% |

**72% Agreement**

| | |
|---|---|
| SCORE: | 3.82 |
| Std. Dev.: | 1.05 |
| Total Respondents: | 6365 |
| **BENCHMARKS** | |
| Past Score: | 3.74 |
| Similar Mission: | 3.77 |
| Similar Size: | 3.78 |
| All Orgs: | 3.92 |

**EMPLOYEE ENGAGEMENT**
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B5

# Primary Items

## 17. There are sufficient procedures to ensure the safety of employees in the workplace.

**75% Agreement**

**75% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1677 | 3092 | 866 | 434 | 252 | 27 |
| Percentage: | 26.42% | 48.71% | 13.64% | 6.84% | 3.97% | 0.43% |

| | |
|---|---|
| **SCORE:** | **3.87** |
| Std. Dev.: | 1.01 |
| Total Respondents: | 6348 |
| **BENCHMARKS** | |
| Past Score: | 3.87 |
| Similar Mission: | 3.83 |
| Similar Size: | 3.94 |
| All Orgs: | 4.06 |

## 18. I have adequate resources and equipment to do my job.

**76% Agreement**

**76% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1670 | 3177 | 828 | 478 | 180 | 18 |
| Percentage: | 26.30% | 50.02% | 13.04% | 7.53% | 2.83% | 0.28% |

| | |
|---|---|
| **SCORE:** | **3.90** |
| Std. Dev.: | 0.97 |
| Total Respondents: | 6351 |
| **BENCHMARKS** | |
| Past Score: | 3.77 |
| Similar Mission: | 3.64 |
| Similar Size: | 3.74 |
| All Orgs: | 3.96 |

## 19. The people I work with treat each other with respect.

**77% Agreement**

**77% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1873 | 2994 | 911 | 373 | 177 | 19 |
| Percentage: | 29.51% | 47.17% | 14.35% | 5.88% | 2.79% | 0.30% |

| | |
|---|---|
| **SCORE:** | **3.95** |
| Std. Dev.: | 0.96 |
| Total Respondents: | 6347 |
| **BENCHMARKS** | |
| Past Score: | 3.86 |
| Similar Mission: | 3.74 |
| Similar Size: | 3.88 |
| All Orgs: | 3.97 |

## 20. My organization works to attract, develop, and retain people with diverse backgrounds.

**71% Agreement**

**71% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1636 | 2853 | 1198 | 358 | 230 | 73 |
| Percentage: | 25.77% | 44.94% | 18.87% | 5.64% | 3.62% | 1.15% |

| | |
|---|---|
| **SCORE:** | **3.85** |
| Std. Dev.: | 0.99 |
| Total Respondents: | 6348 |
| **BENCHMARKS** | |
| Past Score: | 3.70 |
| Similar Mission: | 3.51 |
| Similar Size: | 3.59 |
| All Orgs: | 3.71 |

# Primary Items

## 21. The people I work with care about my personal well-being.

**74% Agreement**

**74% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1779 | 2909 | 1093 | 384 | 159 | 31 |
| Percentage: | 27.99% | 45.77% | 17.20% | 6.04% | 2.50% | 0.49% |

SCORE: 3.91
Std. Dev.: 0.96
Total Respondents: 6355
BENCHMARKS
Past Score: 3.86
Similar Mission: 3.79
Similar Size: 3.90
All Orgs: 3.99

## 22. I trust the people in my workplace.

**67% Agreement**

**67% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1578 | 2691 | 1384 | 458 | 212 | 23 |
| Percentage: | 24.87% | 42.40% | 21.81% | 7.22% | 3.34% | 0.36% |

SCORE: 3.79
Std. Dev.: 1.01
Total Respondents: 6346
BENCHMARKS
Past Score: 3.72
Similar Mission: 3.58
Similar Size: 3.69
All Orgs: 3.80

## 23. My work group uses the latest technologies to communicate and interact.

**67% Agreement**

**67% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1225 | 3050 | 1284 | 555 | 189 | 43 |
| Percentage: | 19.30% | 48.06% | 20.23% | 8.75% | 2.98% | 0.68% |

SCORE: 3.72
Std. Dev.: 0.97
Total Respondents: 6346
BENCHMARKS
Past Score: 3.68
Similar Mission: 3.39
Similar Size: 3.51
All Orgs: 3.61

## 24. Our computer systems provide reliable information.

**75% Agreement**

**75% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1307 | 3459 | 1051 | 349 | 149 | 27 |
| Percentage: | 20.61% | 54.54% | 16.57% | 5.50% | 2.35% | 0.43% |

SCORE: 3.86
Std. Dev.: 0.89
Total Respondents: 6342
BENCHMARKS
Past Score: 3.84
Similar Mission: 3.57
Similar Size: 3.70
All Orgs: 3.83

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# Primary Items

### 25. Support is available for the technologies we use.

**78% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1460 | 3515 | 924 | 311 | 110 | 24 |
| Percentage: | 23.01% | 55.41% | 14.56% | 4.90% | 1.73% | 0.38% |

**78% Agreement**

| | |
|---|---|
| SCORE: | 3.93 |
| Std. Dev.: | 0.85 |
| Total Respondents: | 6344 |
| **BENCHMARKS** | |
| Past Score: | 3.94 |
| Similar Mission: | 3.70 |
| Similar Size: | 3.80 |
| All Orgs: | 3.91 |

### 26. Our computer systems enable me to quickly find the information I need.

**70% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1239 | 3228 | 1154 | 505 | 202 | 21 |
| Percentage: | 19.51% | 50.84% | 18.18% | 7.95% | 3.18% | 0.33% |

**70% Agreement**

| | |
|---|---|
| SCORE: | 3.76 |
| Std. Dev.: | 0.96 |
| Total Respondents: | 6349 |
| **BENCHMARKS** | |
| Past Score: | 3.74 |
| Similar Mission: | 3.53 |
| Similar Size: | 3.61 |
| All Orgs: | 3.75 |

### 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: | 1183 | 3360 | 1081 | 462 | 231 | 26 |
| Percentage: | 18.65% | 52.97% | 17.04% | 7.28% | 3.64% | 0.41% |

**72% Agreement**

| | |
|---|---|
| SCORE: | 3.76 |
| Std. Dev.: | 0.96 |
| Total Respondents: | 6343 |
| **BENCHMARKS** | |
| Past Score: | 3.68 |
| Similar Mission: | 3.60 |
| Similar Size: | 3.59 |
| All Orgs: | 3.79 |

### 28. My work atmosphere encourages open and honest communication.

**65% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1389 | 2729 | 1171 | 604 | 415 | 22 |
| Percentage: | 21.94% | 43.11% | 18.50% | 9.54% | 6.56% | 0.35% |

**65% Agreement**

| | |
|---|---|
| SCORE: | 3.65 |
| Std. Dev.: | 1.12 |
| Total Respondents: | 6330 |
| **BENCHMARKS** | |
| Past Score: | 3.57 |
| Similar Mission: | 3.39 |
| Similar Size: | 3.52 |
| All Orgs: | 3.65 |

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# Primary Items

## 29. The communications I receive at work are timely and informative.

**65% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1158 | 2961 | 1342 | 569 | 281 | 22 |
| Percentage: | 18.29% | 46.76% | 21.19% | 8.98% | 4.44% | 0.35% |

**65% Agreement**

| | |
|---|---|
| SCORE: | 3.66 |
| Std. Dev.: | 1.02 |
| Total Respondents: | 6333 |
| **BENCHMARKS** | |
| Past Score: | 3.57 |
| Similar Mission: | 3.43 |
| Similar Size: | 3.51 |
| All Orgs: | 3.70 |

## 30. My pay keeps pace with the cost of living.

**33% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 442 | 1661 | 1644 | 1454 | 1119 | 36 |
| Percentage: | 6.95% | 26.13% | 25.87% | 22.88% | 17.61% | 0.57% |

**33% Agreement**

| | |
|---|---|
| SCORE: | 2.82 |
| Std. Dev.: | 1.20 |
| Total Respondents: | 6356 |
| **BENCHMARKS** | |
| Past Score: | 2.68 |
| Similar Mission: | 2.36 |
| Similar Size: | 2.34 |
| All Orgs: | 2.61 |

## 31. Salaries are competitive with similar jobs in the community.

**37% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 531 | 1837 | 1565 | 1454 | 849 | 104 |
| Percentage: | 8.38% | 28.97% | 24.68% | 22.93% | 13.39% | 1.64% |

**37% Agreement**

| | |
|---|---|
| SCORE: | 2.96 |
| Std. Dev.: | 1.19 |
| Total Respondents: | 6340 |
| **BENCHMARKS** | |
| Past Score: | 2.89 |
| Similar Mission: | 2.62 |
| Similar Size: | 2.50 |
| All Orgs: | 2.75 |

## 32. I feel I am paid fairly for the work I do.

**41% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 579 | 2050 | 1661 | 1272 | 746 | 29 |
| Percentage: | 9.14% | 32.35% | 26.21% | 20.07% | 11.77% | 0.46% |

**41% Agreement**

| | |
|---|---|
| SCORE: | 3.07 |
| Std. Dev.: | 1.17 |
| Total Respondents: | 6337 |
| **BENCHMARKS** | |
| Past Score: | 2.96 |
| Similar Mission: | 2.80 |
| Similar Size: | 2.70 |
| All Orgs: | 2.97 |

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# Primary Items

**33. Retirement benefits are competitive with similar jobs in the community.**

**65% Agreement**

**65% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1071 | 3060 | 1471 | 392 | 163 | 184 |
| Percentage: | 16.89% | 48.26% | 23.20% | 6.18% | 2.57% | 2.90% |

| SCORE: | 3.73 |
|---|---|
| Std. Dev.: | 0.91 |
| Total Respondents: | 6341 |
| **BENCHMARKS** | |
| Past Score: | 3.69 |
| Similar Mission: | 3.62 |
| Similar Size: | 3.68 |
| All Orgs: | 3.85 |

**34. Health insurance benefits are competitive with similar jobs in the community.**

**68% Agreement**

**68% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1207 | 3101 | 1275 | 444 | 170 | 137 |
| Percentage: | 19.06% | 48.96% | 20.13% | 7.01% | 2.68% | 2.16% |

| SCORE: | 3.76 |
|---|---|
| Std. Dev.: | 0.94 |
| Total Respondents: | 6334 |
| **BENCHMARKS** | |
| Past Score: | 3.66 |
| Similar Mission: | 3.76 |
| Similar Size: | 3.82 |
| All Orgs: | 3.95 |

**35. Benefits can be selected to meet individual needs.**

**69% Agreement**

**69% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1019 | 3337 | 1431 | 352 | 111 | 86 |
| Percentage: | 16.08% | 52.67% | 22.59% | 5.56% | 1.75% | 1.36% |

| SCORE: | 3.77 |
|---|---|
| Std. Dev.: | 0.85 |
| Total Respondents: | 6336 |
| **BENCHMARKS** | |
| Past Score: | 3.67 |
| Similar Mission: | 3.71 |
| Similar Size: | 3.76 |
| All Orgs: | 3.86 |

**36. I believe I have a career with this organization.**

**82% Agreement**

**82% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2291 | 2898 | 816 | 181 | 106 | 45 |
| Percentage: | 36.15% | 45.73% | 12.88% | 2.86% | 1.67% | 0.71% |

| SCORE: | 4.13 |
|---|---|
| Std. Dev.: | 0.86 |
| Total Respondents: | 6337 |
| **BENCHMARKS** | |
| Past Score: | 4.01 |
| Similar Mission: | 3.82 |
| Similar Size: | 3.88 |
| All Orgs: | 3.90 |

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# Primary Items

## 37. Training is made available to me so that I can do my job better.

**75% Agreement**

75% Agreement

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1631 | 3105 | 958 | 401 | 216 | 19 |
| Percentage: | 25.77% | 49.05% | 15.13% | 6.33% | 3.41% | 0.30% |

| | |
|---|---|
| **SCORE:** | **3.88** |
| Std. Dev.: | 0.98 |
| Total Respondents: | 6330 |
| **BENCHMARKS** | |
| Past Score: | 3.82 |
| Similar Mission: | 3.57 |
| Similar Size: | 3.70 |
| All Orgs: | 3.80 |

## 38. Training is made available to me for personal growth and development.

**70% Agreement**

70% Agreement

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1488 | 2964 | 1108 | 483 | 248 | 25 |
| Percentage: | 23.56% | 46.93% | 17.54% | 7.65% | 3.93% | 0.40% |

| | |
|---|---|
| **SCORE:** | **3.79** |
| Std. Dev.: | 1.02 |
| Total Respondents: | 6316 |
| **BENCHMARKS** | |
| Past Score: | 3.71 |
| Similar Mission: | 3.36 |
| Similar Size: | 3.58 |
| All Orgs: | 3.65 |

## 39. My work environment supports a balance between work and personal life.

**64% Agreement**

64% Agreement

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1245 | 2796 | 1274 | 615 | 384 | 25 |
| Percentage: | 19.64% | 44.11% | 20.10% | 9.70% | 6.06% | 0.39% |

| | |
|---|---|
| **SCORE:** | **3.62** |
| Std. Dev.: | 1.09 |
| Total Respondents: | 6339 |
| **BENCHMARKS** | |
| Past Score: | 3.49 |
| Similar Mission: | 3.51 |
| Similar Size: | 3.62 |
| All Orgs: | 3.87 |

## 40. I feel free to be myself at work.

**67% Agreement**

67% Agreement

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1351 | 2884 | 1239 | 514 | 332 | 24 |
| Percentage: | 21.30% | 45.46% | 19.53% | 8.10% | 5.23% | 0.38% |

| | |
|---|---|
| **SCORE:** | **3.70** |
| Std. Dev.: | 1.06 |
| Total Respondents: | 6344 |
| **BENCHMARKS** | |
| Past Score: | 3.62 |
| Similar Mission: | 3.60 |
| Similar Size: | 3.69 |
| All Orgs: | 3.82 |

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# Primary Items

### 41. The amount of work I am asked to do is reasonable.

**73% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1196 | 3440 | 1011 | 482 | 201 | 22 |
| Percentage: | 18.83% | 54.16% | 15.92% | 7.59% | 3.16% | 0.35% |

**73% Agreement**

| SCORE: | 3.78 |
|---|---|
| Std. Dev.: | 0.94 |
| Total Respondents: | 6352 |
| **BENCHMARKS** | |
| Past Score: | 3.67 |
| Similar Mission: | 3.59 |
| Similar Size: | 3.56 |
| All Orgs: | 3.71 |

### 42. I am proud to tell people that I work for this organization.

**84% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2579 | 2731 | 799 | 138 | 80 | 21 |
| Percentage: | 40.63% | 43.02% | 12.59% | 2.17% | 1.26% | 0.33% |

**84% Agreement**

| SCORE: | 4.20 |
|---|---|
| Std. Dev.: | 0.83 |
| Total Respondents: | 6348 |
| **BENCHMARKS** | |
| Past Score: | 4.17 |
| Similar Mission: | 3.88 |
| Similar Size: | 4.04 |
| All Orgs: | 4.12 |

### 43. Harassment is not tolerated at my workplace.

**86% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2762 | 2686 | 522 | 226 | 124 | 34 |
| Percentage: | 43.47% | 42.27% | 8.22% | 3.56% | 1.95% | 0.54% |

**86% Agreement**

| SCORE: | 4.22 |
|---|---|
| Std. Dev.: | 0.89 |
| Total Respondents: | 6354 |
| **BENCHMARKS** | |
| Past Score: | 4.19 |
| Similar Mission: | 4.02 |
| Similar Size: | 4.13 |
| All Orgs: | 4.20 |

### 44. Employees are generally ethical in my workplace.

**84% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2172 | 3162 | 709 | 186 | 83 | 33 |
| Percentage: | 34.23% | 49.83% | 11.17% | 2.93% | 1.31% | 0.52% |

**84% Agreement**

| SCORE: | 4.13 |
|---|---|
| Std. Dev.: | 0.82 |
| Total Respondents: | 6345 |
| **BENCHMARKS** | |
| Past Score: | 4.08 |
| Similar Mission: | 3.87 |
| Similar Size: | 4.00 |
| All Orgs: | 4.14 |

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# Primary Items

**45. I believe we will use the information from this survey to improve our workplace.**

**48% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1069 | 1949 | 1795 | 788 | 683 | 59 |
| Percentage: | 16.85% | 30.73% | 28.30% | 12.42% | 10.77% | 0.93% |

**48% Agreement**

| SCORE: | 3.31 |
|---|---|
| Std. Dev.: | 1.21 |
| Total Respondents: | 6343 |
| **BENCHMARKS** | |
| Past Score: | 3.20 |
| Similar Mission: | 3.24 |
| Similar Size: | 3.33 |
| All Orgs: | 3.55 |

**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: | 1424 | 2554 | 1230 | 580 | 454 | 97 |
| Percentage: | 22.46% | 40.29% | 19.40% | 9.15% | 7.16% | 1.53% |

**63% Agreement**

| SCORE: | 3.63 |
|---|---|
| Std. Dev.: | 1.15 |
| Total Respondents: | 6339 |
| **BENCHMARKS** | |
| Past Score: | 3.55 |
| Similar Mission: | 3.43 |
| Similar Size: | 3.49 |
| All Orgs: | 3.59 |

**47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.**

**59% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1214 | 2539 | 1389 | 630 | 531 | 46 |
| Percentage: | 19.12% | 39.99% | 21.88% | 9.92% | 8.36% | 0.72% |

**59% Agreement**

| SCORE: | 3.52 |
|---|---|
| Std. Dev.: | 1.16 |
| Total Respondents: | 6349 |
| **BENCHMARKS** | |
| Past Score: | 3.39 |
| Similar Mission: | 3.37 |
| Similar Size: | 3.39 |
| All Orgs: | 3.67 |

**48. I am treated fairly in my workplace.**

**77% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1695 | 3165 | 965 | 326 | 171 | 20 |
| Percentage: | 26.73% | 49.91% | 15.22% | 5.14% | 2.70% | 0.32% |

**77% Agreement**

| SCORE: | 3.93 |
|---|---|
| Std. Dev.: | 0.93 |
| Total Respondents: | 6342 |
| **BENCHMARKS** | |
| Past Score: | 3.86 |
| Similar Mission: | 3.78 |
| Similar Size: | 3.82 |
| All Orgs: | 3.98 |

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# Primary Items

**49. My agency does a good job at keeping us up-to-date on cybersecurity (email and internet threats) policies and procedures.**

**90% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2158 | 3554 | 505 | 61 | 41 | 24 |
| Percentage: | 34.02% | 56.03% | 7.96% | 0.96% | 0.65% | 0.38% |

**90% Agreement**

| | |
|---|---|
| SCORE: | **4.22** |
| Std. Dev.: | 0.69 |
| Total Respondents: | 6343 |
| **BENCHMARKS** | |
| Past Score: | 4.16 |
| Similar Mission: | 3.95 |
| Similar Size: | 4.06 |
| All Orgs: | 4.15 |

**50. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.**

**90% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2139 | 3586 | 499 | 65 | 27 | 26 |
| Percentage: | 33.73% | 56.54% | 7.87% | 1.02% | 0.43% | 0.41% |

**90% Agreement**

| | |
|---|---|
| SCORE: | **4.23** |
| Std. Dev.: | 0.67 |
| Total Respondents: | 6342 |
| **BENCHMARKS** | |
| Past Score: | 4.15 |
| Similar Mission: | 3.89 |
| Similar Size: | 4.02 |
| All Orgs: | 4.08 |

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# Additional Items

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.

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

C1

# Additional Items

**1. There is someone at work that encourages my development**

**71% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1687 | 2796 | 1134 | 481 | 213 | 42 |
| Percentage: | 26.55% | 44.01% | 17.85% | 7.57% | 3.35% | 0.66% |

**71% Agreement**

| | |
|---|---|
| SCORE: | 3.83 |
| Std. Dev.: | 1.01 |
| Total Respondents: | 6353 |

**2. The mission/purpose of my division makes me feel my job is important.**

**80% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1991 | 3076 | 856 | 265 | 131 | 21 |
| Percentage: | 31.40% | 48.52% | 13.50% | 4.18% | 2.07% | 0.33% |

**80% Agreement**

| | |
|---|---|
| SCORE: | 4.03 |
| Std. Dev.: | 0.90 |
| Total Respondents: | 6340 |

**3. I would recommend the Department to others as a good place to work**

**75% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1970 | 2806 | 1093 | 271 | 177 | 29 |
| Percentage: | 31.04% | 44.22% | 17.22% | 4.27% | 2.79% | 0.46% |

**75% Agreement**

| | |
|---|---|
| SCORE: | 3.97 |
| Std. Dev.: | 0.95 |
| Total Respondents: | 6346 |

**4. In the last year, I have not actively looked for employment outside the Department.**

**71% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2565 | 1962 | 569 | 680 | 420 | 161 |
| Percentage: | 40.35% | 30.86% | 8.95% | 10.70% | 6.61% | 2.53% |

**71% Agreement**

| | |
|---|---|
| SCORE: | 3.90 |
| Std. Dev.: | 1.24 |
| Total Respondents: | 6357 |

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C2

# Additional Items

## 5. I have a best friend at work.

**39% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 855 | 1620 | 1855 | 1153 | 537 | 344 |
| Percentage: | 13.43% | 25.46% | 29.15% | 18.12% | 8.44% | 5.41% |

**39% Agreement**
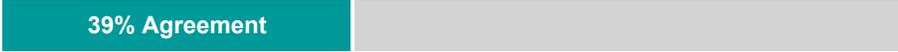
| | |
|---|---|
| SCORE: | 3.18 |
| Std. Dev.: | 1.16 |
| Total Respondents: | 6364 |

## 6. In the last six months, someone at work has talked to me about my progress.

**73% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1690 | 2962 | 826 | 535 | 236 | 112 |
| Percentage: | 26.57% | 46.57% | 12.99% | 8.41% | 3.71% | 1.76% |

**73% Agreement**

| | |
|---|---|
| SCORE: | 3.85 |
| Std. Dev.: | 1.03 |
| Total Respondents: | 6361 |

## 7. This last year, I have had the opportunity at work to learn and grow.

**74% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1708 | 2968 | 985 | 375 | 214 | 101 |
| Percentage: | 26.89% | 46.73% | 15.51% | 5.90% | 3.37% | 1.59% |

**74% Agreement**

| | |
|---|---|
| SCORE: | 3.89 |
| Std. Dev.: | 0.98 |
| Total Respondents: | 6351 |

## 8. My supervisor exemplifies the Department's motto: "Courtesy-Service-Protection."

**76% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2217 | 2604 | 954 | 270 | 253 | 48 |
| Percentage: | 34.94% | 41.03% | 15.03% | 4.25% | 3.99% | 0.76% |

**76% Agreement**

| | |
|---|---|
| SCORE: | 3.99 |
| Std. Dev.: | 1.02 |
| Total Respondents: | 6346 |

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C3

# Additional Items

## 9. We are constantly improving our services.

**67% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1352 | 2883 | 1454 | 429 | 185 | 44 |
| Percentage: | 21.30% | 45.42% | 22.91% | 6.76% | 2.91% | 0.69% |

**67% Agreement**

SCORE: 3.76
Std. Dev.: 0.96
Total Respondents: 6347

## 10. The Department is moving in the right direction.

**62% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1252 | 2658 | 1733 | 413 | 250 | 45 |
| Percentage: | 19.71% | 41.85% | 27.29% | 6.50% | 3.94% | 0.71% |

**62% Agreement**

SCORE: 3.67
Std. Dev.: 0.99
Total Respondents: 6351

## 11. Communication throughout the Department has improved.

**55% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 890 | 2582 | 1859 | 649 | 281 | 92 |
| Percentage: | 14.01% | 40.64% | 29.26% | 10.22% | 4.42% | 1.45% |

**55% Agreement**

SCORE: 3.50
Std. Dev.: 1.01
Total Respondents: 6353

## 12. The ability to communicate with department senior leadership has improved.

**48% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 865 | 2190 | 1885 | 787 | 472 | 147 |
| Percentage: | 13.63% | 34.51% | 29.70% | 12.40% | 7.44% | 2.32% |

**48% Agreement**

SCORE: 3.35
Std. Dev.: 1.10
Total Respondents: 6346

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C4

# Additional Items

**13. Employees have sufficient means available to suggest workplace-related ideas and change.**

**55% Agreement**

**55% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 934 | 2583 | 1661 | 715 | 395 | 55 |
| Percentage: | 14.72% | 40.72% | 26.19% | 11.27% | 6.23% | 0.87% |

SCORE: **3.47**
Std. Dev.: 1.07
Total Respondents: 6343

**14. Our current values of Integrity, Teamwork, Accountability, and Excellence are on target.**

**68% Agreement**

**68% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1415 | 2857 | 1329 | 454 | 233 | 34 |
| Percentage: | 22.38% | 45.19% | 21.02% | 7.18% | 3.69% | 0.54% |

SCORE: **3.76**
Std. Dev.: 1.00
Total Respondents: 6322

**15. In the last year, I have actively looked for transfer or promotional opportunities within the Department.**

**44% Agreement**

**44% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1171 | 1649 | 1088 | 1284 | 518 | 641 |
| Percentage: | 18.44% | 25.96% | 17.13% | 20.22% | 8.16% | 10.09% |

SCORE: **3.29**
Std. Dev.: 1.27
Total Respondents: 6351

**16. My duty-station facility a productive, safe and clean work environment that enables me to fulfull the mission and objectives of my position.**

**72% Agreement**

**72% Agreement**

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1392 | 3171 | 1065 | 401 | 224 | 78 |
| Percentage: | 21.99% | 50.09% | 16.82% | 6.33% | 3.54% | 1.23% |

SCORE: **3.82**
Std. Dev.: 0.97
Total Respondents: 6331

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C5

# Additional Items

**17. I am aware of the policies and avenues for reporting complaints that may fall under either OIG and/or EEO.**

**87% Agreement**

| 87% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1872 | 3618 | 594 | 157 | 59 | 42 |
| Percentage: | 29.52% | 57.05% | 9.37% | 2.48% | 0.93% | 0.66% |

| SCORE: | 4.12 |
|---|---|
| Std. Dev.: | 0.75 |
| Total Respondents: | 6342 |

**18. Members of my team are comfortable bringing up problems and tough issues to leadership.**

**62% Agreement**

| 62% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1268 | 2645 | 1199 | 713 | 473 | 52 |
| Percentage: | 19.97% | 41.65% | 18.88% | 11.23% | 7.45% | 0.82% |

| SCORE: | 3.56 |
|---|---|
| Std. Dev.: | 1.15 |
| Total Respondents: | 6350 |

**19. I am empowered to identify better ways to carry out my duties or operations of my unit.**

**69% Agreement**

| 69% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1441 | 2953 | 1204 | 407 | 264 | 66 |
| Percentage: | 22.75% | 46.61% | 19.01% | 6.42% | 4.17% | 1.04% |

| SCORE: | 3.78 |
|---|---|
| Std. Dev.: | 1.01 |
| Total Respondents: | 6335 |

**EMPLOYEE ENGAGEMENT**
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C6

# Engagement Items

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.

EMPLOYEE ENGAGEMENT
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# Engagement Items

---

**2. In my work group, my opinions and ideas count.**

| 73% Agreement |
| --- |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
| --- | --- | --- | --- | --- | --- | --- |
| Respondents: | 1809 | 2855 | 1028 | 438 | 198 | 43 |
| Percentage: | 28.39% | 44.81% | 16.14% | 6.87% | 3.11% | 0.67% |

**73% Agreement**

| SCORE: | 3.89 |
| --- | --- |
| Std. Dev.: | 1.00 |
| Total Respondents: | 6371 |
| **BENCHMARKS** | |
| Past Score: | 3.81 |
| Similar Mission: | 3.80 |
| Similar Size: | 3.92 |
| All Orgs: | 4.05 |

---

**5. Our organization is known for the quality of work we provide.**

| 81% Agreement |
| --- |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
| --- | --- | --- | --- | --- | --- | --- |
| Respondents: | 2300 | 2824 | 855 | 238 | 112 | 36 |
| Percentage: | 36.14% | 44.37% | 13.43% | 3.74% | 1.76% | 0.57% |

**81% Agreement**

| SCORE: | 4.10 |
| --- | --- |
| Std. Dev.: | 0.89 |
| Total Respondents: | 6365 |
| **BENCHMARKS** | |
| Past Score: | 4.03 |
| Similar Mission: | 3.66 |
| Similar Size: | 3.92 |
| All Orgs: | 4.05 |

---

**6. I know how my work impacts others in the organization.**

| 86% Agreement |
| --- |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
| --- | --- | --- | --- | --- | --- | --- |
| Respondents: | 2516 | 2976 | 623 | 162 | 56 | 30 |
| Percentage: | 39.54% | 46.77% | 9.79% | 2.55% | 0.88% | 0.47% |

**86% Agreement**

| SCORE: | 4.22 |
| --- | --- |
| Std. Dev.: | 0.79 |
| Total Respondents: | 6363 |
| **BENCHMARKS** | |
| Past Score: | 4.17 |
| Similar Mission: | 4.15 |
| Similar Size: | 4.19 |
| All Orgs: | 4.31 |

---

**10. My supervisor provides me with a clear understanding of my work responsibilities.**

| 81% Agreement |
| --- |

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
| --- | --- | --- | --- | --- | --- | --- |
| Respondents: | 2493 | 2668 | 683 | 279 | 219 | 23 |
| Percentage: | 39.17% | 41.92% | 10.73% | 4.38% | 3.44% | 0.36% |

**81% Agreement**

| SCORE: | 4.09 |
| --- | --- |
| Std. Dev.: | 0.99 |
| Total Respondents: | 6365 |
| **BENCHMARKS** | |
| Past Score: | 4.08 |
| Similar Mission: | 3.92 |
| Similar Size: | 4.05 |
| All Orgs: | 4.11 |

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**EMPLOYEE ENGAGEMENT**
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D2

# Engagement Items

### 11. My supervisor recognizes outstanding work.

**75% Agreement**

| | 75% Agreement | |
|---|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2236 | 2530 | 929 | 414 | 204 | 42 |
| Percentage: | 35.18% | 39.81% | 14.62% | 6.51% | 3.21% | 0.66% |

**75% Agreement**

| | |
|---|---|
| **SCORE:** | **3.98** |
| Std. Dev.: | 1.03 |
| Total Respondents: | 6355 |
| **BENCHMARKS** | |
| Past Score: | 3.91 |
| Similar Mission: | 3.80 |
| Similar Size: | 3.89 |
| All Orgs: | 4.02 |

### 12. I am given the opportunity to do my best work.

**81% Agreement**

| | 81% Agreement | |
|---|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2338 | 2787 | 778 | 293 | 141 | 21 |
| Percentage: | 36.77% | 43.83% | 12.24% | 4.61% | 2.22% | 0.33% |

**81% Agreement**

| | |
|---|---|
| **SCORE:** | **4.09** |
| Std. Dev.: | 0.93 |
| Total Respondents: | 6358 |
| **BENCHMARKS** | |
| Past Score: | 4.03 |
| Similar Mission: | 3.91 |
| Similar Size: | 3.98 |
| All Orgs: | 4.06 |

### 14. My supervisor evaluates my performance fairly.

**79% Agreement**

| | 79% Agreement | |
|---|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 2306 | 2712 | 809 | 273 | 169 | 79 |
| Percentage: | 36.33% | 42.72% | 12.74% | 4.30% | 2.66% | 1.24% |

**79% Agreement**

| | |
|---|---|
| **SCORE:** | **4.07** |
| Std. Dev.: | 0.95 |
| Total Respondents: | 6348 |
| **BENCHMARKS** | |
| Past Score: | 4.03 |
| Similar Mission: | 3.91 |
| Similar Size: | 4.01 |
| All Orgs: | 4.07 |

### 18. I have adequate resources and equipment to do my job.

**76% Agreement**

| | 76% Agreement | |
|---|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1670 | 3177 | 828 | 478 | 180 | 18 |
| Percentage: | 26.30% | 50.02% | 13.04% | 7.53% | 2.83% | 0.28% |

**76% Agreement**

| | |
|---|---|
| **SCORE:** | **3.90** |
| Std. Dev.: | 0.97 |
| Total Respondents: | 6351 |
| **BENCHMARKS** | |
| Past Score: | 3.77 |
| Similar Mission: | 3.64 |
| Similar Size: | 3.74 |
| All Orgs: | 3.96 |

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# Engagement Items

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**21. The people I work with care about my personal well-being.**

### 74% Agreement

| 74% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1779 | 2909 | 1093 | 384 | 159 | 31 |
| Percentage: | 27.99% | 45.77% | 17.20% | 6.04% | 2.50% | 0.49% |

**SCORE:** 3.91
Std. Dev.: 0.96
Total Respondents: 6355
**BENCHMARKS**
Past Score: 3.86
Similar Mission: 3.79
Similar Size: 3.90
All Orgs: 3.99

---

**22. I trust the people in my workplace.**

### 67% Agreement

| 67% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1578 | 2691 | 1384 | 458 | 212 | 23 |
| Percentage: | 24.87% | 42.40% | 21.81% | 7.22% | 3.34% | 0.36% |

**SCORE:** 3.79
Std. Dev.: 1.01
Total Respondents: 6346
**BENCHMARKS**
Past Score: 3.72
Similar Mission: 3.58
Similar Size: 3.69
All Orgs: 3.80

---

**37. Training is made available to me so that I can do my job better.**

### 75% Agreement

| 75% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1631 | 3105 | 958 | 401 | 216 | 19 |
| Percentage: | 25.77% | 49.05% | 15.13% | 6.33% | 3.41% | 0.30% |

**SCORE:** 3.88
Std. Dev.: 0.98
Total Respondents: 6330
**BENCHMARKS**
Past Score: 3.82
Similar Mission: 3.57
Similar Size: 3.70
All Orgs: 3.80

---

**38. Training is made available to me for personal growth and development.**

### 70% Agreement

| 70% Agreement | |
|---|---|

| Response: | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know/NA |
|---|---|---|---|---|---|---|
| Respondents: | 1488 | 2964 | 1108 | 483 | 248 | 25 |
| Percentage: | 23.56% | 46.93% | 17.54% | 7.65% | 3.93% | 0.40% |

**SCORE:** 3.79
Std. Dev.: 1.02
Total Respondents: 6316
**BENCHMARKS**
Past Score: 3.71
Similar Mission: 3.36
Similar Size: 3.58
All Orgs: 3.65

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**EMPLOYEE ENGAGEMENT**
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D4

# 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

Workgroup   Strategic   Supervision   Workplace   Community   Information Systems

Internal Communication   Pay   Benefits   Employee Development   Job Satisfaction   Employee Engagement

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# Constructs and Related Items

## Workgroup
Construct Score: 390

| 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. | 4.21 | 0.83 |
| 2. In my work group, my opinions and ideas count. | 3.89 | 1.00 |
| 3. My work group regularly uses performance data to improve the quality of our work. | 3.66 | 1.01 |
| 4. In my work group, there is a real feeling of teamwork. | 3.82 | 1.07 |

## Strategic
Construct Score: 406

| 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. | 4.10 | 0.89 |
| 6. I know how my work impacts others in the organization. | 4.22 | 0.79 |
| 7. My organization develops services to match the needs of our customers/clients. | 3.94 | 0.91 |
| 8. Our organization communicates effectively with the public. | 3.82 | 0.98 |
| 9. I have a good understanding of our mission, vision, and strategic plan. | 4.24 | 0.81 |

## Supervision
Construct Score: 403

| 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. | 4.09 | 0.99 |
| 11. My supervisor recognizes outstanding work. | 3.98 | 1.03 |
| 12. I am given the opportunity to do my best work. | 4.09 | 0.93 |
| 13. My supervisor is consistent when administering policies concerning employees. | 3.90 | 1.09 |
| 14. My supervisor evaluates my performance fairly. | 4.07 | 0.95 |

## Workplace
Construct Score: 390

| 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. | 3.99 | 0.97 |
| 16. My workplace is well maintained. | 3.82 | 1.05 |
| 17. There are sufficient procedures to ensure the safety of employees in the workplace. | 3.87 | 1.01 |
| 18. I have adequate resources and equipment to do my job. | 3.90 | 0.97 |

EMPLOYEE ENGAGEMENT
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

E2

# Constructs and Related Items

## Community — Construct Score: 388

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 | 0.96 |
| 20. My organization works to attract, develop, and retain people with diverse backgrounds. | 3.85 | 0.99 |
| 21. The people I work with care about my personal well-being. | 3.91 | 0.96 |
| 22. I trust the people in my workplace. | 3.79 | 1.01 |

## Information Systems — Construct Score: 382

The information systems construct captures employees' perceptions of whether computer and communication systems prove 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. | 3.72 | 0.97 |
| 24. Our computer systems provide reliable information. | 3.86 | 0.89 |
| 25. Support is available for the technologies we use. | 3.93 | 0.85 |
| 26. Our computer systems enable me to quickly find the information I need. | 3.76 | 0.96 |

## Internal Communication — Construct Score: 369

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. | 3.76 | 0.96 |
| 28. My work atmosphere encourages open and honest communication. | 3.65 | 1.12 |
| 29. The communications I receive at work are timely and informative. | 3.66 | 1.02 |

## Pay — Construct Score: 295

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. | 2.82 | 1.20 |
| 31. Salaries are competitive with similar jobs in the community. | 2.96 | 1.19 |
| 32. I feel I am paid fairly for the work I do. | 3.07 | 1.17 |

EMPLOYEE ENGAGEMENT
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

E3

# Constructs and Related Items

## 👥 Benefits      Construct Score: 375

| 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. | 3.73 | 0.91 |
| 34. Health insurance benefits are competitive with similar jobs in the community. | 3.76 | 0.94 |
| 35. Benefits can be selected to meet individual needs. | 3.77 | 0.85 |

## 📖 Employee Development      Construct Score: 393

| 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. | 4.13 | 0.86 |
| 37. Training is made available to me so that I can do my job better. | 3.88 | 0.98 |
| 38. Training is made available to me for personal growth and development. | 3.79 | 1.02 |

## 😊 Job Satisfaction      Construct Score: 383

| 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. | 3.62 | 1.09 |
| 40. I feel free to be myself at work. | 3.70 | 1.06 |
| 41. The amount of work I am asked to do is reasonable. | 3.78 | 0.94 |
| 42. I am proud to tell people that I work for this organization. | 4.20 | 0.83 |

## ⛅ 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. | 4.22 | 0.89 |
| 44. Employees are generally ethical in my workplace. | 4.13 | 0.82 |
| 45. I believe we will use the information from this survey to improve our workplace. | 3.31 | 1.21 |
| 46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance. | 3.63 | 1.15 |
| 47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information. | 3.52 | 1.16 |
| 48. I am treated fairly in my workplace. | 3.93 | 0.93 |

E4

# Constructs and Related Items

## 🔒 Cybersecurity

| While not scored as a construct, the following two items assess the cybersecurity in which employees work. | Score | Std. Dev. |
|---|---|---|
| 49. My agency does a good job at keeping us up-to-date on cybersecurity (email and internet threats) policies and procedures. | 4.22 | 0.69 |
| 50. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack. | 4.23 | 0.67 |

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

E5

# 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, my opinions and ideas count. | 3.89 | 1.00 |
| 5. Our organization is known for the quality of work we provide. | 4.10 | 0.89 |
| 6. I know how my work impacts others in the organization. | 4.22 | 0.79 |
| 10. My supervisor provides me with a clear understanding of my work responsibilities. | 4.09 | 0.99 |
| 11. My supervisor recognizes outstanding work. | 3.98 | 1.03 |
| 12. I am given the opportunity to do my best work. | 4.09 | 0.93 |
| 14. My supervisor evaluates my performance fairly. | 4.07 | 0.95 |
| 18. I have adequate resources and equipment to do my job. | 3.90 | 0.97 |
| 21. The people I work with care about my personal well-being. | 3.91 | 0.96 |
| 22. I trust the people in my workplace. | 3.79 | 1.01 |
| 37. Training is made available to me so that I can do my job better. | 3.88 | 0.98 |
| 38. Training is made available to me for personal growth and development. | 3.79 | 1.02 |

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

E6

# Survey Customization Sheet

## Organizational Category Codes: Category 1

| | |
|---|---|
| 102 - EXEC Executive Office | 103 - CID Criminal Investigations |
| 105 - LEO Law Enforcement Operations | 107 - DLD Driver License |
| 109 - FIN Finance | 111 - ICT Intelligence & Counterterrorism |
| 113 - IT Information Technology | 115 - LES Law Enforcement Support |
| 117 - TRD Texas Ranger | 119 - RSD Regulatory Services |
| 123 - THP Texas Highway Patrol | 125 - AOD Aircraft Operations |
| 127 - CAO Chief Auditor's Office | 131 - ETR Education Training & Research |
| 132 - RDO Regional Director's Office | 136 - Homeland Security Operations |
| 137 - OGC Office of General Counsel | 139 - OIG Office of Inspector General |
| 140 - Infrastructure Operations | 141 - Human Resource Operations |
| 142 - LS Law Enforcement Services | 143 - LS Cyber Security |

## Organizational Category Codes: Category 2

| | |
|---|---|
| 201 - Commissioned | 203 - Non-Commissioned |

## Organizational Category Codes: Category 3

| | |
|---|---|
| 163 - Capitol Region | 300 - Headquarters - Region 0 |
| 301 - North Texas Region | 302 - Southeast Texas Region |
| 303 - Central Texas Region | 330 - South Texas Region |
| 340 - West Texas Region | 350 - Northwest Texas Region |

## Additional Items

1. There is someone at work that encourages my development

2. The mission/purpose of my division makes me feel my job is important.

3. I would recommend the Department to others as a good place to work

4. In the last year, I have not actively looked for employment outside the Department.

5. I have a best friend at work.

6. In the last six months, someone at work has talked to me about my progress.

7. This last year, I have had the opportunity at work to learn and grow.

8. My supervisor exemplifies the Department's motto: "Courtesy-Service-Protection."

9. We are constantly improving our services.

10. The Department is moving in the right direction.

11. Communication throughout the Department has improved.

12. The ability to communicate with department senior leadership has improved.

13. Employees have sufficient means available to suggest workplace-related ideas and change.

14. Our current values of Integrity, Teamwork, Accountability, and Excellence are on target.

15. In the last year, I have actively looked for transfer or promotional opportunities within the Department.

16. My duty-station facility a productive, safe and clean work environment that enables me to fulfull the mission and objectives of my position.

17. I am aware of the policies and avenues for reporting complaints that may fall under either OIG and/or EEO.

18. Members of my team are comfortable bringing up problems and tough issues to leadership.

19. I am empowered to identify better ways to carry out my duties or operations of my unit.

**EMPLOYEE ENGAGEMENT**
INSTITUTE FOR ORGANIZATIONAL EXCELLENCE

F1

# APPENDIX 1
## Compact with Texans

### Customer Relations Representative
The Customer Relations Representative for the Texas Department of Public Safety is: Jeoffry Williams, 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 86th General Appropriations Act
- % of original handgun licenses issued within 60 days
  - 98.1% in FY 20 and 98.1% in FY 21
- % of renewal handgun licenses issued within 60 days
  - 99.5% in FY 20 and 99.5% in FY 21
- Number of Original and Renewal handgun licenses issued
  - 403,789 in FY 20 and 484,547 in FY 21
- % of Driver License applications completed within 45 minutes
  - 75% in FY 20 and 75% in FY 21
- Number of total driver license examinations administered
  - 4,950,000 in FY 20 and 4,970,000 in FY 21

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
  - 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
  - o 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
  - o 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/DriverLicense/appointments.htm or visiting a driver license office.
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 7-10 days 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/DriverLicense/ApplyforLicense.htm

Detailed information for teen drivers can be found online at:
https://www.dps.texas.gov/DriverLicense/teenDriver.htm

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/DriverLicense/appointments.htm or visiting a driver license office.
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 7-10 days 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/DriverLicense/applyforID.htm

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/DriverLicense/appointments.htm  or visiting a driver license office.
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** that can be found online at: https://www.dps.texas.gov/internetforms/Forms/DL-60a.pdf

Commercial Driver License
Once an applicant has held their CLP for a minimum of 14 days, 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;
b. Proof of **Identity**; and
c. Proof of **Social Security Number.**
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** that can be found online at: https://www.dps.texas.gov/internetforms/Forms/DL-60a.pdf

Once the transaction has been completed, it typically takes 7-10 days 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/DriverLicense/CommercialLicense.htm

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/DriverLicense/faqs/index.htm
- Email the Customer Service Center by filling out the web form found at: 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.
- Call the Customer Service Center at 512-424-2600, Monday through Friday 7 a.m. to 5:30 p.m.
  - The anticipated response time for a call placed to the Customer Service Center is 20 minutes once the customer is in the queue to speak to a specialist.
  - Please note, the volume of calls is very high and a faster response will come from emailing the Customer Service Center.

**<u>Regulatory Services Customer Information</u>**

DPS is charged with administering the following regulatory programs: Capitol Access Pass, Compassionate Use, Handgun Licensing, Ignition Interlock Device, Metal Recycling, Private Security, and Vehicle Inspection.

<u>Capitol Access Pass</u>

The Capitol 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 for entry into the Capitol at one of the main entrances.

To apply for a CAP, an applicant must complete an online application at www.Texas.gov/CAP 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); and
- Pay a fee: $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: https://www.dps.texas.gov/RSD/CAP/eligibility.htm

For questions about the Capitol Access Pass customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/default.aspx
  - 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 8 minutes on average depending on call volumes.

Compassionate Use Program

DPS licenses dispensing organizations to cultivate, process, and dispense low-THC cannabis to prescribed patients and registers their directors, managers, and employees.

Low-THC cannabis may be prescribed if:
- The patient is a permanent resident of Texas;
- The patient is diagnosed with epilepsy, a seizure disorder, multiple sclerosis, spasticity, amyotrophic lateral sclerosis, autism, terminal cancer, or an incurable neurodegenerative disease; and
- The qualified physician determines the risk of the medical use of low-THC cannabis by a patient is reasonable in light of the potential benefit.

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;
- Terminal cancer; and
- Incurable neurodegenerative diseases.

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: https://www.dps.texas.gov/rsd/CUP/index.htm

For questions about the Compassionate Use Program customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/CUP.aspx
  - 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 8 minutes on average depending on call volumes.

Handgun Licensing

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 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 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 license to carry a handgun. 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).
- 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; and
- 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: https://www.dps.texas.gov/RSD/LTC/index.htm

For questions about the Handgun Licensing Program customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/ltc.aspx
  - The anticipated time for a response submitted by the web is immediate for most questions or up to 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 8 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

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. 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; and
- 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; and
    (3) All requests for additional information have been satisfied.

Detailed information about the Ignition Interlock Device program can be found at: https://www.dps.texas.gov/RSD/IgnitionInterlock/index.htm

For questions about the Ignition Interlock Device Program customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/default.aspx
  - 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 8 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, and taking disciplinary action against licensees or 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 will need:

- To submit a complete application with payment online.
- Company Name and Address information, which includes:
  - Corporate Name (if any)
  - Assumed Name or DBA (if any)

- o Ownership Type Information (sole proprietor, corporation, partnership, LLC., or LLP.)
- o Percentage of Ownership held by owners
- o Identify Corporate Officer(s) of the business (if any)
- o 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.
  - o Guard Company: 3 years accumulated employment experience in the field, with 1 year of experience in a managerial or supervisory position.
  - o Security Contractor Company (other than Guard Company): 2 consecutive years of full-time employment in each category of license that is sought.
  - o Investigation Company: 3 consecutive years of investigation related experience, however various alternative educational and training substitutions are available.
  - o Locksmith Company: 2 consecutive years of full-time locksmith-related experience, however various alternative educational and training substitutions are available.
  - o 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 from 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's Office.
- The Certificate of insurance or other documentary evidence of a general liability insurance policy meeting minimum requirements.
- 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, Business Owner(s) must not have a <u>disqualifying criminal history record</u>.

To be eligible to be considered for an Individual Private Security license an applicant will need:

- To submit a complete application with payment online.
- Provide:
    - First Name
    - Last Name
    - Date of Birth
    - Home Address
    - Electronic submission of <u>fingerprints</u>
    - Social Security Number
    - Demographic Information
    - Unique Email Address
    - Government Issued Driver License or Identification Card
- To meet any of the required <u>training</u> or <u>experience</u> 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 <u>fingerprint</u> 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 <u>disqualifying criminal history record</u> 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: https://www.dps.texas.gov/rsd/psb/index.htm


For questions about the Private Security Program customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/psb.aspx
    - 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

- o The anticipated time for a response submitted by phone is immediate to within 8 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
  - o 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; and
- 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:
https://www.dps.texas.gov/RSD/TexasMetalsProgram/index.htm

For questions about the Texas Metals Program customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/tmp.aspx
  - o 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 8 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

Vehicles registered in Texas are required to pass an annual inspection to ensure compliance with safety standards. While safety inspections are required throughout the state, emissions testing is required of vehicles inspected in **17 Texas counties** to comply with federally mandated clean air requirements. 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; and
  > (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; and
  > (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: https://www.dps.texas.gov/rsd/vi/index.htm

For questions about the Vehicle Inspection Program customers can:
- Fill out the web form found at: https://www.dps.texas.gov/rsd/contact/VI.aspx
    - 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 8 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.

**INSTITUTE FOR ORGANIZATIONAL EXCELLENCE**

**The University of Texas at Austin**

# Texas Department of Public Safety
# Driver License Division

Customer Service Assessment

June 2019 - August 2019

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# 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) 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, 2A, 2B, 3, 4, 5, 6A, 6B).

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 the last year.  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.

# EXECUTIVE SUMMARY (cont'd)

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.

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# 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.

The <u>STAFF</u> 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 <u>FAIRNESS</u> with which customers are treated is also important. <u>TIME</u> 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 <u>PROCESSES</u> can lead to customer satisfaction. <u>TRUST</u> emerges from the organization's culture and values, and its ability to accomplish its mission. <u>OUTCOME</u> 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 <u>OVERALL</u> perception of satisfaction was the final driver evaluated in this study.

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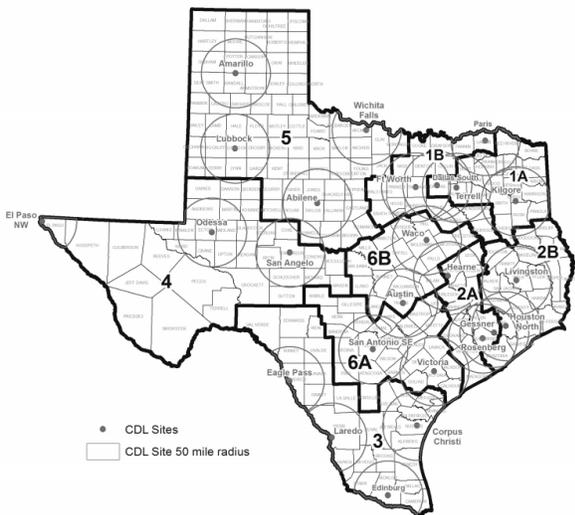
# STATEWIDE: DEMOGRAPHICS

## Rate of Response

|  | Sep18 - Nov18 | Dec18 - Feb19 | Mar19 - May19 | Jun19 - Aug19 |
|---|---|---|---|---|
| **Estimated # of Participants** | 15000 | 15000 | 15000 | 15000 |
| **Total # of Responses** | 2985 | 2244 | 1960 | 3294 |
| **Rate of Response** | 19.9% | 14% | 13% | 22% |

## Gender

The data below show the gender breakdown of participants: male, female, and those who indicated that they preferred not to answer.



|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 1383 | 46.6% | 1040 | 46.7% | 947 | 48.6% | 1417 | 43.3% |
| **Female** | 1504 | 50.7% | 1116 | 50.1% | 929 | 47.6% | 1732 | 53.0% |
| **Prefer Not to Answer** | 82 | 2.8% | 70 | 3.1% | 74 | 3.8% | 122 | 3.7% |
| **# Responses** | 2969 | 100.0% | 2226 | 100.0% | 1950 | 100.0% | 3271 | 100.0% |

## 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.
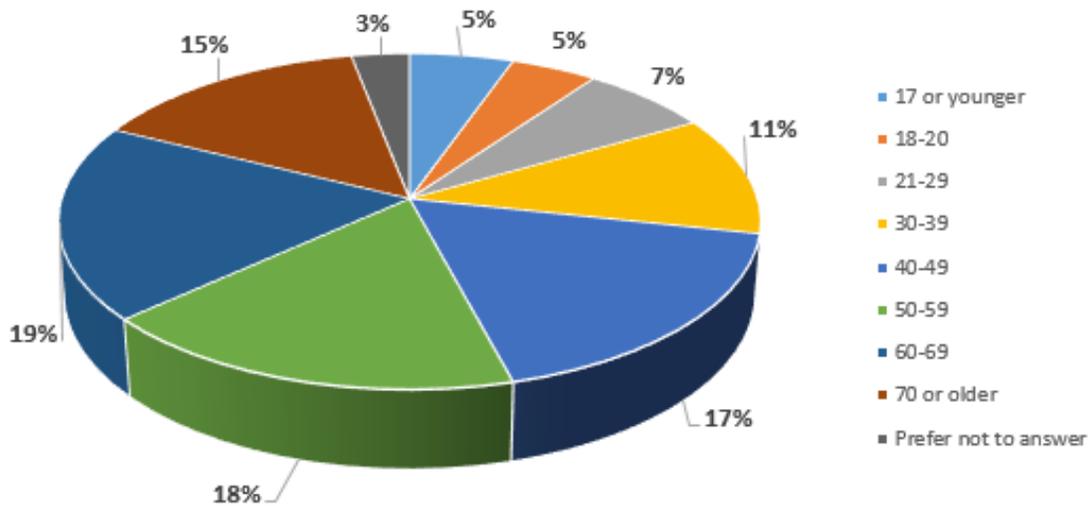


|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 101 | 3.4% | 74 | 3.3% | 72 | 3.7% | 179 | 5.4% |
| **18-20** | 100 | 3.4% | 75 | 3.3% | 65 | 3.3% | 149 | 4.5% |
| **21-29** | 237 | 8.0% | 139 | 6.2% | 116 | 5.9% | 225 | 6.8% |
| **30-39** | 426 | 14.3% | 281 | 12.6% | 240 | 12.3% | 378 | 11.5% |
| **40-49** | 454 | 15.2% | 310 | 13.8% | 319 | 16.3% | 576 | 17.5% |
| **50-59** | 525 | 17.6% | 425 | 19.0% | 344 | 17.6% | 577 | 17.5% |
| **60-69** | 585 | 19.6% | 471 | 21.0% | 401 | 20.5% | 621 | 18.9% |
| **70 or older** | 478 | 16.0% | 394 | 17.6% | 344 | 17.6% | 483 | 14.7% |
| **Prefer not to answer** | 74 | 2.5% | 70 | 3.1% | 57 | 2.9% | 100 | 3.0% |
| **# Responses** | 2980 | 100.0% | 2239 | 100.0% | 1958 | 100.0% | 3288 | 100.0% |

## 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.
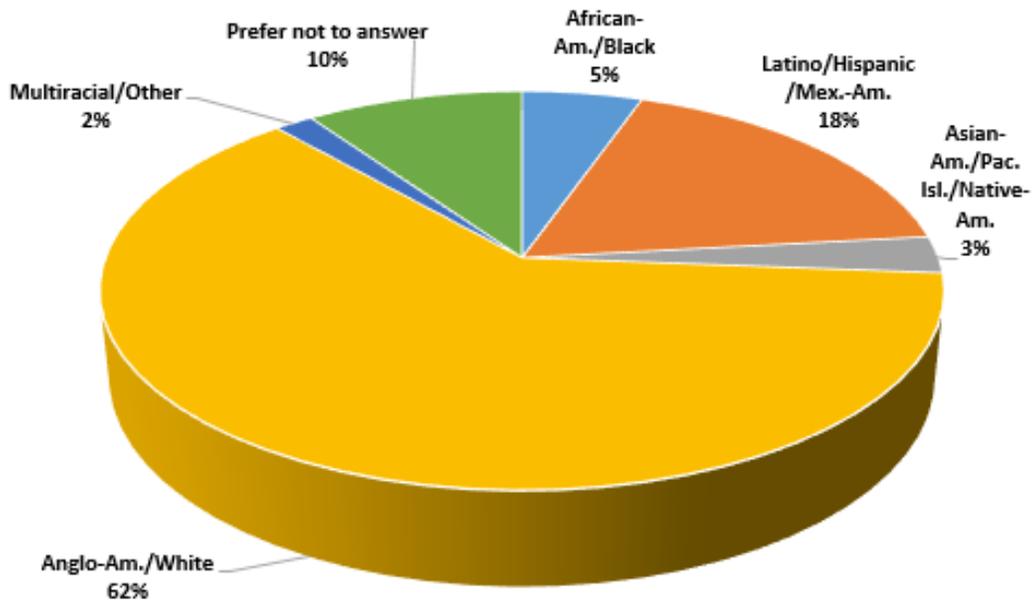


|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 161 | 5.4% | 103 | 4.6% | 83 | 4.2% | 177 | 5.4% |
| Latino/Hispanic/Mex.-Am. | 460 | 15.5% | 359 | 16.1% | 330 | 16.9% | 585 | 17.8% |
| Asian-Am./Pac. Isl./Native-Am. | 111 | 3.7% | 91 | 4.1% | 76 | 3.9% | 98 | 3.0% |
| Anglo-Am./White | 1906 | 64.0% | 1444 | 64.8% | 1257 | 64.4% | 2041 | 62.3% |
| Multiracial/Other | 55 | 1.8% | 47 | 2.1% | 32 | 1.6% | 57 | 1.7% |
| Prefer not to answer | 283 | 9.5% | 185 | 8.3% | 175 | 9.0% | 320 | 9.8% |
| # Responses | 2976 | 100.0% | 2229 | 100.0% | 1953 | 100.0% | 3278 | 100.0% |

# 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.
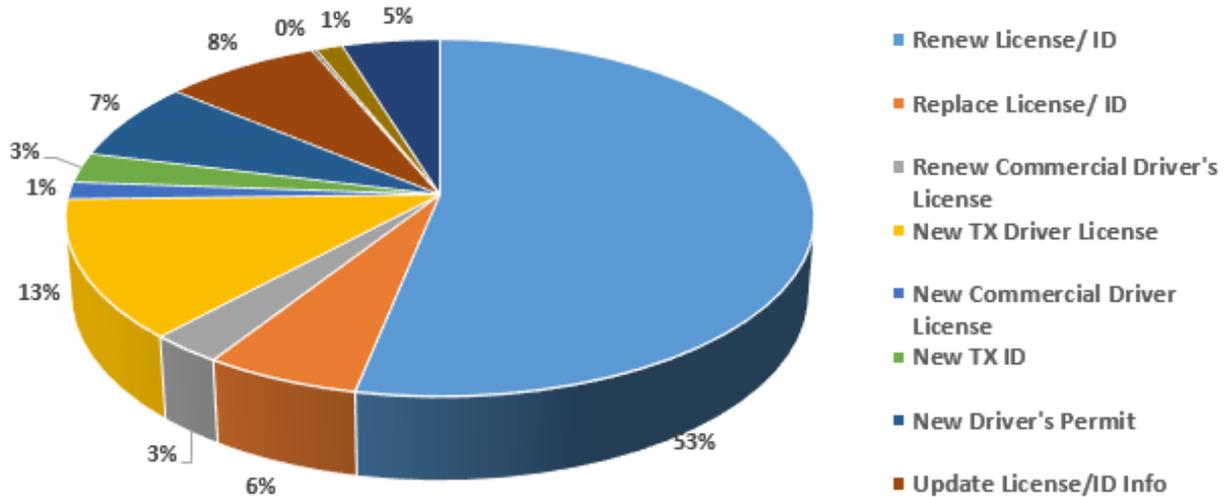


## What did you come in for?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 1548 | 52.0% | 1224 | 55.0% | 1069 | 54.8% | 1743 | 53.2% |
| Replace License/ID | 254 | 8.5% | 155 | 7.0% | 128 | 6.6% | 195 | 6.0% |
| Renew CDL | 83 | 2.8% | 67 | 3.0% | 51 | 2.6% | 91 | 2.8% |
| New TX Driver License | 429 | 14.4% | 308 | 13.8% | 263 | 13.5% | 415 | 12.7% |
| New CDL | 58 | 1.9% | 30 | 1.3% | 32 | 1.6% | 51 | 1.6% |
| New TX ID | 51 | 1.7% | 32 | 1.4% | 31 | 1.6% | 89 | 2.7% |
| New Driver Permit | 108 | 3.6% | 78 | 3.5% | 86 | 4.4% | 234 | 7.1% |
| Update License/ID Info | 264 | 8.9% | 199 | 8.9% | 156 | 8.0% | 252 | 7.7% |
| I Needed Assistance | 8 | 0.3% | 5 | 0.2% | 4 | 0.2% | 7 | 0.2% |
| Update License/ID Photo | 40 | 1.3% | 37 | 1.7% | 32 | 1.6% | 43 | 1.3% |
| Other | 133 | 4.5% | 91 | 4.1% | 99 | 5.1% | 157 | 4.8% |
| # Responses | 2976 | 100.0% | 2226 | 100.0% | 1951 | 100.0% | 3277 | 100.0% |

# 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.



11%

9%

11%

43%

12%

6%

8%

■ 0-5  ■ 10  ■ 15  ■ 30  ■ 45  ■ 60  ■ Longer than 60
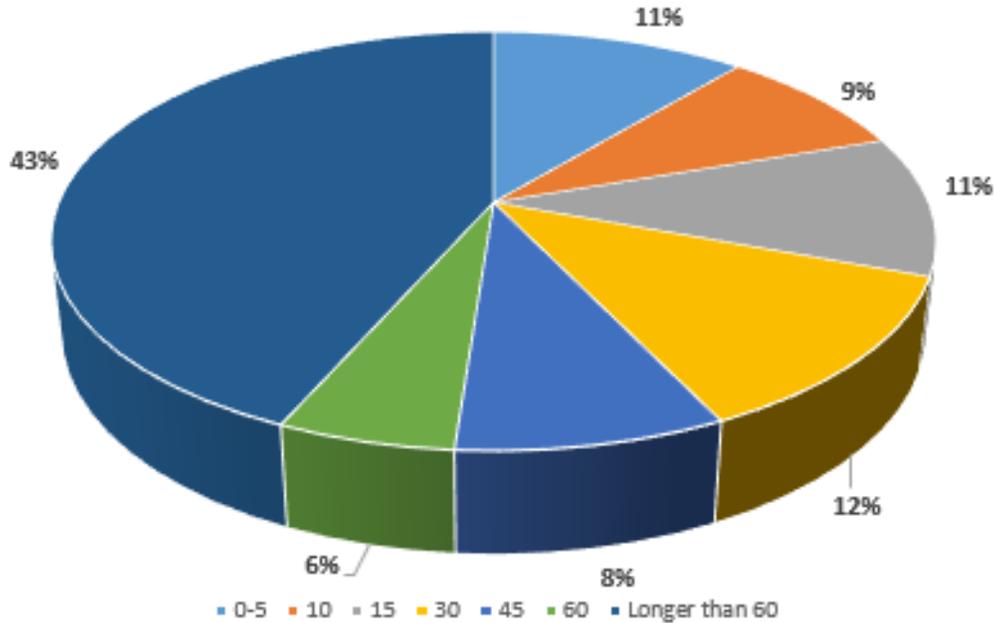
## Once you arrived at the office, how long did you wait (minutes)?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **0-5** | 501 | 16.8% | 341 | 15.3% | 338 | 17.3% | 364 | 11.1% |
| **10** | 346 | 11.6% | 218 | 9.7% | 234 | 12.0% | 285 | 8.7% |
| **15** | 383 | 12.9% | 264 | 11.8% | 302 | 15.4% | 356 | 10.8% |
| **30** | 422 | 14.2% | 338 | 15.1% | 292 | 14.9% | 401 | 12.2% |
| **45** | 242 | 8.1% | 186 | 8.3% | 166 | 8.5% | 274 | 8.3% |
| **60** | 170 | 5.7% | 110 | 4.9% | 117 | 6.0% | 180 | 5.5% |
| **Longer than 60** | 912 | 30.6% | 779 | 34.8% | 506 | 25.9% | 1423 | 43.3% |
| **# Responses** | 2976 | 100.0% | 2236 | 100.0% | 1955 | 100.0% | 3283 | 100.0% |

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# 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 Period 1 (September 2018 – November 2018), Period 2 (December 2018 – February 2019), Period 3 (March 2019 – May 2019), and Period 4 (June 2019 – July 2019).

## Key Findings

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◊   The item that participants scored the highest was "I received what I needed from my visit," at 4.39.

◊   The item that participants scored the lowest was "My wait time was reasonable,"  at 2.99.

◊   63.3% of participants described their overall experience as "Excellent" or "Good."

◊   56.7% of participants waited an hour or less.

◊   59.2% of participants came to the driver license office to renew or replace their license/ID.

◊   85.2% 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.



Legend: Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

| Driver | Strongly Agree |
| --- | --- |
| Staff | 50.9% |
| Wait time | 27.0% |
| Outcome | 55.8% |
| Trust | 44.5% |
| Fairness | 54.5% |
| Process | 38.5% |
| Overall | 37.9% |
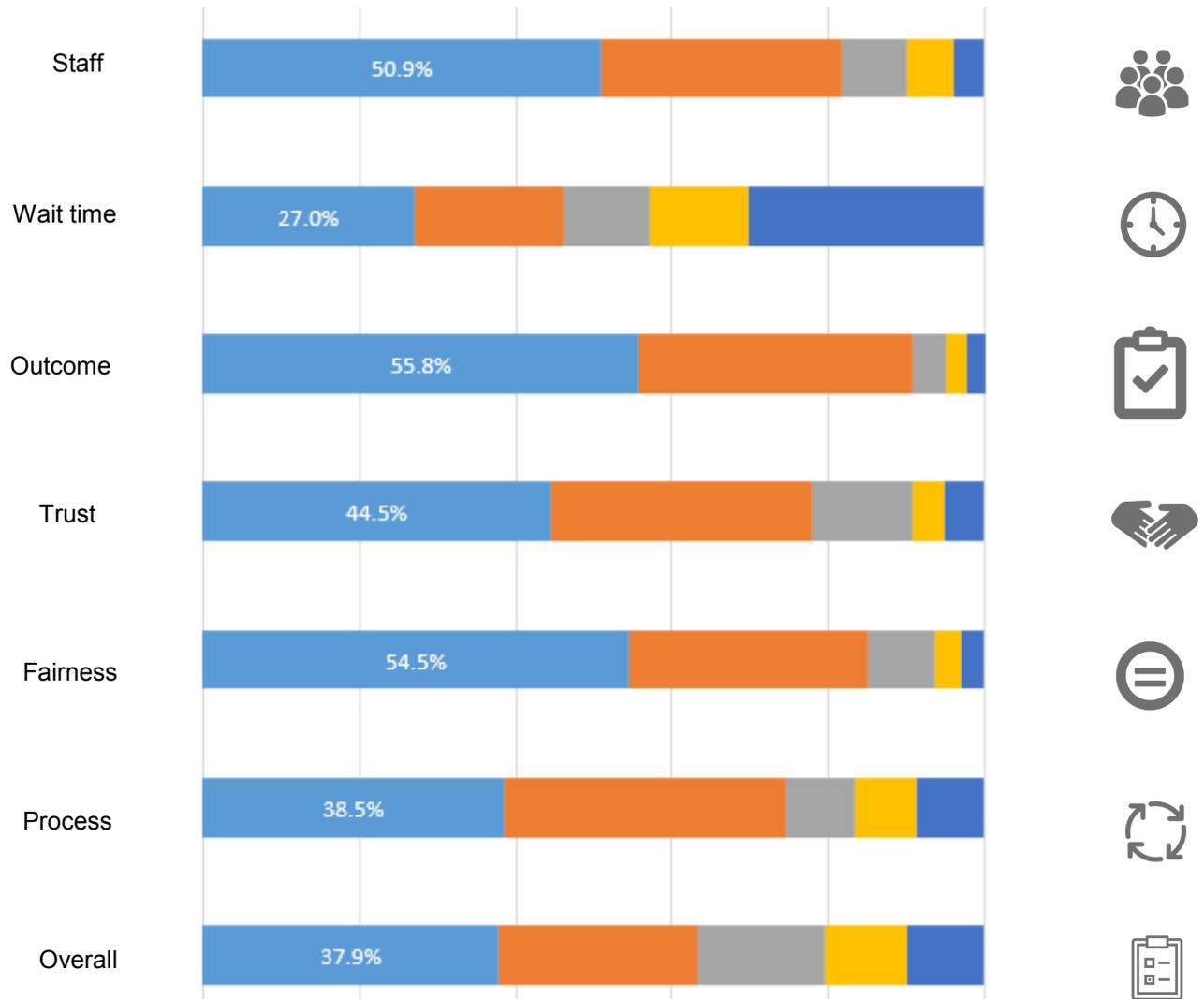
# STATEWIDE: ITEM ANALYSIS

## Overall, how was your experience?

| | | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|---|
| 😀 | **Excellent** | 1428 | 48.0% | 1042 | 46.6% | 1006 | 51.5% | 1245 | 37.9% |
| 🙂 | **Good** | 737 | 24.8% | 560 | 25.1% | 475 | 24.3% | 834 | 25.4% |
| 😐 | **Fair** | 400 | 13.4% | 291 | 13.0% | 243 | 12.4% | 539 | 16.4% |
| 🙁 | **Poor** | 208 | 7.0% | 152 | 6.8% | 130 | 6.7% | 346 | 10.5% |
| 😠 | **Very Poor** | 202 | 6.8% | 189 | 8.5% | 99 | 5.1% | 322 | 9.8% |
| | **Average** | 4.00 | | 3.95 | | 4.11 | | 3.71 | |

# STATEWIDE: ITEM ANALYSIS

## My wait time was reasonable.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 1063 | 35.9% | 775 | 34.9% | 772 | 39.6% | 882 | 27.0% |
| Agree | 640 | 21.6% | 427 | 19.2% | 452 | 23.2% | 627 | 19.2% |
| Neutral | 335 | 11.3% | 254 | 11.4% | 200 | 10.3% | 358 | 10.9% |
| Disagree | 303 | 10.2% | 231 | 10.4% | 180 | 9.2% | 413 | 12.6% |
| Strongly Disagree | 621 | 21.0% | 535 | 24.1% | 345 | 17.7% | 990 | 30.3% |
| Statewide Average | 3.41 | | 3.30 | | 3.58 | | 2.99 | |

## I received what I needed from my visit.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 1818 | 61.4% | 1382 | 62.1% | 1269 | 65.3% | 1823 | 55.8% |
| Agree | 942 | 31.8% | 713 | 32.1% | 566 | 29.1% | 1146 | 35.1% |
| Neutral | 99 | 3.3% | 59 | 2.7% | 48 | 2.5% | 135 | 4.1% |
| Disagree | 55 | 1.9% | 26 | 1.2% | 23 | 1.2% | 87 | 2.7% |
| Strongly Disagree | 45 | 1.5% | 44 | 2.0% | 36 | 1.9% | 78 | 2.4% |
| Statewide Average | 4.50 | | 4.51 | | 4.55 | | 4.39 | |

# STATEWIDE: ITEM ANALYSIS

## I trust the Texas Driver License Division to do a good job.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 1499 | 51.0% | 1166 | 52.6% | 1079 | 55.5% | 1449 | 44.5% |
| Agree | 941 | 32.0% | 705 | 31.8% | 576 | 29.6% | 1091 | 33.5% |
| Neutral | 300 | 10.2% | 188 | 8.5% | 184 | 9.5% | 418 | 12.8% |
| Disagree | 98 | 3.3% | 79 | 3.6% | 52 | 2.7% | 129 | 4.0% |
| Strongly Disagree | 103 | 3.5% | 77 | 3.5% | 54 | 2.8% | 170 | 5.2% |
| Statewide Average | 4.24 | | 4.27 | | 4.32 | | 4.08 | |

## I was treated fairly.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 1723 | 57.9% | 1320 | 59.2% | 1234 | 63.3% | 1783 | 54.5% |
| Agree | 870 | 29.2% | 644 | 28.9% | 520 | 26.7% | 1005 | 30.7% |
| Neutral | 226 | 7.6% | 147 | 6.6% | 126 | 6.5% | 274 | 8.4% |
| Disagree | 78 | 2.6% | 58 | 2.6% | 34 | 1.7% | 112 | 3.4% |
| Strongly Disagree | 79 | 2.7% | 60 | 2.7% | 35 | 1.8% | 98 | 3.0% |
| Statewide Average | 4.37 | | 4.39 | | 4.48 | | 4.30 | |

# STATEWIDE: ITEM ANALYSIS

## ⟳ The process to receive my service was easy.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 1390 | 47.0% | 1020 | 45.9% | 989 | 50.8% | 1254 | 38.5% |
| **Agree** | 1036 | 35.0% | 806 | 36.3% | 686 | 35.3% | 1175 | 36.1% |
| **Neutral** | 259 | 8.8% | 163 | 7.3% | 118 | 6.1% | 288 | 8.9% |
| **Disagree** | 142 | 4.8% | 102 | 4.6% | 73 | 3.8% | 257 | 7.9% |
| **Strongly Disagree** | 133 | 4.5% | 129 | 5.8% | 79 | 4.1% | 279 | 8.6% |
| **Statewide Average** | 4.15 | | 4.12 | | 4.25 | | 3.88 | |

## ⟳ If respondent expressed dissatisfaction with process, these reasons were selected:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 92 | 14.2% | 76 | 15.5% | 52 | 16.0% | 148 | 13.5% |
| **Understanding the process at the office.** | 176 | 27.1% | 129 | 26.4% | 95 | 29.1% | 280 | 25.6% |
| **Scheduling an appointment for additional services on site.** | 44 | 6.8% | 26 | 5.3% | 16 | 4.9% | 59 | 5.4% |
| **I could not find the information on the website.** | 49 | 7.5% | 28 | 5.7% | 16 | 4.9% | 94 | 8.6% |
| **The steps I needed to take, as provided on the website, were not clear.** | 64 | 9.8% | 38 | 7.8% | 29 | 8.9% | 122 | 11.2% |
| **I had problems scheduling an appointment for the service on the website.** | 65 | 10.0% | 61 | 12.5% | 37 | 11.3% | 123 | 11.2% |
| **Website did not properly function** | 40 | 6.2% | 26 | 5.3% | 14 | 4.3% | 79 | 7.2% |
| **Other** | 120 | 18.5% | 105 | 21.5% | 67 | 20.6% | 189 | 17.3% |

# STATEWIDE: ITEM ANALYSIS

**Staff were professional, knowledgeable and friendly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 1634 | 54.9% | 1263 | 56.6% | 1159 | 59.5% | 1665 | 50.9% |
| **Agree** | 824 | 27.7% | 636 | 28.5% | 521 | 26.8% | 1009 | 30.8% |
| **Neutral** | 269 | 9.0% | 160 | 7.2% | 147 | 7.6% | 271 | 8.3% |
| **Disagree** | 125 | 4.2% | 85 | 3.8% | 69 | 3.5% | 201 | 6.1% |
| **Strongly Disagree** | 122 | 4.1% | 87 | 3.9% | 51 | 2.6% | 126 | 3.9% |
| **Statewide Average** | 4.25 | | 4.30 | | 4.37 | | 4.19 | |

**If respondent expressed dissatisfaction with the staff, these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Staff were unprofessional.** | 102 | 16.9% | 89 | 21.0% | 55 | 16.6% | 147 | 20.2% |
| **Staff did not address my concerns.** | 51 | 8.5% | 45 | 10.6% | 24 | 7.3% | 58 | 8.0% |
| **Staff were not friendly.** | 276 | 45.8% | 177 | 41.7% | 154 | 46.5% | 324 | 44.4% |
| **Staff were unable to answer my questions.** | 45 | 7.5% | 25 | 5.9% | 26 | 7.9% | 52 | 7.1% |
| **Language barrier.** | 10 | 1.7% | 1 | 0.2% | 3 | 0.9% | 7 | 1.0% |
| **Other** | 119 | 19.7% | 87 | 20.5% | 69 | 20.8% | 141 | 19.3% |

# 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

◊ 35.5% of those obtaining a new driver license strongly agreed that the preparation materials were clear and helpful.

◊ 73.5% of participants were satisfied with the scheduling process, but 11% strongly disagreed that it was easy to schedule their exam and appointment.

◊ 51.9% 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?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Driving School** | 54 | 12.5% | 44 | 14.1% | 40 | 14.5% | 52 | 12.2% |
| **Parent-Taught** | 77 | 17.8% | 65 | 20.8% | 64 | 23.2% | 119 | 27.9% |
| **Self-Taught** | 70 | 16.2% | 39 | 12.5% | 40 | 14.5% | 46 | 10.8% |
| **No Exam** | 25 | 5.8% | 12 | 3.8% | 12 | 4.3% | 22 | 5.2% |
| **Other** | 207 | 47.8% | 152 | 48.7% | 120 | 43.5% | 187 | 43.9% |

## The preparation materials were clear and helpful.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 119 | 41.3% | 82 | 40.6% | 79 | 40.9% | 103 | 35.5% |
| **Agree** | 109 | 37.8% | 76 | 37.6% | 76 | 39.4% | 125 | 43.1% |
| **Neutral** | 40 | 13.9% | 25 | 12.4% | 23 | 11.9% | 27 | 9.3% |
| **Disagree** | 12 | 4.2% | 11 | 5.4% | 9 | 4.7% | 21 | 7.2% |
| **Strongly Disagree** | 8 | 2.8% | 8 | 4.0% | 6 | 3.1% | 14 | 4.8% |
| **Statewide Average** | 4.11 | | 4.05 | | 4.10 | | 3.97 | |

# NEW DRIVER LICENSE ANALYSIS

## I understood the requirements.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 157 | 44.6% | 110 | 44.4% | 109 | 47.8% | 150 | 43.1% |
| Agree | 132 | 37.5% | 94 | 37.9% | 91 | 39.9% | 129 | 37.1% |
| Neutral | 33 | 9.4% | 17 | 6.9% | 7 | 3.1% | 31 | 8.9% |
| Disagree | 24 | 6.8% | 20 | 8.1% | 13 | 5.7% | 23 | 6.6% |
| Strongly Disagree | 6 | 1.7% | 7 | 2.8% | 8 | 3.5% | 15 | 4.3% |
| Statewide Average | 4.16 | | 4.13 | | 4.23 | | 4.08 | |

## It was easy to schedule the exam by appointment.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 87 | 43.3% | 67 | 46.2% | 77 | 54.6% | 86 | 43.0% |
| Agree | 48 | 23.9% | 35 | 24.1% | 37 | 26.2% | 61 | 30.5% |
| Neutral | 19 | 9.5% | 12 | 8.3% | 7 | 5.0% | 10 | 5.0% |
| Disagree | 21 | 10.4% | 19 | 13.1% | 7 | 5.0% | 21 | 10.5% |
| Strongly Disagree | 26 | 12.9% | 12 | 8.3% | 13 | 9.2% | 22 | 11.0% |
| Statewide Average | 3.74 | | 3.87 | | 4.12 | | 3.84 | |

# NEW DRIVER LICENSE ANALYSIS

**Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.**

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 98 | 56.3% | 67 | 54.0% | 70 | 55.1% | 96 | 51.9% |
| **Agree** | 49 | 28.2% | 39 | 31.5% | 35 | 27.6% | 64 | 34.6% |
| **Neutral** | 16 | 9.2% | 10 | 8.1% | 10 | 7.9% | 13 | 7.0% |
| **Disagree** | 8 | 4.6% | 0 | 0.0% | 5 | 3.9% | 8 | 4.3% |
| **Strongly Disagree** | 3 | 1.7% | 8 | 6.5% | 7 | 5.5% | 4 | 2.2% |
| **Statewide Average** | 4.33 | | 4.27 | | 4.23 | | 4.30 | |

# 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

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

◊   29.2% of participants drove less than 25 miles to obtain their Commercial Driver License.

◊   The item that scored highest among the CDL participants was "I understood the requirements" with an average of 4.13, and the items that scored lowest was "The time I waited to take my skills exam after making the appointment was reasonable" with an average of 3.85.

◊   75.6% agreed the time waited to take the skills exam after making the appointment was reasonable, but 9.8% 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?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Driving school or college program | 18 | 31% | 5 | 17% | 8 | 23% | 15 | 29% |
| Self-Taught | 27 | 46% | 17 | 57% | 15 | 43% | 23 | 44% |
| Training program through work | 11 | 19% | 7 | 23% | 9 | 26% | 7 | 13% |
| Other | 3 | 5% | 1 | 3% | 3 | 9% | 7 | 13% |

## The preparation materials were clear and helpful.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 16 | 28.6% | 4 | 12.9% | 10 | 32.3% | 20 | 39.2% |
| Agree | 30 | 53.6% | 16 | 51.6% | 12 | 38.7% | 19 | 37.3% |
| Neutral | 4 | 7.1% | 3 | 9.7% | 1 | 3.2% | 4 | 7.8% |
| Disagree | 3 | 5.4% | 6 | 19.4% | 4 | 12.9% | 4 | 7.8% |
| Strongly Disagree | 3 | 5.4% | 2 | 6.5% | 4 | 12.9% | 4 | 7.8% |
| Statewide Average | 3.95 | | 3.45 | | 3.65 | | 3.92 | |

# COMMERCIAL DRIVER LICENSE ANALYSIS

## I understood the requirements.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 20 | 35.1% | 12 | 38.7% | 12 | 36.4% | 24 | 45.3% |
| Agree | 29 | 50.9% | 13 | 41.9% | 11 | 33.3% | 20 | 37.7% |
| Neutral | 2 | 3.5% | 0 | 0.0% | 1 | 3.0% | 4 | 7.5% |
| Disagree | 2 | 3.5% | 6 | 19.4% | 2 | 6.1% | 2 | 3.8% |
| Strongly Disagree | 4 | 7.0% | 0 | 0.0% | 7 | 21.2% | 3 | 5.7% |
| Statewide Average | 4.04 | | 4 | | 3.58 | | 4.13 | |

## It was easy to schedule the exam by appointment.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 15 | 30.6% | 8 | 32.0% | 11 | 37.9% | 19 | 44.2% |
| Agree | 13 | 26.5% | 10 | 40.0% | 7 | 24.1% | 17 | 39.5% |
| Neutral | 4 | 8.2% | 1 | 4.0% | 4 | 13.8% | 2 | 4.7% |
| Disagree | 7 | 14.3% | 5 | 20.0% | 6 | 20.7% | 2 | 4.7% |
| Strongly Disagree | 10 | 20.4% | 1 | 4.0% | 1 | 3.4% | 3 | 7.0% |
| Statewide Average | 3.33 | | 3.76 | | 3.72 | | 4.09 | |

# COMMERCIAL DRIVER LICENSE ANALYSIS

**Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 20 | 43.5% | 6 | 27.3% | 15 | 55.6% | 23 | 57.5% |
| **Agree** | 8 | 17.4% | 8 | 36.4% | 2 | 7.4% | 7 | 17.5% |
| **Neutral** | 3 | 6.5% | 2 | 9.1% | 3 | 11.1% | 1 | 2.5% |
| **Disagree** | 5 | 10.9% | 2 | 9.1% | 2 | 7.4% | 5 | 12.5% |
| **Strongly Disagree** | 10 | 21.7% | 4 | 18.2% | 5 | 18.5% | 4 | 10.0% |
| **Statewide Average** | 3.5 | | 3.45 | | 3.74 | | 4 | |

**The time I waited to take my skills exam after making the appointment was reasonable.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 12 | 26.1% | 5 | 21.7% | 13 | 46.4% | 15 | 36.6% |
| **Agree** | 12 | 26.1% | 8 | 34.8% | 5 | 17.9% | 16 | 39.0% |
| **Neutral** | 4 | 8.7% | 1 | 4.3% | 2 | 7.1% | 3 | 7.3% |
| **Disagree** | 5 | 10.9% | 7 | 30.4% | 3 | 10.7% | 3 | 7.3% |
| **Strongly Disagree** | 13 | 28.3% | 2 | 8.7% | 5 | 17.9% | 4 | 9.8% |
| **Statewide Average** | 3.11 | | 3.30 | | 3.64 | | 3.85 | |

# COMMERCIAL DRIVER LICENSE ANALYSIS

**Approximately how many miles (round-trip) did you travel to take the CDL exam?**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **0-25** | 16 | 29.6% | 10 | 38.5% | 10 | 31.3% | 14 | 29.2% |
| **26-50** | 15 | 27.8% | 3 | 11.5% | 11 | 34.4% | 18 | 37.5% |
| **51-75** | 6 | 11.1% | 6 | 23.1% | 3 | 9.4% | 1 | 2.1% |
| **75+** | 17 | 31.5% | 7 | 26.9% | 8 | 25.0% | 15 | 31.3% |

# 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?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Received a letter indicating I had to go in person | 678 | 34.0% | 856 | 45.1% | 695 | 42.0% | 1197 | 43.7% |
| No internet access | 21 | 1.1% | 21 | 1.1% | 12 | 0.7% | 27 | 1.0% |
| Prefer to complete in person | 247 | 12.4% | 224 | 11.8% | 204 | 12.3% | 264 | 9.6% |
| I did not know if the service was available online | 117 | 5.9% | 87 | 4.6% | 74 | 4.5% | 106 | 3.9% |
| I do not provide personal information online | 24 | 1.2% | 24 | 1.3% | 22 | 1.3% | 33 | 1.2% |
| Website was difficult to use | 22 | 1.1% | 26 | 1.4% | 27 | 1.6% | 41 | 1.5% |
| My issue was not addressed on the website | 86 | 4.3% | 65 | 3.4% | 67 | 4.0% | 116 | 4.2% |
| I'm from out of state | 62 | 3.1% | 20 | 1.1% | 25 | 1.5% | 42 | 1.5% |
| I was 18 years or younger | 38 | 1.9% | 25 | 1.3% | 19 | 1.1% | 66 | 2.4% |
| I needed a new photo | 175 | 8.8% | 123 | 6.5% | 121 | 7.3% | 183 | 6.7% |
| Replacing lost or damaged License/ID | 113 | 5.7% | 74 | 3.9% | 54 | 3.3% | 100 | 3.6% |
| Needed an eye exam | 47 | 2.4% | 42 | 2.2% | 49 | 3.0% | 54 | 2.0% |
| Updating personal information | 196 | 9.8% | 149 | 7.9% | 132 | 8.0% | 230 | 8.4% |
| My License/ID was lost or stolen | 55 | 2.8% | 41 | 2.2% | 39 | 2.4% | 52 | 1.9% |
| Other | 116 | 5.8% | 120 | 6.3% | 116 | 7.0% | 231 | 8.4% |
| Total Responses | 1997 | | 1897 | | 1656 | | 2742 | |

# DIGITAL DRIVER LICENSE PILOT

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

## How to read this report.

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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

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

◊ 55.2% of participants were interested in having a digital driver license in addition to their hard copy license

◊ 27.7% of participants strongly agreed that they would be confident in the security of having a digital driver license, but 14.3% strongly disagreed that they would be confident in the security of having a digital driver license

◊ 14.9% of participants strongly agreed that they would be willing to pay an extra fee for a digital driver license, but 29.3% 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.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 957 | 34.6% | 701 | 33.8% | 673 | 37.1% | 1067 | 34.8% |
| Agree | 586 | 21.2% | 393 | 18.9% | 333 | 18.4% | 627 | 20.4% |
| Neutral | 621 | 22.5% | 513 | 24.7% | 407 | 22.5% | 697 | 22.7% |
| Disagree | 336 | 12.1% | 241 | 11.6% | 195 | 10.8% | 344 | 11.2% |
| Strongly Disagree | 266 | 9.6% | 226 | 10.9% | 204 | 11.3% | 335 | 10.9% |
| Statewide Average | 3.59 | | 3.53 | | 3.59 | | 3.57 | |

**I would be confident in the security of having a digital driver license (on my mobile device).**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 749 | 27.0% | 540 | 26.0% | 551 | 30.3% | 854 | 27.7% |
| Agree | 574 | 20.7% | 383 | 18.5% | 339 | 18.7% | 591 | 19.2% |
| Neutral | 672 | 24.3% | 539 | 26.0% | 412 | 22.7% | 749 | 24.3% |
| Disagree | 437 | 15.8% | 313 | 15.1% | 252 | 13.9% | 447 | 14.5% |
| Strongly Disagree | 338 | 12.2% | 300 | 14.5% | 262 | 14.4% | 442 | 14.3% |
| Statewide Average | 3.35 | | 3.27 | | 3.37 | | 3.31 | |

# DIGITAL DRIVER LICENSE PILOT

**I would be willing to pay an extra fee for a digital driver license.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 412 | 14.8% | 328 | 15.7% | 293 | 16.3% | 459 | 14.9% |
| **Agree** | 325 | 11.7% | 236 | 11.3% | 236 | 13.1% | 360 | 11.7% |
| **Neutral** | 578 | 20.8% | 408 | 19.6% | 346 | 19.2% | 672 | 21.8% |
| **Disagree** | 701 | 25.2% | 486 | 23.3% | 407 | 22.6% | 684 | 22.2% |
| **Strongly Disagree** | 765 | 27.5% | 628 | 30.1% | 521 | 28.9% | 901 | 29.3% |
| **Statewide Average** | 2.61 | | 2.59 | | 2.65 | | 2.61 | |

# 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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

◊ 33.9% of respondents rated their overall experience as Excellent, and 22.3% rated it as Good.

◊ The item participants scored highest was "I received what I needed from my visit" with an average of 4.35, and the item scored lowest was "My wait time was reasonable" at  2.89.

# REGION 1A: DEMOGRAPHIC PROFILE

**Gender**
**I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 168 | 50.9% | 136 | 50.9% | 94 | 41.8% | 135 | 41.4% |
| **Female** | 149 | 45.2% | 123 | 46.1% | 121 | 53.8% | 171 | 52.5% |
| **Prefer Not to Answer** | 13 | 3.9% | 8 | 3.0% | 10 | 4.4% | 20 | 6.1% |
| **# Responses** | 330 | | 267 | | 225 | | 326 | |

**Age**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 18 | 5.5% | 9 | 3.4% | 10 | 4.4% | 14 | 4.3% |
| **18-20** | 10 | 3.0% | 7 | 2.6% | 9 | 4.0% | 19 | 5.8% |
| **21-29** | 20 | 6.1% | 21 | 7.9% | 13 | 5.8% | 19 | 5.8% |
| **30-39** | 51 | 15.5% | 41 | 15.4% | 30 | 13.3% | 37 | 11.3% |
| **40-49** | 48 | 14.5% | 37 | 13.9% | 30 | 13.3% | 54 | 16.5% |
| **50-59** | 56 | 17.0% | 40 | 15.0% | 41 | 18.2% | 51 | 15.5% |
| **60-69** | 64 | 19.4% | 55 | 20.6% | 55 | 24.4% | 58 | 17.7% |
| **70 or older** | 51 | 15.5% | 48 | 18.0% | 32 | 14.2% | 61 | 18.6% |
| **Prefer not to answer** | 12 | 3.6% | 9 | 3.4% | 5 | 2.2% | 15 | 4.6% |
| **# Responses** | 330 | | 267 | | 225 | | 328 | |

# REGION 1A: DEMOGRAPHIC PROFILE

### Ethnicity

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 18 | 5.5% | 15 | 5.6% | 12 | 5.4% | 16 | 4.9% |
| Latino/Hispanic/Mex.-Am. | 23 | 7.0% | 18 | 6.8% | 23 | 10.3% | 25 | 7.6% |
| Asian-Am./Pac. Isl./Native-Am. | 14 | 4.2% | 15 | 5.6% | 7 | 3.1% | 8 | 2.4% |
| Anglo-Am./White | 233 | 70.6% | 193 | 72.6% | 158 | 70.5% | 231 | 70.6% |
| Multiracial/Other | 4 | 1.2% | 5 | 1.9% | 4 | 1.8% | 4 | 1.2% |
| Prefer not to answer | 38 | 11.5% | 20 | 7.5% | 20 | 8.9% | 43 | 13.1% |
| # Responses | 330 | | 266 | | 224 | | 327 | |

# REGION 1A: RESPONDENT PROFILE

## What service did you come in for?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 157 | 47.4% | 142 | 53.4% | 128 | 56.1% | 176 | 53.3% |
| Replace License/ID | 23 | 6.9% | 17 | 6.4% | 15 | 6.6% | 25 | 7.6% |
| Renew CDL | 6 | 1.8% | 7 | 2.6% | 5 | 2.2% | 4 | 1.2% |
| New TX Driver License | 60 | 18.1% | 39 | 14.7% | 30 | 13.2% | 42 | 12.7% |
| New CDL | 11 | 3.3% | 5 | 1.9% | 3 | 1.3% | 7 | 2.1% |
| New TX ID | 4 | 1.2% | 3 | 1.1% | 1 | 0.4% | 8 | 2.4% |
| New Driver Permit | 13 | 3.9% | 11 | 4.1% | 11 | 4.8% | 18 | 5.5% |
| Update License/ID Info | 28 | 8.5% | 26 | 9.8% | 17 | 7.5% | 29 | 8.8% |
| I Needed Assistance | 3 | 0.9% | 1 | 0.4% | 0 | 0.0% | 0 | 0.0% |
| Update License/ID Photo | 7 | 2.1% | 2 | 0.8% | 2 | 0.9% | 2 | 0.6% |
| Other | 19 | 5.7% | 13 | 4.9% | 16 | 7.0% | 19 | 5.8% |

## Once you arrived at the office, about how long did you wait (minutes)?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 49 | 14.9% | 44 | 16.5% | 43 | 19.3% | 39 | 11.9% |
| 10 | 29 | 8.8% | 26 | 9.7% | 24 | 10.8% | 29 | 8.9% |
| 15 | 34 | 10.3% | 29 | 10.9% | 35 | 15.7% | 33 | 10.1% |
| 30 | 41 | 12.5% | 30 | 11.2% | 25 | 11.2% | 31 | 9.5% |
| 45 | 27 | 8.2% | 11 | 4.1% | 22 | 9.9% | 30 | 9.2% |
| 60 | 19 | 5.8% | 8 | 3.0% | 10 | 4.5% | 13 | 4.0% |
| Longer than 60 | 130 | 39.5% | 119 | 44.6% | 64 | 28.7% | 152 | 46.5% |

# REGION 1A: ITEM ANALYSIS

**Overall, how was your experience?**

| | | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|---|
| | Excellent | 120 | 36.4% | 118 | 44.4% | 112 | 50.2% | 111 | 33.9% |
| | Good | 100 | 30.3% | 53 | 19.9% | 55 | 24.7% | 73 | 22.3% |
| | Fair | 50 | 15.2% | 34 | 12.8% | 29 | 13.0% | 63 | 19.3% |
| | Poor | 33 | 10.0% | 23 | 8.6% | 12 | 5.4% | 40 | 12.2% |
| | Very Poor | 27 | 8.2% | 38 | 14.3% | 15 | 6.7% | 40 | 12.2% |
| Region Average | | 3.77 | | 3.71 | | 4.06 | | 327 | |

**I trust the Texas Driver License Division to do a good job.**

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 145 | 44.2% | 118 | 44.9% | 121 | 54.5% | 122 | 38.0% |
| Agree | 110 | 33.5% | 89 | 33.8% | 57 | 25.7% | 114 | 35.5% |
| Neutral | 48 | 14.6% | 26 | 9.9% | 32 | 14.4% | 52 | 16.2% |
| Disagree | 14 | 4.3% | 13 | 4.9% | 4 | 1.8% | 14 | 4.4% |
| Strongly Disagree | 11 | 3.4% | 17 | 6.5% | 8 | 3.6% | 19 | 5.9% |
| Region Average | 4.11 | | 4.06 | | 4.26 | | 3.95 | |

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# REGION 1A: ITEM ANALYSIS

🕐 **My wait time was reasonable.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 95 | 29.0% | 90 | 33.7% | 93 | 41.5% | 81 | 24.9% |
| **Agree** | 61 | 18.6% | 37 | 13.9% | 44 | 19.6% | 61 | 18.8% |
| **Neutral** | 33 | 10.1% | 29 | 10.9% | 21 | 9.4% | 32 | 9.8% |
| **Disagree** | 40 | 12.2% | 23 | 8.6% | 25 | 11.2% | 46 | 14.2% |
| **Strongly Disagree** | 99 | 30.2% | 88 | 33.0% | 41 | 18.3% | 105 | 32.3% |
| **Region Average** | 3.04 | | 3.08 | | 3.55 | | 2.89 | |

📋 **I received what I needed from my visit.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 189 | 57.6% | 155 | 58.3% | 148 | 66.4% | 172 | 52.9% |
| **Agree** | 119 | 36.3% | 92 | 34.6% | 62 | 27.8% | 119 | 36.6% |
| **Neutral** | 10 | 3.0% | 7 | 2.6% | 10 | 4.5% | 17 | 5.2% |
| **Disagree** | 8 | 2.4% | 5 | 1.9% | 0 | 0.0% | 9 | 2.8% |
| **Strongly Disagree** | 2 | 0.6% | 7 | 2.6% | 3 | 1.3% | 8 | 2.5% |
| **Region Average** | 4.48 | | 4.44 | | 4.58 | | 4.35 | |

## I was treated fairly.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 175 | 53.0% | 143 | 54.0% | 138 | 61.6% | 158 | 48.3% |
| **Agree** | 107 | 32.4% | 80 | 30.2% | 61 | 27.2% | 114 | 34.9% |
| **Neutral** | 27 | 8.2% | 25 | 9.4% | 18 | 8.0% | 34 | 10.4% |
| **Disagree** | 16 | 4.8% | 5 | 1.9% | 4 | 1.8% | 8 | 2.4% |
| **Strongly Disagree** | 5 | 1.5% | 12 | 4.5% | 3 | 1.3% | 13 | 4.0% |
| **Region Average** | 4.31 | | 4.27 | | 4.46 | | 4.21 | |

# REGION 1A: ITEM ANALYSIS

⟳ **The process to receive my service was easy.**

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 131 | 40.1% | 110 | 41.2% | 109 | 48.7% | 111 | 34.4% |
| **Agree** | 130 | 39.8% | 92 | 34.5% | 84 | 37.5% | 108 | 33.4% |
| **Neutral** | 27 | 8.3% | 28 | 10.5% | 19 | 8.5% | 33 | 10.2% |
| **Disagree** | 16 | 4.9% | 14 | 5.2% | 3 | 1.3% | 32 | 9.9% |
| **Strongly Disagree** | 23 | 7.0% | 23 | 8.6% | 9 | 4.0% | 39 | 12.1% |
| **Region Average** | 4.01 | | 3.94 | | 4.25 | | 3.68 | |

⟳ **If respondent expressed dissatisfaction with the process, these reasons were selected:**

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 11 | 12.5% | 10 | 12.2% | 6 | 14.0% | 19 | 13.9% |
| **Understanding the process at the office.** | 20 | 22.7% | 23 | 28.0% | 12 | 27.9% | 40 | 29.2% |
| **Scheduling an appointment for additional services on site.** | 8 | 9.1% | 3 | 3.7% | 5 | 11.6% | 8 | 5.8% |
| **I could not find the information on the website.** | 7 | 8.0% | 5 | 6.1% | 3 | 7.0% | 11 | 8.0% |
| **The steps I needed to take, as provided on the website, were not clear.** | 8 | 9.1% | 5 | 6.1% | 2 | 4.7% | 11 | 8.0% |
| **I had problems scheduling an appointment for the service on the website.** | 9 | 10.2% | 19 | 23.2% | 5 | 11.6% | 15 | 10.9% |
| **Website was not functioning.** | 9 | 10.2% | 6 | 7.3% | 3 | 7.0% | 12 | 8.8% |
| **Other.** | 16 | 18.2% | 11 | 13.4% | 7 | 16.3% | 21 | 15.3% |

# REGION 1A: ITEM ANALYSIS

### Staff were professional, knowledgeable and friendly.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 169 | 51.2% | 134 | 50.2% | 134 | 60.1% | 142 | 43.3% |
| Agree | 99 | 30.0% | 79 | 29.6% | 51 | 22.9% | 115 | 35.1% |
| Neutral | 32 | 9.7% | 20 | 7.5% | 23 | 10.3% | 28 | 8.5% |
| Disagree | 18 | 5.5% | 16 | 6.0% | 9 | 4.0% | 27 | 8.2% |
| Strongly Disagree | 12 | 3.6% | 18 | 6.7% | 6 | 2.7% | 16 | 4.9% |
| Region Average | 4.20 | | 4.10 | | 4.34 | | 4.04 | |

### If respondent expressed dissatisfaction with the staff these reasons were selected:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Staff were unprofessional. | 10 | 16.1% | 17 | 25.0% | 7 | 15.2% | 18 | 23.1% |
| Staff did not address my concerns. | 9 | 14.5% | 9 | 13.2% | 4 | 8.7% | 4 | 5.1% |
| Staff were not friendly. | 28 | 45.2% | 27 | 39.7% | 19 | 41.3% | 38 | 48.7% |
| Staff were unable to answer my questions. | 6 | 9.7% | 6 | 8.8% | 3 | 6.5% | 3 | 3.8% |
| Language barrier. | 0 | 0.0% | 0 | 0.0% | 1 | 2.2% | 1 | 1.3% |
| Other. | 9 | 14.5% | 9 | 13.2% | 12 | 26.1% | 14 | 17.9% |

# 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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

⬦ 23.7% of respondents rated their overall experience as Excellent, and 26.8% rated it as Good.

⬦ The item participants scored highest was "I received what I needed from my visit" with an average of 4.31, and the item scored lowest was "My wait time was reasonable" at 2.38. This is consistent with statewide trends.

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# REGION 1B: DEMOGRAPHIC PROFILE

**Gender
I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Male | 181 | 45.9% | 136 | 50.9% | 120 | 48.2% | 205 | 43.7% |
| Female | 201 | 51.0% | 123 | 46.1% | 120 | 48.2% | 249 | 53.1% |
| Prefer Not to Answer | 12 | 3.0% | 8 | 3.0% | 9 | 3.6% | 15 | 3.2% |
| # Responses | 394 | | 267 | | 249 | | 469 | |

**Age**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 17 or younger | 12 | 3.0% | 9 | 3.4% | 11 | 4.3% | 31 | 6.6% |
| 18-20 | 10 | 2.5% | 7 | 2.6% | 7 | 2.8% | 20 | 4.2% |
| 21-29 | 34 | 8.6% | 21 | 7.9% | 13 | 5.1% | 19 | 4.0% |
| 30-39 | 56 | 14.1% | 41 | 15.4% | 26 | 10.3% | 44 | 9.3% |
| 40-49 | 62 | 15.7% | 37 | 13.9% | 35 | 13.8% | 87 | 18.4% |
| 50-59 | 62 | 15.7% | 40 | 15.0% | 53 | 20.9% | 84 | 17.8% |
| 60-69 | 79 | 19.9% | 55 | 20.6% | 47 | 18.6% | 90 | 19.1% |
| 70 or older | 71 | 17.9% | 48 | 18.0% | 53 | 20.9% | 81 | 17.2% |
| Prefer not to answer | 10 | 2.5% | 9 | 3.4% | 8 | 3.2% | 16 | 3.4% |
| # Responses | 396 | | 267 | | 253 | | 472 | |

# REGION 1B: DEMOGRAPHIC PROFILE

🌐 **Ethnicity**

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 28 | 7.1% | 15 | 5.6% | 6 | 2.4% | 22 | 4.7% |
| Latino/Hispanic/Mex.-Am. | 31 | 7.8% | 18 | 6.8% | 18 | 7.1% | 45 | 9.5% |
| Asian-Am./Pac. Isl./Native-Am. | 18 | 4.5% | 15 | 5.6% | 15 | 6.0% | 12 | 2.5% |
| Anglo-Am./White | 272 | 68.7% | 193 | 72.6% | 190 | 75.4% | 332 | 70.3% |
| Multiracial/Other | 7 | 1.8% | 5 | 1.9% | 3 | 1.2% | 8 | 1.7% |
| Prefer not to answer | 40 | 10.1% | 20 | 7.5% | 20 | 7.9% | 53 | 11.2% |
| # Responses | 396 | | 266 | | 252 | | 472 | |

# REGION 1B: ITEM ANALYSIS

## Overall, how was your experience?

|  |  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|---|
| 😃 | Excellent | 171 | 43.2% | 118 | 44.4% | 95 | 37.7% | 112 | 23.7% |
| 🙂 | Good | 96 | 24.2% | 53 | 19.9% | 62 | 24.6% | 127 | 26.8% |
| 😐 | Fair | 64 | 16.2% | 34 | 12.8% | 40 | 15.9% | 91 | 19.2% |
| 🙁 | Poor | 30 | 7.6% | 23 | 8.6% | 35 | 13.9% | 58 | 12.3% |
| 😠 | Very Poor | 35 | 8.8% | 38 | 14.3% | 20 | 7.9% | 85 | 18.0% |
|  | Region Average | 3.85 | | 3.71 | | 3.70 | | 3.26 | |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 181 | 46.4% | 118 | 44.9% | 114 | 45.1% | 168 | 35.7% |
| Agree | 130 | 33.3% | 89 | 33.8% | 89 | 35.2% | 169 | 35.9% |
| Neutral | 50 | 12.8% | 26 | 9.9% | 31 | 12.3% | 70 | 14.9% |
| Disagree | 15 | 3.8% | 13 | 4.9% | 8 | 3.2% | 21 | 4.5% |
| Strongly Disagree | 14 | 3.6% | 17 | 6.5% | 11 | 4.3% | 43 | 9.1% |
| Region Average | 4.15 | | 4.06 | | 4.13 | | 3.85 | |

# REGION 1B: RESPONDENT PROFILE

## What service did you come in for?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 198 | 49.9% | 142 | 53.4% | 154 | 60.4% | 254 | 53.7% |
| Replace License/ID | 38 | 9.6% | 17 | 6.4% | 10 | 3.9% | 26 | 5.5% |
| Renew CDL | 5 | 1.3% | 7 | 2.6% | 4 | 1.6% | 14 | 3.0% |
| New TX Driver License | 63 | 15.9% | 39 | 14.7% | 40 | 15.7% | 64 | 13.5% |
| New CDL | 9 | 2.3% | 5 | 1.9% | 1 | 0.4% | 3 | 0.6% |
| New TX ID | 5 | 1.3% | 3 | 1.1% | 3 | 1.2% | 11 | 2.3% |
| New Driver Permit | 15 | 3.8% | 11 | 4.1% | 11 | 4.3% | 41 | 8.7% |
| Update License/ID Info | 42 | 10.6% | 26 | 9.8% | 20 | 7.8% | 33 | 7.0% |
| I Needed Assistance | 1 | 0.3% | 1 | 0.4% | 0 | 0.0% | 1 | 0.2% |
| Update License/ID Photo | 7 | 1.8% | 2 | 0.8% | 2 | 0.8% | 9 | 1.9% |
| Other | 14 | 3.5% | 13 | 4.9% | 10 | 3.9% | 17 | 3.6% |

## Once you arrived at the office, about how long did you wait (minutes)?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 47 | 11.9% | 44 | 16.5% | 26 | 10.2% | 22 | 4.7% |
| 10 | 42 | 10.6% | 26 | 9.7% | 22 | 8.7% | 20 | 4.2% |
| 15 | 41 | 10.4% | 29 | 10.9% | 28 | 11.0% | 41 | 8.7% |
| 30 | 47 | 11.9% | 30 | 11.2% | 28 | 11.0% | 48 | 10.2% |
| 45 | 30 | 7.6% | 11 | 4.1% | 20 | 7.9% | 28 | 5.9% |
| 60 | 27 | 6.8% | 8 | 3.0% | 14 | 5.5% | 14 | 3.0% |
| Longer than 60 | 161 | 40.8% | 119 | 44.6% | 116 | 45.7% | 298 | 63.3% |

# REGION 1B: ITEM ANALYSIS

## My wait time was reasonable.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 121 | 30.6% | 90 | 33.7% | 65 | 25.7% | 80 | 16.9% |
| **Agree** | 73 | 18.5% | 37 | 13.9% | 44 | 17.4% | 59 | 12.5% |
| **Neutral** | 34 | 8.6% | 29 | 10.9% | 28 | 11.1% | 47 | 9.9% |
| **Disagree** | 52 | 13.2% | 23 | 8.6% | 29 | 11.5% | 61 | 12.9% |
| **Strongly Disagree** | 115 | 29.1% | 88 | 33.0% | 87 | 34.4% | 226 | 47.8% |
| **Region Average** | 3.08 | | 3.07 | | 2.89 | | 2.38 | |

## I received what I need from my visit.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 226 | 57.5% | 155 | 58.3% | 149 | 59.1% | 226 | 48.1% |
| **Agree** | 138 | 35.1% | 92 | 34.6% | 90 | 35.7% | 198 | 42.1% |
| **Neutral** | 16 | 4.1% | 7 | 2.6% | 4 | 1.6% | 23 | 4.9% |
| **Disagree** | 5 | 1.3% | 5 | 1.9% | 4 | 1.6% | 10 | 2.1% |
| **Strongly Disagree** | 8 | 2.0% | 7 | 2.6% | 5 | 2.0% | 13 | 2.8% |
| **Region Average** | 4.45 | | 4.44 | | 4.48 | | 4.31 | |

# REGION 1B: ITEM ANALYSIS

## ⊜ I was treated fairly.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 219 | 55.7% | 143 | 54.0% | 144 | 57.1% | 228 | 48.3% |
| **Agree** | 123 | 31.3% | 80 | 30.2% | 86 | 34.1% | 171 | 36.2% |
| **Neutral** | 25 | 6.4% | 25 | 9.4% | 12 | 4.8% | 41 | 8.7% |
| **Disagree** | 12 | 3.1% | 5 | 1.9% | 6 | 2.4% | 12 | 2.5% |
| **Strongly Disagree** | 14 | 3.6% | 12 | 4.5% | 4 | 1.6% | 20 | 4.2% |
| **Region Average** | 4.33 | | 4.27 | | 4.43 | | 4.22 | |

# REGION 1B: ITEM ANALYSIS

**The process to receive my service was easy.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 161 | 41.1% | 110 | 41.2% | 97 | 38.6% | 134 | 28.7% |
| **Agree** | 149 | 38.0% | 92 | 34.5% | 109 | 43.4% | 175 | 37.5% |
| **Neutral** | 39 | 9.9% | 28 | 10.5% | 18 | 7.2% | 51 | 10.9% |
| **Disagree** | 26 | 6.6% | 14 | 5.2% | 15 | 6.0% | 39 | 8.4% |
| **Strongly Disagree** | 17 | 4.3% | 23 | 8.6% | 12 | 4.8% | 68 | 14.6% |
| **Region Average** | 4.05 | | 3.94 | | 4.05 | | 3.57 | |

**If respondent expressed dissatisfaction with the process, these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 17 | 16.7% | 10 | 12.2% | 7 | 10.9% | 22 | 9.5% |
| **Understanding the process at the office.** | 25 | 24.5% | 23 | 28.0% | 15 | 23.4% | 54 | 23.3% |
| **Scheduling an appointment for additional services on site.** | 2 | 2.0% | 3 | 3.7% | 1 | 1.6% | 9 | 3.9% |
| **I could not find the information on the website.** | 6 | 5.9% | 5 | 6.1% | 3 | 4.7% | 20 | 8.6% |
| **The steps I needed to take, as provided on the website, were not clear.** | 15 | 14.7% | 5 | 6.1% | 8 | 12.5% | 26 | 11.2% |
| **I had problems scheduling an appointment for the service on the website.** | 9 | 8.8% | 19 | 23.2% | 14 | 21.9% | 37 | 15.9% |
| **Website was not functioning.** | 4 | 3.9% | 6 | 7.3% | 3 | 4.7% | 26 | 11.2% |
| **Other.** | 24 | 23.5% | 11 | 13.4% | 13 | 20.3% | 38 | 16.4% |

# REGION 1B: ITEM ANALYSIS

**Staff were professional, knowledgeable and friendly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 157 | 51.6% | 134 | 50.2% | 134 | 53.4% | 217 | 46.1% |
| Agree | 84 | 27.6% | 79 | 29.6% | 83 | 33.1% | 167 | 35.5% |
| Neutral | 27 | 8.9% | 20 | 7.5% | 19 | 7.6% | 46 | 9.8% |
| Disagree | 17 | 5.6% | 16 | 6.0% | 8 | 3.2% | 24 | 5.1% |
| Strongly Disagree | 19 | 6.3% | 18 | 6.7% | 7 | 2.8% | 17 | 3.6% |
| Region Average | 4.13 | | 4.10 | | 4.31 | | 4.15 | |

**If respondent expressed dissatisfaction with the staff these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Staff were unprofessional. | 16 | 16.2% | 17 | 25.0% | 7 | 17.9% | 24 | 22.6% |
| Staff did not address my concerns. | 7 | 7.1% | 9 | 13.2% | 2 | 5.1% | 9 | 8.5% |
| Staff were not friendly. | 44 | 44.4% | 27 | 39.7% | 18 | 46.2% | 44 | 41.5% |
| Staff were unable to answer my questions. | 6 | 6.1% | 6 | 8.8% | 2 | 5.1% | 10 | 9.4% |
| Language barrier. | 1 | 1.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Other. | 25 | 25.3% | 9 | 13.2% | 10 | 25.6% | 19 | 17.9% |

# 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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

◊ 35.7% of respondents rated their overall experience as Excellent, and 25.9% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.40, and the lowest-scoring item was "My wait time was reasonable" at 2.73. This is consistent with statewide trends.

# REGION 2A: DEMOGRAPHIC PROFILE

**Gender**
**I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 159 | 45.7% | 157 | 47.0% | 127 | 50.4% | 215 | 45.8% |
| **Female** | 184 | 52.9% | 164 | 49.1% | 112 | 44.4% | 235 | 50.1% |
| **Prefer Not to Answer** | 5 | 1.4% | 13 | 3.9% | 13 | 5.2% | 19 | 4.1% |
| **# Responses** | 348 | | 334 | | 252 | | 469 | |

**Age**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 6 | 1.7% | 10 | 3.0% | 8 | 3.1% | 21 | 4.4% |
| **18-20** | 18 | 5.1% | 7 | 2.1% | 4 | 1.6% | 16 | 3.4% |
| **21-29** | 25 | 7.1% | 14 | 4.2% | 11 | 4.3% | 40 | 8.5% |
| **30-39** | 51 | 14.5% | 38 | 11.3% | 33 | 12.9% | 53 | 11.2% |
| **40-49** | 52 | 14.8% | 40 | 11.9% | 44 | 17.3% | 81 | 17.2% |
| **50-59** | 62 | 17.7% | 62 | 18.5% | 40 | 15.7% | 95 | 20.1% |
| **60-69** | 66 | 18.8% | 77 | 23.0% | 55 | 21.6% | 89 | 18.9% |
| **70 or older** | 66 | 18.8% | 73 | 21.8% | 48 | 18.8% | 58 | 12.3% |
| **Prefer not to answer** | 5 | 1.4% | 14 | 4.2% | 12 | 4.7% | 19 | 4.0% |
| **# Responses** | 351 | | 335 | | 255 | | 472 | |

# REGION 2A: DEMOGRAPHIC PROFILE

🌐 **Ethnicity**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 35 | 10.0% | 25 | 7.5% | 16 | 6.3% | 54 | 11.4% |
| Latino/Hispanic/Mex.-Am. | 36 | 10.3% | 34 | 10.2% | 23 | 9.0% | 37 | 7.8% |
| Asian-Am./Pac. Isl./Native-Am. | 23 | 6.6% | 14 | 4.2% | 9 | 3.5% | 31 | 6.6% |
| Anglo-Am./White | 222 | 63.4% | 232 | 69.7% | 178 | 69.8% | 292 | 61.9% |
| Multiracial/Other | 6 | 1.7% | 1 | 0.3% | 2 | 0.8% | 10 | 2.1% |
| Prefer not to answer | 28 | 8.0% | 27 | 8.1% | 27 | 10.6% | 48 | 10.2% |
| # Responses | 350 | | 333 | | 255 | | 472 | |

# REGION 2A: RESPONDENT PROFILE

## What service did you come in for?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 211 | 59.9% | 213 | 64.0% | 154 | 60.2% | 284 | 60.0% |
| Replace License/ID | 24 | 6.8% | 21 | 6.3% | 16 | 6.3% | 24 | 5.1% |
| Renew CDL | 7 | 2.0% | 4 | 1.2% | 4 | 1.6% | 11 | 2.3% |
| New TX Driver License | 52 | 14.8% | 28 | 8.4% | 29 | 11.3% | 46 | 9.7% |
| New CDL | 6 | 1.7% | 3 | 0.9% | 6 | 2.3% | 4 | 0.8% |
| New TX ID | 4 | 1.1% | 3 | 0.9% | 5 | 2.0% | 6 | 1.3% |
| New Driver Permit | 8 | 2.3% | 16 | 4.8% | 11 | 4.3% | 34 | 7.2% |
| Update License/ID Info | 27 | 7.7% | 31 | 9.3% | 13 | 5.1% | 32 | 6.8% |
| I Needed Assistance | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 4 | 0.8% |
| Update License/ID Photo | 3 | 0.9% | 4 | 1.2% | 5 | 2.0% | 7 | 1.5% |
| Other | 10 | 2.8% | 10 | 3.0% | 13 | 5.1% | 21 | 4.4% |

## Once you arrived at the office, about how long did you wait (minutes)?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 43 | 12.3% | 37 | 11.1% | 34 | 13.3% | 20 | 4.2% |
| 10 | 27 | 7.7% | 23 | 6.9% | 19 | 7.5% | 29 | 6.2% |
| 15 | 44 | 12.5% | 30 | 9.0% | 40 | 15.7% | 37 | 7.9% |
| 30 | 52 | 14.8% | 44 | 13.2% | 45 | 17.6% | 47 | 10.0% |
| 45 | 30 | 8.5% | 34 | 10.2% | 28 | 11.0% | 55 | 11.7% |
| 60 | 21 | 6.0% | 26 | 7.8% | 17 | 6.7% | 46 | 9.8% |
| Longer than 60 | 134 | 38.2% | 139 | 41.7% | 72 | 28.2% | 237 | 50.3% |

# REGION 2A: ITEM ANALYSIS
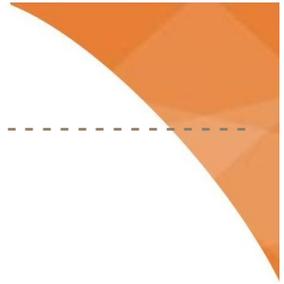
## Overall, how was your experience?

|  |  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|---|
| 😀 | Excellent | 162 | 46.2% | 139 | 41.7% | 132 | 51.8% | 168 | 35.7% |
| 🙂 | Good | 79 | 22.5% | 95 | 28.5% | 63 | 24.7% | 122 | 25.9% |
| 😐 | Fair | 47 | 13.4% | 40 | 12.0% | 35 | 13.7% | 86 | 18.3% |
| 🙁 | Poor | 25 | 7.1% | 26 | 7.8% | 9 | 3.5% | 48 | 10.2% |
| 😣 | Very Poor | 38 | 10.8% | 33 | 9.9% | 16 | 6.3% | 47 | 10.0% |
|  | Region Average | 3.86 |  | 3.84 |  | 4.12 |  | 3.67 |  |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 168 | 49.1% | 173 | 52.3% | 136 | 53.8% | 199 | 42.4% |
| Agree | 115 | 33.6% | 95 | 28.7% | 76 | 30.0% | 155 | 33.0% |
| Neutral | 30 | 8.8% | 35 | 10.6% | 25 | 9.9% | 64 | 13.6% |
| Disagree | 14 | 4.1% | 17 | 5.1% | 8 | 3.2% | 16 | 3.4% |
| Strongly Disagree | 15 | 4.4% | 11 | 3.3% | 8 | 3.2% | 35 | 7.5% |
| Region Average | 4.19 |  | 4.21 |  | 4.28 |  | 3.99 |  |

# REGION 2A: ITEM ANALYSIS

🕐 **My wait time was reasonable.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 108 | 31.1% | 94 | 28.5% | 99 | 39.3% | 94 | 20.0% |
| **Agree** | 68 | 19.6% | 67 | 20.3% | 55 | 21.8% | 92 | 19.6% |
| **Neutral** | 45 | 13.0% | 40 | 12.1% | 39 | 15.5% | 50 | 10.6% |
| **Disagree** | 35 | 10.1% | 36 | 10.9% | 20 | 7.9% | 63 | 13.4% |
| **Strongly Disagree** | 91 | 26.2% | 93 | 28.2% | 39 | 15.5% | 171 | 36.4% |
| **Region Average** | 3.19 | | 3.10 | | 3.62 | | 2.73 | |

📋 **I received what I needed from my visit.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 212 | 62.2% | 221 | 66.6% | 165 | 65.2% | 268 | 57.1% |
| **Agree** | 109 | 32.0% | 97 | 29.2% | 76 | 30.0% | 162 | 34.5% |
| **Neutral** | 10 | 2.9% | 5 | 1.5% | 3 | 1.2% | 13 | 2.8% |
| **Disagree** | 8 | 2.3% | 3 | 0.9% | 4 | 1.6% | 11 | 2.3% |
| **Strongly Disagree** | 2 | 0.6% | 6 | 1.8% | 5 | 2.0% | 15 | 3.2% |
| **Region Average** | 4.53 | | 4.58 | | 4.55 | | 4.40 | |

# REGION 2A: ITEM ANALYSIS

**I was treated fairly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 210 | 59.8% | 207 | 62.5% | 162 | 64.0% | 260 | 55.2% |
| **Agree** | 92 | 26.2% | 93 | 28.1% | 66 | 26.1% | 151 | 32.1% |
| **Neutral** | 26 | 7.4% | 11 | 3.3% | 14 | 5.5% | 34 | 7.2% |
| **Disagree** | 8 | 2.3% | 12 | 3.6% | 5 | 2.0% | 11 | 2.3% |
| **Strongly Disagree** | 15 | 4.3% | 8 | 2.4% | 6 | 2.4% | 15 | 3.2% |
| **Region Average** | 4.35 | | 4.45 | | 4.47 | | 4.34 | |

# REGION 2A: ITEM ANALYSIS

🔄 **The process to receive my service was easy.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 166 | 47.8% | 149 | 45.3% | 134 | 53.2% | 168 | 35.9% |
| Agree | 112 | 32.3% | 131 | 39.8% | 90 | 35.7% | 188 | 40.2% |
| Neutral | 33 | 9.5% | 15 | 4.6% | 15 | 6.0% | 46 | 9.8% |
| Disagree | 14 | 4.0% | 16 | 4.9% | 6 | 2.4% | 30 | 6.4% |
| Strongly Disagree | 22 | 6.3% | 18 | 5.5% | 7 | 2.8% | 36 | 7.7% |
| Region Average | 4.11 | | 4.14 | | 4.34 | | 3.90 | |

🔄 **If respondent expressed dissatisfaction with the process, these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Getting answers to questions at the office. | 13 | 16.5% | 10 | 14.3% | 6 | 20.0% | 21 | 15.6% |
| Understanding the process at the office. | 22 | 27.8% | 16 | 22.9% | 8 | 26.7% | 30 | 22.2% |
| Scheduling an appointment for additional services on site. | 5 | 6.3% | 2 | 2.9% | 1 | 3.3% | 5 | 3.7% |
| I could not find the information on the website. | 6 | 7.6% | 3 | 4.3% | 2 | 6.7% | 10 | 7.4% |
| The steps I needed to take, as provided on the website, were not clear. | 7 | 8.9% | 9 | 12.9% | 3 | 10.0% | 23 | 17.0% |
| I had problems scheduling an appointment for the service on the website. | 8 | 10.1% | 13 | 18.6% | 2 | 6.7% | 16 | 11.9% |
| Website was not functioning. | 8 | 10.1% | 3 | 4.3% | 0 | 0.0% | 7 | 5.2% |
| Other. | 10 | 12.7% | 14 | 20.0% | 8 | 26.7% | 23 | 17.0% |

# REGION 2A: ITEM ANALYSIS

**Staff were professional, knowledgeable and friendly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 202 | 57.5% | 199 | 60.3% | 148 | 58.3% | 236 | 50.4% |
| **Agree** | 92 | 26.2% | 92 | 27.9% | 71 | 28.0% | 156 | 33.3% |
| **Neutral** | 29 | 8.3% | 19 | 5.8% | 15 | 5.9% | 33 | 7.1% |
| **Disagree** | 11 | 3.1% | 8 | 2.4% | 12 | 4.7% | 23 | 4.9% |
| **Strongly Disagree** | 17 | 4.8% | 12 | 3.6% | 8 | 3.1% | 20 | 4.3% |
| **Region Average** | 4.28 | | 4.39 | | 4.33 | | 4.21 | |

**If respondent expressed dissatisfaction with the staff these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Staff were unprofessional.** | 11 | 15.1% | 10 | 20.0% | 6 | 11.5% | 18 | 18.6% |
| **Staff did not address my concerns.** | 9 | 12.3% | 4 | 8.0% | 5 | 9.6% | 8 | 8.2% |
| **Staff were not friendly.** | 32 | 43.8% | 20 | 40.0% | 22 | 42.3% | 44 | 45.4% |
| **Staff were unable to answer my questions.** | 10 | 13.7% | 2 | 4.0% | 5 | 9.6% | 4 | 4.1% |
| **Language barrier.** | 3 | 4.1% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| **Other.** | 8 | 11.0% | 14 | 28.0% | 14 | 26.9% | 23 | 23.7% |

# REGION 2B: OVERVIEW

-------------------------------------------------------------------

## How to read this report.

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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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

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◊ 35.2% of respondents rated their overall experience as Excellent, and 25.7% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.45, and the lowest-scoring item was "My wait time was reasonable" at 2.91. This is consistent with statewide trends.

# REGION 2B: DEMOGRAPHIC PROFILE

## Gender
**I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 161 | 44.0% | 112 | 43.6% | 106 | 49.1% | 154 | 43.1% |
| **Female** | 196 | 53.6% | 136 | 52.9% | 102 | 47.2% | 194 | 54.3% |
| **Prefer Not to Answer** | 9 | 2.5% | 9 | 3.5% | 8 | 3.7% | 9 | 2.5% |
| **# Responses** | 366 | | 257 | | 216 | | 357 | |

## Age

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 17 | 4.6% | 2 | 0.8% | 6 | 2.8% | 23 | 6.4% |
| **18-20** | 15 | 4.1% | 7 | 2.7% | 9 | 4.1% | 20 | 5.6% |
| **21-29** | 30 | 8.2% | 20 | 7.7% | 9 | 4.1% | 20 | 5.6% |
| **30-39** | 52 | 14.2% | 26 | 10.0% | 25 | 11.5% | 35 | 9.7% |
| **40-49** | 63 | 17.2% | 38 | 14.6% | 46 | 21.2% | 64 | 17.8% |
| **50-59** | 66 | 18.0% | 56 | 21.5% | 26 | 12.0% | 67 | 18.7% |
| **60-69** | 65 | 17.7% | 60 | 23.1% | 47 | 21.7% | 73 | 20.3% |
| **70 or older** | 47 | 12.8% | 44 | 16.9% | 42 | 19.4% | 52 | 14.5% |
| **Prefer not to answer** | 12 | 3.3% | 7 | 2.7% | 7 | 3.2% | 5 | 1.4% |
| **# Responses** | 367 | | 260 | | 217 | | 359 | |

# REGION 2B: DEMOGRAPHIC PROFILE

**Ethnicity**

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 31 | 8.5% | 17 | 6.5% | 13 | 6.0% | 34 | 9.5% |
| Latino/Hispanic/Mex.-Am. | 47 | 12.8% | 21 | 8.1% | 25 | 11.5% | 50 | 14.0% |
| Asian-Am./Pac. Isl./Native-Am. | 11 | 3.0% | 9 | 3.5% | 8 | 3.7% | 6 | 1.7% |
| Anglo-Am./White | 225 | 61.5% | 180 | 69.2% | 138 | 63.6% | 234 | 65.4% |
| Multiracial/Other | 9 | 2.5% | 5 | 1.9% | 6 | 2.8% | 9 | 2.5% |
| Prefer not to answer | 43 | 11.7% | 28 | 10.8% | 27 | 12.4% | 25 | 7.0% |
| # Responses | 366 | | 260 | | 217 | | 358 | |

# REGION 2B: RESPONDENT PROFILE

## What service did you come in for?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 196 | 53.1% | 147 | 56.3% | 137 | 62.8% | 193 | 53.8% |
| Replace License/ID | 33 | 8.9% | 27 | 10.3% | 14 | 6.4% | 22 | 6.1% |
| Renew CDL | 7 | 1.9% | 10 | 3.8% | 7 | 3.2% | 12 | 3.3% |
| New TX Driver License | 54 | 14.6% | 31 | 11.9% | 19 | 8.7% | 34 | 9.5% |
| New CDL | 4 | 1.1% | 3 | 1.1% | 2 | 0.9% | 5 | 1.4% |
| New TX ID | 2 | 0.5% | 1 | 0.4% | 7 | 3.2% | 16 | 4.5% |
| New Driver Permit | 22 | 6.0% | 4 | 1.5% | 11 | 5.0% | 30 | 8.4% |
| Update License/ID Info | 28 | 7.6% | 22 | 8.4% | 15 | 6.9% | 26 | 7.2% |
| I Needed Assistance | 0 | 0.0% | 1 | 0.4% | 0 | 0.0% | 1 | 0.3% |
| Update License/ID Photo | 3 | 0.8% | 5 | 1.9% | 2 | 0.9% | 4 | 1.1% |
| Other | 20 | 5.4% | 10 | 3.8% | 4 | 1.8% | 16 | 4.5% |

## Once you arrived at the office, about how long did you wait (minutes)?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 42 | 11.4% | 29 | 11.1% | 25 | 11.5% | 23 | 6.4% |
| 10 | 39 | 10.6% | 22 | 8.4% | 19 | 8.8% | 24 | 6.7% |
| 15 | 41 | 11.1% | 32 | 12.3% | 35 | 16.1% | 37 | 10.3% |
| 30 | 48 | 13.0% | 35 | 13.4% | 34 | 15.7% | 46 | 12.8% |
| 45 | 20 | 5.4% | 18 | 6.9% | 19 | 8.8% | 38 | 10.6% |
| 60 | 17 | 4.6% | 9 | 3.4% | 22 | 10.1% | 19 | 5.3% |
| Longer than 60 | 161 | 43.8% | 116 | 44.4% | 63 | 29.0% | 172 | 47.9% |

# REGION 2B: ITEM ANALYSIS

## Overall, how was your experience?

|  |  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|---|
|  | Excellent | 148 | 40.4% | 104 | 40.0% | 99 | 45.8% | 126 | 35.2% |
|  | Good | 95 | 26.0% | 69 | 26.5% | 55 | 25.5% | 92 | 25.7% |
|  | Fair | 55 | 15.0% | 35 | 13.5% | 36 | 16.7% | 59 | 16.5% |
|  | Poor | 30 | 8.2% | 21 | 8.1% | 15 | 6.9% | 44 | 12.3% |
|  | Very Poor | 38 | 10.4% | 31 | 11.9% | 11 | 5.1% | 37 | 10.3% |
|  | Region Average | 3.77 |  | 3.75 |  | 4.00 |  | 3.63 |  |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 164 | 44.9% | 125 | 48.3% | 108 | 50.7% | 163 | 46.0% |
| Agree | 129 | 35.3% | 92 | 35.5% | 71 | 33.3% | 117 | 33.1% |
| Neutral | 46 | 12.6% | 22 | 8.5% | 27 | 12.7% | 40 | 11.3% |
| Disagree | 8 | 2.2% | 8 | 3.1% | 4 | 1.9% | 17 | 4.8% |
| Strongly Disagree | 18 | 4.9% | 12 | 4.6% | 3 | 1.4% | 17 | 4.8% |
| Region Average | 4.13 |  | 4.20 |  | 4.30 |  | 4.11 |  |

# REGION 2B: ITEM ANALYSIS

## 🕐 My wait time was reasonable.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 110 | 30.1% | 79 | 31.0% | 70 | 32.3% | 87 | 24.3% |
| Agree | 72 | 19.7% | 43 | 16.9% | 55 | 25.3% | 68 | 19.0% |
| Neutral | 47 | 12.8% | 19 | 7.5% | 16 | 7.4% | 40 | 11.2% |
| Disagree | 37 | 10.1% | 31 | 12.2% | 23 | 10.6% | 50 | 14.0% |
| Strongly Disagree | 100 | 27.3% | 83 | 32.5% | 53 | 24.4% | 113 | 31.6% |
| Region Average | 3.15 | | 3.02 | | 3.30 | | 2.91 | |

## 📋 I received what I needed from my visit.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 207 | 56.6% | 151 | 58.5% | 130 | 60.2% | 212 | 59.6% |
| Agree | 132 | 36.1% | 94 | 36.4% | 78 | 36.1% | 114 | 32.0% |
| Neutral | 13 | 3.6% | 8 | 3.1% | 6 | 2.8% | 15 | 4.2% |
| Disagree | 6 | 1.6% | 3 | 1.2% | 1 | 0.5% | 9 | 2.5% |
| Strongly Disagree | 8 | 2.2% | 2 | 0.8% | 1 | 0.5% | 6 | 1.7% |
| Region Average | 4.43 | | 4.51 | | 4.55 | | 4.45 | |

# REGION 2B: ITEM ANALYSIS

⊜  **I was treated fairly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 187 | 50.8% | 146 | 56.4% | 126 | 58.1% | 201 | 56.1% |
| **Agree** | 114 | 31.0% | 74 | 28.6% | 67 | 30.9% | 100 | 27.9% |
| **Neutral** | 47 | 12.8% | 21 | 8.1% | 18 | 8.3% | 31 | 8.7% |
| **Disagree** | 2 | 0.5% | 8 | 3.1% | 2 | 0.9% | 16 | 4.5% |
| **Strongly Disagree** | 18 | 4.9% | 10 | 3.9% | 4 | 1.8% | 10 | 2.8% |
| **Region Average** | 4.22 | | 4.31 | | 4.42 | | 4.30 | |

# REGION 2B: ITEM ANALYSIS

## The process to receive my service was easy.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 143 | 39.1% | 103 | 40.1% | 98 | 45.8% | 139 | 38.9% |
| Agree | 135 | 36.9% | 105 | 40.9% | 75 | 35.0% | 128 | 35.9% |
| Neutral | 48 | 13.1% | 15 | 5.8% | 14 | 6.5% | 26 | 7.3% |
| Disagree | 16 | 4.4% | 16 | 6.2% | 16 | 7.5% | 30 | 8.4% |
| Strongly Disagree | 24 | 6.6% | 18 | 7.0% | 11 | 5.1% | 34 | 9.5% |
| Region Average | 3.98 | | 4.01 | | 4.09 | | 3.86 | |

## If respondent expressed dissatisfaction with the process, these reasons were selected:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Getting answers to questions at the office. | 15 | 14.3% | 7 | 11.1% | 7 | 17.9% | 15 | 13.6% |
| Understanding the process at the office. | 34 | 32.4% | 12 | 19.0% | 13 | 33.3% | 19 | 17.3% |
| Scheduling an appointment for additional services on site. | 5 | 4.8% | 4 | 6.3% | 1 | 2.6% | 4 | 3.6% |
| I could not find the information on the website. | 7 | 6.7% | 6 | 9.5% | 0 | 0.0% | 11 | 10.0% |
| The steps I needed to take, as provided on the website, were not clear. | 9 | 8.6% | 2 | 3.2% | 4 | 10.3% | 14 | 12.7% |
| I had problems scheduling an appointment for the service on the website. | 9 | 8.6% | 7 | 11.1% | 3 | 7.7% | 17 | 15.5% |
| Website was not functioning. | 5 | 4.8% | 5 | 7.9% | 1 | 2.6% | 8 | 7.3% |
| Other. | 21 | 20.0% | 20 | 31.7% | 10 | 25.6% | 22 | 20.0% |

# REGION 2B: ITEM ANALYSIS

### 👥 Staff were professional, knowledgeable and friendly.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 174 | 47.5% | 134 | 51.9% | 118 | 54.6% | 177 | 49.7% |
| **Agree** | 113 | 30.9% | 80 | 31.0% | 70 | 32.4% | 115 | 32.3% |
| **Neutral** | 40 | 10.9% | 24 | 9.3% | 14 | 6.5% | 28 | 7.9% |
| **Disagree** | 15 | 4.1% | 9 | 3.5% | 10 | 4.6% | 21 | 5.9% |
| **Strongly Disagree** | 24 | 6.6% | 11 | 4.3% | 4 | 1.9% | 15 | 4.2% |
| **Region Average** | 4.09 | | 4.23 | | 4.33 | | 4.17 | |

### 👥 If respondent expressed dissatisfaction with the staff these reasons were selected:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Staff were unprofessional.** | 20 | 23.0% | 8 | 15.1% | 7 | 19.4% | 14 | 19.2% |
| **Staff did not address my concerns.** | 6 | 6.9% | 8 | 15.1% | 2 | 5.6% | 3 | 4.1% |
| **Staff were not friendly.** | 41 | 47.1% | 19 | 35.8% | 18 | 50.0% | 37 | 50.7% |
| **Staff were unable to answer my questions.** | 3 | 3.4% | 4 | 7.5% | 2 | 5.6% | 3 | 4.1% |
| **Language barrier.** | 2 | 2.3% | 0 | 0.0% | 1 | 2.8% | 0 | 0.0% |
| **Other.** | 15 | 17.2% | 14 | 26.4% | 6 | 16.7% | 16 | 21.9% |

# 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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings



◊ 53% of respondents rated their overall experience as Excellent, and 23.9% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.47, and the lowest-scoring item was "My wait time was reasonable" at 3.68.  This is consistent with statewide trends.

# REGION 3: DEMOGRAPHIC PROFILE

## Gender
### I am:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 117 | 49.4% | 72 | 45.0% | 77 | 49.7% | 99 | 42.3% |
| **Female** | 115 | 48.5% | 85 | 53.1% | 72 | 46.5% | 130 | 55.6% |
| **Prefer Not to Answer** | 5 | 2.1% | 3 | 1.9% | 6 | 3.9% | 5 | 2.1% |
| **# Responses** | 237 | | 160 | | 155 | | 234 | |

## Age

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 4 | 1.7% | 5 | 3.1% | 4 | 2.6% | 10 | 4.3% |
| **18-20** | 12 | 5.0% | 7 | 4.3% | 4 | 2.6% | 12 | 5.1% |
| **21-29** | 36 | 15.1% | 8 | 5.0% | 14 | 9.0% | 22 | 9.4% |
| **30-39** | 47 | 19.7% | 23 | 14.3% | 23 | 14.8% | 29 | 12.4% |
| **40-49** | 27 | 11.3% | 30 | 18.6% | 29 | 18.7% | 47 | 20.1% |
| **50-59** | 40 | 16.8% | 36 | 22.4% | 27 | 17.4% | 41 | 17.5% |
| **60-69** | 39 | 16.4% | 25 | 15.5% | 20 | 12.9% | 45 | 19.2% |
| **70 or older** | 29 | 12.2% | 21 | 13.0% | 29 | 18.7% | 26 | 11.1% |
| **Prefer not to answer** | 4 | 1.7% | 6 | 3.7% | 5 | 3.2% | 2 | 0.9% |
| **# Responses** | 238 | | 161 | | 155 | | 234 | |

# REGION 3: DEMOGRAPHIC PROFILE

## Ethnicity

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 2 | 0.8% | 1 | 0.6% | 1 | 0.6% | 1 | 0.4% |
| Latino/Hispanic/Mex.-Am. | 127 | 53.4% | 80 | 50.0% | 80 | 51.6% | 122 | 52.1% |
| Asian-Am./Pac. Isl./Native-Am. | 3 | 1.3% | 6 | 3.8% | 3 | 1.9% | 2 | 0.9% |
| Anglo-Am./White | 89 | 37.4% | 58 | 36.3% | 59 | 38.1% | 89 | 38.0% |
| Multiracial/Other | 3 | 1.3% | 4 | 2.5% | 4 | 2.6% | 3 | 1.3% |
| Prefer not to answer | 14 | 5.9% | 11 | 6.9% | 8 | 5.2% | 17 | 7.3% |
| # Responses | 238 | | 160 | | 155 | | 234 | |

# REGION 3: RESPONDENT PROFILE

## What service did you come in for?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 119 | 49.8% | 92 | 56.1% | 84 | 53.8% | 108 | 45.8% |
| Replace License/ID | 23 | 9.6% | 10 | 6.1% | 13 | 8.3% | 22 | 9.3% |
| Renew CDL | 12 | 5.0% | 6 | 3.7% | 9 | 5.8% | 9 | 3.8% |
| New TX Driver License | 32 | 13.4% | 18 | 11.0% | 17 | 10.9% | 30 | 12.7% |
| New CDL | 2 | 0.8% | 2 | 1.2% | 3 | 1.9% | 2 | 0.8% |
| New TX ID | 13 | 5.4% | 2 | 1.2% | 4 | 2.6% | 12 | 5.1% |
| New Driver Permit | 4 | 1.7% | 7 | 4.3% | 6 | 3.8% | 12 | 5.1% |
| Update License/ID Info | 19 | 7.9% | 12 | 7.3% | 14 | 9.0% | 26 | 11.0% |
| I Needed Assistance | 1 | 0.4% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Update License/ID Photo | 6 | 2.5% | 4 | 2.4% | 0 | 0.0% | 5 | 2.1% |
| Other | 8 | 3.3% | 11 | 6.7% | 6 | 3.8% | 10 | 4.2% |

## Once you arrived at the office, about how long did you wait (minutes)?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 67 | 28.2% | 36 | 22.5% | 40 | 25.8% | 37 | 15.8% |
| 10 | 48 | 20.2% | 27 | 16.9% | 24 | 15.5% | 30 | 12.8% |
| 15 | 36 | 15.1% | 23 | 14.4% | 27 | 17.4% | 40 | 17.1% |
| 30 | 38 | 16.0% | 37 | 23.1% | 33 | 21.3% | 46 | 19.7% |
| 45 | 17 | 7.1% | 11 | 6.9% | 10 | 6.5% | 17 | 7.3% |
| 60 | 10 | 4.2% | 5 | 3.1% | 9 | 5.8% | 7 | 3.0% |
| Longer than 60 | 22 | 9.2% | 21 | 13.1% | 12 | 7.7% | 57 | 24.4% |

# REGION 3: ITEM ANALYSIS

## Overall, how was your experience?

|  |  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|---|
| 😀 | Excellent | 154 | 64.7% | 99 | 61.1% | 92 | 59.4% | 124 | 53.0% |
| 🙂 | Good | 57 | 23.9% | 36 | 22.2% | 38 | 24.5% | 56 | 23.9% |
| 😐 | Fair | 20 | 8.4% | 14 | 8.6% | 15 | 9.7% | 25 | 10.7% |
| 🙁 | Poor | 3 | 1.3% | 3 | 1.9% | 3 | 1.9% | 13 | 5.6% |
| 😞 | Very Poor | 4 | 1.7% | 10 | 6.2% | 7 | 4.5% | 16 | 6.8% |
|  | Region Average | 4.49 | | 4.30 | | 4.32 | | 4.11 | |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 158 | 67.5% | 105 | 65.6% | 91 | 59.1% | 130 | 56.3% |
| Agree | 58 | 24.8% | 41 | 25.6% | 52 | 33.8% | 67 | 29.0% |
| Neutral | 12 | 5.1% | 5 | 3.1% | 5 | 3.2% | 21 | 9.1% |
| Disagree | 3 | 1.3% | 5 | 3.1% | 2 | 1.3% | 7 | 3.0% |
| Strongly Disagree | 3 | 1.3% | 4 | 2.5% | 4 | 2.6% | 6 | 2.6% |
| Region Average | 4.56 | | 4.49 | | 4.45 | | 4.33 | |

# REGION 3: ITEM ANALYSIS

🕐 **My wait time was reasonable.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 129 | 55.6% | 81 | 50.6% | 82 | 52.9% | 97 | 41.5% |
| **Agree** | 58 | 25.0% | 36 | 22.5% | 40 | 25.8% | 55 | 23.5% |
| **Neutral** | 23 | 9.9% | 21 | 13.1% | 15 | 9.7% | 22 | 9.4% |
| **Disagree** | 9 | 3.9% | 11 | 6.9% | 12 | 7.7% | 30 | 12.8% |
| **Strongly Disagree** | 13 | 5.6% | 11 | 6.9% | 6 | 3.9% | 30 | 12.8% |
| **Region Average** | 4.21 | | 4.03 | | 4.16 | | 3.68 | |

☑ **I received what I needed from my visit.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 171 | 71.8% | 105 | 65.6% | 106 | 68.8% | 148 | 63.8% |
| **Agree** | 57 | 23.9% | 46 | 28.8% | 37 | 24.0% | 64 | 27.6% |
| **Neutral** | 8 | 3.4% | 1 | 0.6% | 5 | 3.2% | 8 | 3.4% |
| **Disagree** | 0 | 0.0% | 2 | 1.3% | 1 | 0.6% | 6 | 2.6% |
| **Strongly Disagree** | 2 | 0.8% | 6 | 3.8% | 5 | 3.2% | 6 | 2.6% |
| **Region Average** | 4.66 | | 4.51 | | 4.55 | | 4.47 | |

# REGION 3: ITEM ANALYSIS

## ⊜ I was treated fairly.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 169 | 71.0% | 107 | 66.9% | 103 | 66.5% | 144 | 61.5% |
| **Agree** | 53 | 22.3% | 35 | 21.9% | 38 | 24.5% | 61 | 26.1% |
| **Neutral** | 11 | 4.6% | 9 | 5.6% | 8 | 5.2% | 15 | 6.4% |
| **Disagree** | 2 | 0.8% | 5 | 3.1% | 2 | 1.3% | 8 | 3.4% |
| **Strongly Disagree** | 3 | 1.3% | 4 | 2.5% | 4 | 2.6% | 6 | 2.6% |
| **Region Average** | 4.61 | | 4.48 | | 4.51 | | 4.41 | |

# REGION 3: ITEM ANALYSIS

👥 **Staff were professional, knowledgeable and friendly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 161 | 67.9% | 105 | 65.2% | 98 | 63.2% | 138 | 59.5% |
| **Agree** | 50 | 21.1% | 32 | 19.9% | 38 | 24.5% | 58 | 25.0% |
| **Neutral** | 18 | 7.6% | 11 | 6.8% | 9 | 5.8% | 18 | 7.8% |
| **Disagree** | 2 | 0.8% | 5 | 3.1% | 4 | 2.6% | 8 | 3.4% |
| **Strongly Disagree** | 6 | 2.5% | 8 | 5.0% | 6 | 3.9% | 10 | 4.3% |
| **Region Average** | 4.51 | | 4.37 | | 4.41 | | 4.32 | |

👥 **If respondent expressed dissatisfaction with the staff these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Staff were unprofessional.** | 3 | 9.7% | 2 | 8.3% | 5 | 19.2% | 8 | 17.0% |
| **Staff did not address my concerns.** | 1 | 3.2% | 2 | 8.3% | 2 | 7.7% | 2 | 4.3% |
| **Staff were not friendly.** | 17 | 54.8% | 13 | 54.2% | 12 | 46.2% | 19 | 40.4% |
| **Staff were unable to answer my questions.** | 5 | 16.1% | 3 | 12.5% | 3 | 11.5% | 4 | 8.5% |
| **Language barrier.** | 0 | 0.0% | 0 | 0.0% | 1 | 3.8% | 2 | 4.3% |
| **Other.** | 5 | 16.1% | 4 | 16.7% | 3 | 11.5% | 12 | 25.5% |

# REGION 3: ITEM ANALYSIS

**The process to receive my service was easy.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 155 | 65.1% | 87 | 54.4% | 93 | 60.0% | 128 | 55.4% |
| **Agree** | 66 | 27.7% | 53 | 33.1% | 43 | 27.7% | 71 | 30.7% |
| **Neutral** | 10 | 4.2% | 6 | 3.8% | 11 | 7.1% | 8 | 3.5% |
| **Disagree** | 5 | 2.1% | 3 | 1.9% | 4 | 2.6% | 15 | 6.5% |
| **Strongly Disagree** | 2 | 0.8% | 11 | 6.9% | 4 | 2.6% | 9 | 3.9% |
| **Region Average** | 4.54 | | 4.26 | | 4.40 | | 4.27 | |

**If respondent expressed dissatisfaction with the process, these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 2 | 9.5% | 5 | 26.3% | 5 | 20.8% | 9 | 23.7% |
| **Understanding the process at the office.** | 6 | 28.6% | 4 | 21.1% | 10 | 41.7% | 13 | 34.2% |
| **Scheduling an appointment for additional services on site.** | 2 | 9.5% | 0 | 0.0% | 1 | 4.2% | 3 | 7.9% |
| **I could not find the information on the website.** | 1 | 4.8% | 0 | 0.0% | 1 | 4.2% | 1 | 2.6% |
| **The steps I needed to take, as provided on the website, were not clear.** | 1 | 4.8% | 2 | 10.5% | 3 | 12.5% | 3 | 7.9% |
| **I had problems scheduling an appointment for the service on the website.** | 1 | 4.8% | 1 | 5.3% | 0 | 0.0% | 0 | 0.0% |
| **Website was not functioning.** | 1 | 4.8% | 1 | 5.3% | 0 | 0.0% | 0 | 0.0% |
| **Other.** | 7 | 33.3% | 6 | 31.6% | 4 | 16.7% | 9 | 23.7% |

# REGION 4: OVERVIEW

## How to read this report.

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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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

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◊ 40.5% of respondents rated their overall experience as Excellent, and 26.6% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.39, and the lowest-scoring item was "My wait time was reasonable" at 3.15.  This is consistent with statewide trends.

# REGION 4: DEMOGRAPHIC PROFILE

## Gender
### I am:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 114 | 47.3% | 93 | 47.2% | 106 | 54.4% | 121 | 44.3% |
| **Female** | 120 | 49.8% | 101 | 51.3% | 85 | 43.6% | 147 | 53.8% |
| **Prefer Not to Answer** | 7 | 2.9% | 3 | 1.5% | 4 | 2.1% | 5 | 1.8% |
| **# Responses** | 241 | | 197 | | 195 | | 273 | |

## Age

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 4 | 1.7% | 5 | 2.6% | 9 | 4.6% | 14 | 5.1% |
| **18-20** | 9 | 3.7% | 7 | 3.6% | 8 | 4.1% | 11 | 4.0% |
| **21-29** | 27 | 11.2% | 21 | 10.7% | 18 | 9.2% | 24 | 8.7% |
| **30-39** | 39 | 16.1% | 28 | 14.3% | 31 | 15.9% | 49 | 17.8% |
| **40-49** | 47 | 19.4% | 38 | 19.4% | 42 | 21.5% | 54 | 19.6% |
| **50-59** | 55 | 22.7% | 35 | 17.9% | 31 | 15.9% | 41 | 14.9% |
| **60-69** | 34 | 14.0% | 37 | 18.9% | 37 | 19.0% | 49 | 17.8% |
| **70 or older** | 19 | 7.9% | 21 | 10.7% | 18 | 9.2% | 26 | 9.5% |
| **Prefer not to answer** | 8 | 3.3% | 4 | 2.0% | 1 | 0.5% | 7 | 2.5% |
| **# Responses** | 242 | | 196 | | 195 | | 275 | |

# REGION 4: DEMOGRAPHIC PROFILE

## Ethnicity

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 10 | 4.2% | 5 | 2.6% | 8 | 4.1% | 8 | 2.9% |
| Latino/Hispanic/Mex.-Am. | 92 | 38.3% | 70 | 35.9% | 61 | 31.3% | 120 | 43.8% |
| Asian-Am./Pac. Isl./Native-Am. | 6 | 2.5% | 2 | 1.0% | 8 | 4.1% | 4 | 1.5% |
| Anglo-Am./White | 104 | 43.3% | 95 | 48.7% | 100 | 51.3% | 120 | 43.8% |
| Multiracial/Other | 6 | 2.5% | 9 | 4.6% | 4 | 2.1% | 0 | 0.0% |
| Prefer not to answer | 22 | 9.2% | 14 | 7.2% | 14 | 7.2% | 22 | 8.0% |
| # Responses | 240 | | 195 | | 195 | | 274 | |

# REGION 4: RESPONDENT PROFILE

## What service did you come in for?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 122 | 50.4% | 89 | 45.2% | 85 | 43.4% | 137 | 49.6% |
| Replace License/ID | 27 | 11.2% | 14 | 7.1% | 14 | 7.1% | 17 | 6.2% |
| Renew CDL | 18 | 7.4% | 14 | 7.1% | 5 | 2.6% | 9 | 3.3% |
| New TX Driver License | 26 | 10.7% | 31 | 15.7% | 32 | 16.3% | 41 | 14.9% |
| New CDL | 4 | 1.7% | 4 | 2.0% | 3 | 1.5% | 6 | 2.2% |
| New TX ID | 3 | 1.2% | 2 | 1.0% | 4 | 2.0% | 7 | 2.5% |
| New Driver Permit | 9 | 3.7% | 6 | 3.0% | 8 | 4.1% | 21 | 7.6% |
| Update License/ID Info | 18 | 7.4% | 25 | 12.7% | 20 | 10.2% | 20 | 7.2% |
| I Needed Assistance | 2 | 0.8% | 1 | 0.5% | 1 | 0.5% | 0 | 0.0% |
| Update License/ID Photo | 2 | 0.8% | 3 | 1.5% | 6 | 3.1% | 7 | 2.5% |
| Other | 11 | 4.5% | 8 | 4.1% | 18 | 9.2% | 11 | 4.0% |

## Once you arrived at the office, about how long did you wait (minutes)?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 28 | 11.6% | 21 | 10.7% | 25 | 13.0% | 43 | 15.6% |
| 10 | 20 | 8.3% | 17 | 8.7% | 16 | 8.3% | 24 | 8.7% |
| 15 | 29 | 12.0% | 15 | 7.7% | 27 | 14.0% | 30 | 10.9% |
| 30 | 28 | 11.6% | 34 | 17.3% | 34 | 17.6% | 33 | 12.0% |
| 45 | 29 | 12.0% | 18 | 9.2% | 21 | 10.9% | 18 | 6.5% |
| 60 | 21 | 8.7% | 11 | 5.6% | 17 | 8.8% | 14 | 5.1% |
| Longer than 60 | 87 | 36.0% | 80 | 40.8% | 53 | 27.5% | 113 | 41.1% |

# REGION 4: ITEM ANALYSIS

## Overall, how was your experience?

| | | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|---|
| | Excellent | 98 | 40.8% | 82 | 41.8% | 100 | 51.5% | 111 | 40.5% |
| | Good | 60 | 25.0% | 51 | 26.0% | 49 | 25.3% | 73 | 26.6% |
| | Fair | 40 | 16.7% | 27 | 13.8% | 21 | 10.8% | 33 | 12.0% |
| | Poor | 21 | 8.8% | 20 | 10.2% | 15 | 7.7% | 33 | 12.0% |
| | Very Poor | 21 | 8.8% | 16 | 8.2% | 9 | 4.6% | 24 | 8.8% |
| | Region Average | 3.80 | | 3.83 | | 4.11 | | 3.78 | |

## I trust the Texas Driver License Division to do a good job.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 124 | 51.9% | 98 | 50.5% | 114 | 58.8% | 136 | 49.6% |
| Agree | 71 | 29.7% | 61 | 31.4% | 55 | 28.4% | 84 | 30.7% |
| Neutral | 27 | 11.3% | 23 | 11.9% | 10 | 5.2% | 38 | 13.9% |
| Disagree | 6 | 2.5% | 4 | 2.1% | 10 | 5.2% | 7 | 2.6% |
| Strongly Disagree | 11 | 4.6% | 8 | 4.1% | 5 | 2.6% | 9 | 3.3% |
| Region Average | 4.22 | | 4.22 | | 4.36 | | 4.21 | |

# REGION 4: ITEM ANALYSIS

🕐 **My wait time was reasonable.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 70 | 29.2% | 59 | 29.9% | 67 | 34.5% | 85 | 31.1% |
| **Agree** | 39 | 16.3% | 34 | 17.3% | 43 | 22.2% | 57 | 20.9% |
| **Neutral** | 44 | 18.3% | 21 | 10.7% | 26 | 13.4% | 24 | 8.8% |
| **Disagree** | 23 | 9.6% | 13 | 6.6% | 18 | 9.3% | 27 | 9.9% |
| **Strongly Disagree** | 64 | 26.7% | 70 | 35.5% | 40 | 20.6% | 80 | 29.3% |
| **Region Average** | 3.12 | | 2.99 | | 3.40 | | 3.15 | |

☑ **I received what I needed from my visit.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 144 | 59.5% | 108 | 55.7% | 132 | 69.5% | 151 | 55.1% |
| **Agree** | 73 | 30.2% | 70 | 36.1% | 47 | 24.7% | 95 | 34.7% |
| **Neutral** | 11 | 4.5% | 6 | 3.1% | 4 | 2.1% | 14 | 5.1% |
| **Disagree** | 9 | 3.7% | 4 | 2.1% | 3 | 1.6% | 11 | 4.0% |
| **Strongly Disagree** | 5 | 2.1% | 6 | 3.1% | 4 | 2.1% | 3 | 1.1% |
| **Region Average** | 4.41 | | 4.39 | | 4.58 | | 4.39 | |

# REGION 4: ITEM ANALYSIS

**I was treated fairly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 132 | 54.8% | 106 | 53.8% | 123 | 63.7% | 145 | 53.3% |
| **Agree** | 71 | 29.5% | 61 | 31.0% | 45 | 23.3% | 77 | 28.3% |
| **Neutral** | 21 | 8.7% | 13 | 6.6% | 17 | 8.8% | 28 | 10.3% |
| **Disagree** | 10 | 4.1% | 8 | 4.1% | 3 | 1.6% | 12 | 4.4% |
| **Strongly Disagree** | 7 | 2.9% | 9 | 4.6% | 5 | 2.6% | 10 | 3.7% |
| **Region Average** | 4.29 | | 4.25 | | 4.44 | | 4.23 | |

# REGION 4: ITEM ANALYSIS

## The process to receive my service was easy.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 102 | 42.3% | 84 | 42.9% | 97 | 50.0% | 110 | 40.4% |
| **Agree** | 96 | 39.8% | 72 | 36.7% | 67 | 34.5% | 98 | 36.0% |
| **Neutral** | 17 | 7.1% | 16 | 8.2% | 12 | 6.2% | 24 | 8.8% |
| **Disagree** | 15 | 6.2% | 9 | 4.6% | 4 | 2.1% | 18 | 6.6% |
| **Strongly Disagree** | 11 | 4.6% | 15 | 7.7% | 14 | 7.2% | 22 | 8.1% |
| **Region Average** | 4.09 | | 4.02 | | 4.18 | | 3.94 | |

## If respondent expressed dissatisfaction with the process, these reasons were selected:

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 6 | 9.4% | 7 | 14.9% | 10 | 26.3% | 20 | 25.0% |
| **Understanding the process at the office.** | 11 | 17.2% | 8 | 17.0% | 11 | 28.9% | 26 | 32.5% |
| **Scheduling an appointment for additional services on site.** | 9 | 14.1% | 4 | 8.5% | 1 | 2.6% | 6 | 7.5% |
| **I could not find the information on the website.** | 7 | 10.9% | 4 | 8.5% | 1 | 2.6% | 4 | 5.0% |
| **The steps I needed to take, as provided on the website, were not clear.** | 4 | 6.3% | 3 | 6.4% | 2 | 5.3% | 4 | 5.0% |
| **I had problems scheduling an appointment for the service on the website.** | 10 | 15.6% | 6 | 12.8% | 3 | 7.9% | 4 | 5.0% |
| **Website was not functioning.** | 4 | 6.3% | 2 | 4.3% | 3 | 7.9% | 2 | 2.5% |
| **Other.** | 13 | 20.3% | 13 | 27.7% | 7 | 18.4% | 14 | 17.5% |

# REGION 4: ITEM ANALYSIS

👥 **Staff were professional, knowledgeable and friendly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 128 | 52.9% | 105 | 53.3% | 128 | 66.3% | 147 | 53.5% |
| **Agree** | 63 | 26.0% | 62 | 31.5% | 39 | 20.2% | 70 | 25.5% |
| **Neutral** | 31 | 12.8% | 11 | 5.6% | 12 | 6.2% | 25 | 9.1% |
| **Disagree** | 10 | 4.1% | 8 | 4.1% | 9 | 4.7% | 22 | 8.0% |
| **Strongly Disagree** | 10 | 4.1% | 11 | 5.6% | 5 | 2.6% | 11 | 4.0% |
| **Region Average** | 4.19 | | 4.22 | | 4.43 | | 4.16 | |

👥 **If respondent expressed dissatisfaction with the staff these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Staff were unprofessional.** | 11 | 18.0% | 14 | 32.6% | 5 | 14.7% | 18 | 23.7% |
| **Staff did not address my concerns.** | 3 | 4.9% | 5 | 11.6% | 3 | 8.8% | 4 | 5.3% |
| **Staff were not friendly.** | 27 | 44.3% | 17 | 39.5% | 16 | 47.1% | 32 | 42.1% |
| **Staff were unable to answer my questions.** | 4 | 6.6% | 0 | 0.0% | 5 | 14.7% | 7 | 9.2% |
| **Language barrier.** | 2 | 3.3% | 1 | 2.3% | 0 | 0.0% | 1 | 1.3% |
| **Other.** | 14 | 23.0% | 6 | 14.0% | 5 | 14.7% | 14 | 18.4% |

## 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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

◊ 58.2% of respondents rated their overall experience as Excellent, and 20.9% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.47, and the lowest-scoring item was "My wait time was reasonable" at 3.90. This is consistent with statewide trends.

# REGION 5: DEMOGRAPHIC PROFILE

**Gender**
**I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 150 | 42.7% | 73 | 47.1% | 89 | 47.3% | 141 | 43.5% |
| **Female** | 195 | 55.6% | 74 | 47.7% | 90 | 47.9% | 172 | 53.1% |
| **Prefer Not to Answer** | 6 | 1.7% | 8 | 5.2% | 9 | 4.8% | 11 | 3.4% |
| **# Responses** | 351 | | 155 | | 188 | | 324 | |

**Age**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 16 | 4.5% | 8 | 5.1% | 11 | 5.9% | 21 | 6.5% |
| **18-20** | 8 | 2.3% | 6 | 3.8% | 3 | 1.6% | 7 | 2.2% |
| **21-29** | 27 | 7.7% | 7 | 4.5% | 8 | 4.3% | 21 | 6.5% |
| **30-39** | 41 | 11.6% | 20 | 12.8% | 25 | 13.3% | 31 | 9.6% |
| **40-49** | 54 | 15.3% | 23 | 14.7% | 25 | 13.3% | 47 | 14.5% |
| **50-59** | 59 | 16.8% | 27 | 17.3% | 37 | 19.7% | 64 | 19.8% |
| **60-69** | 81 | 23.0% | 34 | 21.8% | 41 | 21.8% | 75 | 23.1% |
| **70 or older** | 61 | 17.3% | 25 | 16.0% | 34 | 18.1% | 51 | 15.7% |
| **Prefer not to answer** | 5 | 1.4% | 6 | 3.8% | 4 | 2.1% | 7 | 2.2% |
| **# Responses** | 352 | | 156 | | 188 | | 324 | |

# REGION 5: DEMOGRAPHIC PROFILE

## Ethnicity

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 6 | 1.7% | 0 | 0.0% | 4 | 2.1% | 2 | 0.6% |
| Latino/Hispanic/Mex.-Am. | 42 | 11.9% | 28 | 17.9% | 22 | 11.7% | 45 | 13.9% |
| Asian-Am./Pac. Isl./Native-Am. | 10 | 2.8% | 3 | 1.9% | 5 | 2.7% | 5 | 1.5% |
| Anglo-Am./White | 267 | 75.9% | 110 | 70.5% | 142 | 75.5% | 244 | 75.5% |
| Multiracial/Other | 4 | 1.1% | 4 | 2.6% | 0 | 0.0% | 4 | 1.2% |
| Prefer not to answer | 23 | 6.5% | 11 | 7.1% | 15 | 8.0% | 23 | 7.1% |
| # Responses | 352 | | 156 | | 188 | | 323 | |

# REGION 5: RESPONDENT PROFILE

## What service did you come in for?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 179 | 50.7% | 86 | 55.1% | 99 | 52.7% | 175 | 53.8% |
| Replace License/ID | 26 | 7.4% | 7 | 4.5% | 8 | 4.3% | 12 | 3.7% |
| Renew CDL | 18 | 5.1% | 7 | 4.5% | 10 | 5.3% | 12 | 3.7% |
| New TX Driver License | 43 | 12.2% | 23 | 14.7% | 22 | 11.7% | 36 | 11.1% |
| New CDL | 4 | 1.1% | 3 | 1.9% | 4 | 2.1% | 6 | 1.8% |
| New TX ID | 7 | 2.0% | 4 | 2.6% | 2 | 1.1% | 5 | 1.5% |
| New Driver Permit | 15 | 4.2% | 4 | 2.6% | 10 | 5.3% | 25 | 7.7% |
| Update License/ID Info | 41 | 11.6% | 13 | 8.3% | 16 | 8.5% | 28 | 8.6% |
| I Needed Assistance | 0 | 0.0% | 0 | 0.0% | 2 | 1.1% | 1 | 0.3% |
| Update License/ID Photo | 4 | 1.1% | 1 | 0.6% | 2 | 1.1% | 3 | 0.9% |
| Other | 16 | 4.5% | 8 | 5.1% | 13 | 6.9% | 22 | 6.8% |

## Once you arrived at the office, about how long did you wait (minutes)?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 116 | 33.0% | 65 | 41.7% | 66 | 35.1% | 96 | 29.8% |
| 10 | 60 | 17.0% | 19 | 12.2% | 32 | 17.0% | 49 | 15.2% |
| 15 | 53 | 15.1% | 19 | 12.2% | 30 | 16.0% | 50 | 15.5% |
| 30 | 49 | 13.9% | 26 | 16.7% | 27 | 14.4% | 42 | 13.0% |
| 45 | 25 | 7.1% | 5 | 3.2% | 13 | 6.9% | 25 | 7.8% |
| 60 | 15 | 4.3% | 8 | 5.1% | 4 | 2.1% | 16 | 5.0% |
| Longer than 60 | 34 | 9.7% | 14 | 9.0% | 16 | 8.5% | 44 | 13.7% |

# REGION 5: ITEM ANALYSIS

## Overall, how was your experience?

|  |  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|---|
| 😀 | **Excellent** | 220 | 62.7% | 113 | 72.4% | 124 | 66.0% | 189 | 58.2% |
| 🙂 | **Good** | 66 | 18.8% | 21 | 13.5% | 37 | 19.7% | 68 | 20.9% |
| 😐 | **Fair** | 43 | 12.3% | 11 | 7.1% | 13 | 6.9% | 34 | 10.5% |
| 🙁 | **Poor** | 12 | 3.4% | 5 | 3.2% | 11 | 5.9% | 16 | 4.9% |
| 😣 | **Very Poor** | 10 | 2.8% | 6 | 3.8% | 3 | 1.6% | 18 | 5.5% |
| | **Region Average** | 4.35 | | 4.47 | | 4.43 | | 4.21 | |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 211 | 60.6% | 108 | 69.7% | 126 | 67.4% | 174 | 54.0% |
| **Agree** | 90 | 25.9% | 33 | 21.3% | 42 | 22.5% | 105 | 32.6% |
| **Neutral** | 26 | 7.5% | 7 | 4.5% | 13 | 7.0% | 24 | 7.5% |
| **Disagree** | 13 | 3.7% | 4 | 2.6% | 4 | 2.1% | 8 | 2.5% |
| **Strongly Disagree** | 8 | 2.3% | 3 | 1.9% | 2 | 1.1% | 11 | 3.4% |
| **Region Average** | 4.39 | | 4.54 | | 4.53 | | 4.31 | |

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# REGION 5: ITEM ANALYSIS

🕐 **My wait time was reasonable.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 186 | 52.8% | 90 | 57.7% | 105 | 56.1% | 151 | 47.0% |
| **Agree** | 89 | 25.3% | 40 | 25.6% | 47 | 25.1% | 79 | 24.6% |
| **Neutral** | 30 | 8.5% | 5 | 3.2% | 14 | 7.5% | 32 | 10.0% |
| **Disagree** | 25 | 7.1% | 15 | 9.6% | 9 | 4.8% | 27 | 8.4% |
| **Strongly Disagree** | 22 | 6.3% | 6 | 3.8% | 12 | 6.4% | 32 | 10.0% |
| **Region Average** | 4.11 | | 4.23 | | 4.20 | | 3.90 | |

📋 **I received what I needed from my visit.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 246 | 70.5% | 110 | 70.5% | 130 | 69.5% | 202 | 62.9% |
| **Agree** | 83 | 23.8% | 37 | 23.7% | 45 | 24.1% | 94 | 29.3% |
| **Neutral** | 9 | 2.6% | 4 | 2.6% | 5 | 2.7% | 10 | 3.1% |
| **Disagree** | 6 | 1.7% | 1 | 0.6% | 3 | 1.6% | 5 | 1.6% |
| **Strongly Disagree** | 5 | 1.4% | 4 | 2.6% | 4 | 2.1% | 10 | 3.1% |
| **Region Average** | 4.60 | | 4.59 | | 4.57 | | 4.47 | |

# REGION 5: ITEM ANALYSIS

## I was treated fairly.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 232 | 66.1% | 108 | 69.2% | 138 | 73.4% | 214 | 66.3% |
| **Agree** | 79 | 22.5% | 37 | 23.7% | 36 | 19.1% | 69 | 21.4% |
| **Neutral** | 21 | 6.0% | 7 | 4.5% | 9 | 4.8% | 20 | 6.2% |
| **Disagree** | 11 | 3.1% | 1 | 0.6% | 2 | 1.1% | 11 | 3.4% |
| **Strongly Disagree** | 8 | 2.3% | 3 | 1.9% | 3 | 1.6% | 9 | 2.8% |
| **Region Average** | 4.47 | | 4.58 | | 4.62 | | 4.45 | |

# REGION 5: ITEM ANALYSIS

🔄 **The process to receive my service was easy.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 199 | 56.9% | 96 | 61.9% | 114 | 60.6% | 164 | 51.4% |
| **Agree** | 102 | 29.1% | 43 | 27.7% | 54 | 28.7% | 98 | 30.7% |
| **Neutral** | 25 | 7.1% | 6 | 3.9% | 7 | 3.7% | 18 | 5.6% |
| **Disagree** | 15 | 4.3% | 6 | 3.9% | 8 | 4.3% | 21 | 6.6% |
| **Strongly Disagree** | 9 | 2.6% | 4 | 2.6% | 5 | 2.7% | 18 | 5.6% |
| **Region Average** | 4.33 | | 4.43 | | 4.40 | | 4.16 | |

🔄 **If respondent expressed dissatisfaction with the process, these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 7 | 13.7% | 3 | 15.0% | 2 | 7.1% | 10 | 14.1% |
| **Understanding the process at the office.** | 17 | 33.3% | 6 | 30.0% | 6 | 21.4% | 27 | 38.0% |
| **Scheduling an appointment for additional services on site.** | 6 | 11.8% | 1 | 5.0% | 2 | 7.1% | 5 | 7.0% |
| **I could not find the information on the website.** | 4 | 7.8% | 1 | 5.0% | 4 | 14.3% | 5 | 7.0% |
| **The steps I needed to take, as provided on the website, were not clear.** | 4 | 7.8% | 1 | 5.0% | 4 | 14.3% | 4 | 5.6% |
| **I had problems scheduling an appointment for the service on the website.** | 3 | 5.9% | 0 | 0.0% | 3 | 10.7% | 2 | 2.8% |
| **Website was not functioning.** | 3 | 5.9% | 1 | 5.0% | 1 | 3.6% | 3 | 4.2% |
| **Other.** | 7 | 13.7% | 7 | 35.0% | 6 | 21.4% | 15 | 21.1% |

# REGION 5: ITEM ANALYSIS

### Staff were professional, knowledgeable and friendly.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 221 | 63.0% | 107 | 68.6% | 126 | 67.0% | 201 | 62.2% |
| Agree | 79 | 22.5% | 34 | 21.8% | 45 | 23.9% | 76 | 23.5% |
| Neutral | 20 | 5.7% | 7 | 4.5% | 9 | 4.8% | 19 | 5.9% |
| Disagree | 20 | 5.7% | 4 | 2.6% | 4 | 2.1% | 17 | 5.3% |
| Strongly Disagree | 11 | 3.1% | 4 | 2.6% | 4 | 2.1% | 10 | 3.1% |
| Region Average | 4.36 | | 4.51 | | 4.52 | | 4.37 | |

### If respondent expressed dissatisfaction with the staff these reasons were selected:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Staff were unprofessional. | 11 | 16.4% | 5 | 27.8% | 3 | 16.7% | 13 | 22.4% |
| Staff did not address my concerns. | 6 | 9.0% | 1 | 5.6% | 2 | 11.1% | 6 | 10.3% |
| Staff were not friendly. | 27 | 40.3% | 7 | 38.9% | 8 | 44.4% | 21 | 36.2% |
| Staff were unable to answer my questions. | 6 | 9.0% | 0 | 0.0% | 1 | 5.6% | 5 | 8.6% |
| Language barrier. | 2 | 3.0% | 0 | 0.0% | 0 | 0.0% | 1 | 1.7% |
| Other. | 15 | 22.4% | 5 | 27.8% | 4 | 22.2% | 12 | 20.7% |

# REGION 6A: OVERVIEW

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## How to read this report.

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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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

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◊ 46.2% of respondents rated their overall experience as Excellent, and 25.4% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.45, and the lowest-scoring item was "My wait time was reasonable" at 3.22.  This is consistent with statewide trends.

# REGION 6A: DEMOGRAPHIC PROFILE

**Gender**
**I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Male** | 157 | 49.2% | 128 | 47.6% | 106 | 51.5% | 140 | 42.6% |
| **Female** | 150 | 47.0% | 138 | 51.3% | 97 | 47.1% | 176 | 53.5% |
| **Prefer Not to Answer** | 12 | 3.8% | 3 | 1.1% | 3 | 1.5% | 13 | 4.0% |
| **# Responses** | 319 | | 269 | | 206 | | 329 | |

**Age**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **17 or younger** | 12 | 3.8% | 11 | 4.1% | 6 | 2.9% | 21 | 6.3% |
| **18-20** | 9 | 2.8% | 16 | 5.9% | 6 | 2.9% | 13 | 3.9% |
| **21-29** | 16 | 5.0% | 7 | 2.6% | 10 | 4.9% | 19 | 5.7% |
| **30-39** | 39 | 12.3% | 32 | 11.8% | 14 | 6.8% | 28 | 8.5% |
| **40-49** | 45 | 14.2% | 34 | 12.5% | 33 | 16.0% | 53 | 16.0% |
| **50-59** | 53 | 16.7% | 52 | 19.2% | 46 | 22.3% | 63 | 19.0% |
| **60-69** | 70 | 22.0% | 61 | 22.5% | 45 | 21.8% | 61 | 18.4% |
| **70 or older** | 65 | 20.4% | 54 | 19.9% | 41 | 19.9% | 61 | 18.4% |
| **Prefer not to answer** | 9 | 2.8% | 4 | 1.5% | 5 | 2.4% | 12 | 3.6% |
| **# Responses** | 318 | | 271 | | 206 | | 331 | |

# REGION 6A: DEMOGRAPHIC PROFILE

**Ethnicity**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 12 | 3.8% | 11 | 4.1% | 5 | 2.4% | 11 | 3.4% |
| Latino/Hispanic/Mex.-Am. | 44 | 13.8% | 56 | 20.7% | 38 | 18.5% | 60 | 18.3% |
| Asian-Am./Pac. Isl./Native-Am. | 8 | 2.5% | 8 | 3.0% | 5 | 2.4% | 10 | 3.0% |
| Anglo-Am./White | 220 | 69.0% | 167 | 61.6% | 136 | 66.3% | 204 | 62.2% |
| Multiracial/Other | 8 | 2.5% | 8 | 3.0% | 2 | 1.0% | 7 | 2.1% |
| Prefer not to answer | 27 | 8.5% | 21 | 7.7% | 19 | 9.3% | 36 | 11.0% |
| # Responses | 319 | | 271 | | 205 | | 328 | |

# REGION 6A: RESPONDENT PROFILE

## What service did you come in for?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 185 | 57.8% | 163 | 59.7% | 100 | 48.3% | 174 | 52.4% |
| Replace License/ID | 24 | 7.5% | 17 | 6.2% | 18 | 8.7% | 19 | 5.7% |
| Renew CDL | 5 | 1.6% | 3 | 1.1% | 5 | 2.4% | 7 | 2.1% |
| New TX Driver License | 39 | 12.2% | 37 | 13.6% | 32 | 15.5% | 48 | 14.5% |
| New CDL | 2 | 0.6% | 4 | 1.5% | 5 | 2.4% | 8 | 2.4% |
| New TX ID | 7 | 2.2% | 7 | 2.6% | 2 | 1.0% | 8 | 2.4% |
| New Driver Permit | 10 | 3.1% | 6 | 2.2% | 6 | 2.9% | 20 | 6.0% |
| Update License/ID Info | 28 | 8.8% | 23 | 8.4% | 22 | 10.6% | 23 | 6.9% |
| I Needed Assistance | 0 | 0.0% | 0 | 0.0% | 1 | 0.5% | 0 | 0.0% |
| Update License/ID Photo | 5 | 1.6% | 8 | 2.9% | 8 | 3.9% | 3 | 0.9% |
| Other | 15 | 4.7% | 5 | 1.8% | 8 | 3.9% | 22 | 6.6% |

## Once you arrived at the office, about how long did you wait (minutes)?

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 52 | 16.3% | 48 | 17.7% | 50 | 24.3% | 36 | 10.8% |
| 10 | 52 | 16.3% | 28 | 10.3% | 41 | 19.9% | 38 | 11.4% |
| 15 | 48 | 15.0% | 52 | 19.2% | 42 | 20.4% | 41 | 12.3% |
| 30 | 67 | 21.0% | 56 | 20.7% | 22 | 10.7% | 59 | 17.8% |
| 45 | 32 | 10.0% | 28 | 10.3% | 15 | 7.3% | 24 | 7.2% |
| 60 | 18 | 5.6% | 10 | 3.7% | 11 | 5.3% | 26 | 7.8% |
| Longer than 60 | 50 | 15.7% | 49 | 18.1% | 25 | 12.1% | 108 | 32.5% |

# REGION 6A: ITEM ANALYSIS

## Overall, how was your experience?

|  |  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|---|
|  | Excellent | 178 | 56.2% | 144 | 53.1% | 129 | 62.6% | 153 | 46.2% |
|  | Good | 83 | 26.2% | 84 | 31.0% | 45 | 21.8% | 84 | 25.4% |
|  | Fair | 31 | 9.8% | 25 | 9.2% | 15 | 7.3% | 43 | 13.0% |
|  | Poor | 18 | 5.7% | 9 | 3.3% | 14 | 6.8% | 32 | 9.7% |
|  | Very Poor | 7 | 2.2% | 9 | 3.3% | 3 | 1.5% | 19 | 5.7% |
|  | Region Average | 4.28 | | 4.27 | | 4.37 | | 3.97 | |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 175 | 55.4% | 157 | 58.4% | 133 | 64.9% | 161 | 49.1% |
| Agree | 110 | 34.8% | 87 | 32.3% | 52 | 25.4% | 108 | 32.9% |
| Neutral | 14 | 4.4% | 15 | 5.6% | 11 | 5.4% | 41 | 12.5% |
| Disagree | 10 | 3.2% | 8 | 3.0% | 5 | 2.4% | 8 | 2.4% |
| Strongly Disagree | 7 | 2.2% | 2 | 0.7% | 4 | 2.0% | 10 | 3.0% |
| Region Average | 4.38 | | 4.45 | | 4.49 | | 4.23 | |

# REGION 6A: ITEM ANALYSIS

## My wait time was reasonable.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 129 | 40.7% | 115 | 42.6% | 100 | 49.0% | 96 | 29.5% |
| **Agree** | 87 | 27.4% | 58 | 21.5% | 61 | 29.9% | 70 | 21.5% |
| **Neutral** | 43 | 13.6% | 43 | 15.9% | 13 | 6.4% | 42 | 12.9% |
| **Disagree** | 30 | 9.5% | 30 | 11.1% | 14 | 6.9% | 43 | 13.2% |
| **Strongly Disagree** | 28 | 8.8% | 24 | 8.9% | 16 | 7.8% | 74 | 22.8% |
| **Region Average** | 3.82 | | 3.78 | | 4.05 | | 3.22 | |

## I received what I needed from my visit.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 201 | 63.2% | 186 | 68.9% | 144 | 69.9% | 197 | 59.3% |
| **Agree** | 100 | 31.4% | 72 | 26.7% | 53 | 25.7% | 110 | 33.1% |
| **Neutral** | 8 | 2.5% | 7 | 2.6% | 4 | 1.9% | 10 | 3.0% |
| **Disagree** | 5 | 1.6% | 0 | 0.0% | 2 | 1.0% | 8 | 2.4% |
| **Strongly Disagree** | 4 | 1.3% | 5 | 1.9% | 3 | 1.5% | 7 | 2.1% |
| **Region Average** | 4.54 | | 4.61 | | 4.62 | | 4.45 | |

# REGION 6A: ITEM ANALYSIS

⊜ **I was treated fairly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 192 | 60.4% | 173 | 63.8% | 145 | 70.7% | 187 | 57.4% |
| **Agree** | 97 | 30.5% | 74 | 27.3% | 41 | 20.0% | 97 | 29.8% |
| **Neutral** | 20 | 6.3% | 18 | 6.6% | 11 | 5.4% | 19 | 5.8% |
| **Disagree** | 5 | 1.6% | 2 | 0.7% | 5 | 2.4% | 15 | 4.6% |
| **Strongly Disagree** | 4 | 1.3% | 4 | 1.5% | 3 | 1.5% | 8 | 2.5% |
| **Region Average** | 4.47 | | 4.51 | | 4.56 | | 4.35 | |

# REGION 6A: ITEM ANALYSIS

## The process to receive my service was easy.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 168 | 53.0% | 138 | 51.5% | 125 | 61.0% | 132 | 40.4% |
| **Agree** | 105 | 33.1% | 89 | 33.2% | 58 | 28.3% | 124 | 37.9% |
| **Neutral** | 20 | 6.3% | 22 | 8.2% | 10 | 4.9% | 30 | 9.2% |
| **Disagree** | 16 | 5.0% | 7 | 2.6% | 10 | 4.9% | 23 | 7.0% |
| **Strongly Disagree** | 8 | 2.5% | 12 | 4.5% | 2 | 1.0% | 18 | 5.5% |
| **Region Average** | 4.29 | | 4.25 | | 4.43 | | 4.01 | |

## If respondent expressed dissatisfaction with the process, these reasons were selected:

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 8 | 16.3% | 8 | 17.4% | 3 | 14.3% | 11 | 12.0% |
| **Understanding the process at the office.** | 15 | 30.6% | 19 | 41.3% | 11 | 52.4% | 29 | 31.5% |
| **Scheduling an appointment for additional services on site.** | 1 | 2.0% | 2 | 4.3% | 2 | 9.5% | 6 | 6.5% |
| **I could not find the information on the website.** | 4 | 8.2% | 1 | 2.2% | 0 | 0.0% | 9 | 9.8% |
| **The steps I needed to take, as provided on the website, were not clear.** | 8 | 16.3% | 4 | 8.7% | 1 | 4.8% | 9 | 9.8% |
| **I had problems scheduling an appointment for the service on the website.** | 4 | 8.2% | 3 | 6.5% | 0 | 0.0% | 11 | 12.0% |
| **Website was not functioning.** | 1 | 2.0% | 1 | 2.2% | 0 | 0.0% | 6 | 6.5% |
| **Other.** | 8 | 16.3% | 8 | 17.4% | 4 | 19.0% | 11 | 12.0% |

# REGION 6A: ITEM ANALYSIS

--------------------------------------------------------------------------------

👥 **Staff were professional, knowledgeable and friendly.**

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|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 176 | 55.5% | 163 | 60.4% | 136 | 66.0% | 184 | 55.9% |
| Agree | 100 | 31.5% | 75 | 27.8% | 44 | 21.4% | 88 | 26.7% |
| Neutral | 22 | 6.9% | 17 | 6.3% | 15 | 7.3% | 25 | 7.6% |
| Disagree | 12 | 3.8% | 6 | 2.2% | 5 | 2.4% | 20 | 6.1% |
| Strongly Disagree | 7 | 2.2% | 9 | 3.3% | 6 | 2.9% | 12 | 3.6% |
| Region Average | 4.34 | | 4.40 | | 4.45 | | 4.25 | |

👥 **If respondent expressed dissatisfaction with the staff these reasons were selected:**

--------------------------------------------------------------------------------

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Staff were unprofessional. | 6 | 13.6% | 9 | 18.4% | 9 | 28.1% | 17 | 22.1% |
| Staff did not address my concerns. | 5 | 11.4% | 5 | 10.2% | 2 | 6.3% | 7 | 9.1% |
| Staff were not friendly. | 21 | 47.7% | 23 | 46.9% | 14 | 43.8% | 34 | 44.2% |
| Staff were unable to answer my questions. | 3 | 6.8% | 3 | 6.1% | 3 | 9.4% | 6 | 7.8% |
| Language barrier. | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 1.3% |
| Other. | 9 | 20.5% | 9 | 18.4% | 4 | 12.5% | 12 | 15.6% |

## 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 FY1819 Period 1 (September – November), FY1819 Period 2 (December - February), FY1819 Period 3 (March – May), and FY1819 Period 4 (June – August).

## Key Findings

◊ 28.7% of respondents rated their overall experience as Excellent, and 29.6% of respondents rated it as Good.

◊ The highest-rated item was "I received what I needed from my visit" at 4.31, and the lowest-scoring item was "My wait time was reasonable" at 2.79. This is consistent with statewide trends.

# REGION 6B: DEMOGRAPHIC PROFILE

**Gender
I am:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Male | 201 | 46.0% | 122 | 43.1% | 122 | 46.2% | 187 | 43.6% |
| Female | 221 | 50.6% | 148 | 52.3% | 130 | 49.2% | 218 | 50.8% |
| Prefer Not to Answer | 15 | 3.4% | 13 | 4.6% | 12 | 4.5% | 24 | 5.6% |
| # Responses | 437 | | 283 | | 264 | | 429 | |

**Age**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 17 or younger | 15 | 3.4% | 9 | 3.2% | 7 | 2.7% | 24 | 5.6% |
| 18-20 | 10 | 2.3% | 7 | 2.5% | 15 | 5.7% | 27 | 6.3% |
| 21-29 | 31 | 7.0% | 27 | 9.5% | 20 | 7.6% | 35 | 8.1% |
| 30-39 | 64 | 14.5% | 38 | 13.3% | 33 | 12.5% | 63 | 14.6% |
| 40-49 | 62 | 14.1% | 29 | 10.2% | 35 | 13.3% | 72 | 16.7% |
| 50-59 | 85 | 19.3% | 59 | 20.7% | 43 | 16.3% | 62 | 14.4% |
| 60-69 | 90 | 20.5% | 59 | 20.7% | 54 | 20.5% | 72 | 16.7% |
| 70 or older | 73 | 16.6% | 47 | 16.5% | 47 | 17.8% | 61 | 14.1% |
| Prefer not to answer | 10 | 2.3% | 10 | 3.5% | 10 | 3.8% | 16 | 3.7% |
| # Responses | 440 | | 285 | | 264 | | 432 | |

# REGION 6B: DEMOGRAPHIC PROFILE

## Ethnicity

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| African-Am./Black | 24 | 5.5% | 15 | 5.3% | 18 | 6.9% | 22 | 5.1% |
| Latino/Hispanic/Mex.-Am. | 40 | 9.1% | 28 | 9.9% | 40 | 15.3% | 61 | 14.2% |
| Asian-Am./Pac. Isl./Native-Am. | 18 | 4.1% | 15 | 5.3% | 16 | 6.1% | 19 | 4.4% |
| Anglo-Am./White | 294 | 67.0% | 194 | 68.8% | 156 | 59.5% | 265 | 61.8% |
| Multiracial/Other | 9 | 2.1% | 6 | 2.1% | 7 | 2.7% | 11 | 2.6% |
| Prefer not to answer | 54 | 12.3% | 24 | 8.5% | 25 | 9.5% | 51 | 11.9% |
| # Responses | 439 | | 282 | | 262 | | 429 | |

# REGION 6B: RESPONDENT PROFILE

## What service did you come in for?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Renew License/ID | 215 | 48.4% | 155 | 54.2% | 146 | 55.1% | 221 | 51.5% |
| Replace License/ID | 38 | 8.6% | 18 | 6.3% | 20 | 7.5% | 27 | 6.3% |
| Renew CDL | 8 | 1.8% | 4 | 1.4% | 2 | 0.8% | 10 | 2.3% |
| New TX Driver License | 76 | 17.1% | 47 | 16.4% | 42 | 15.8% | 71 | 16.6% |
| New CDL | 16 | 3.6% | 5 | 1.7% | 5 | 1.9% | 10 | 2.3% |
| New TX ID | 8 | 1.8% | 7 | 2.4% | 3 | 1.1% | 14 | 3.3% |
| New Driver Permit | 19 | 4.3% | 8 | 2.8% | 12 | 4.5% | 29 | 6.8% |
| Update License/ID Info | 35 | 7.9% | 21 | 7.3% | 19 | 7.2% | 27 | 6.3% |
| I Needed Assistance | 1 | 0.2% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Update License/ID Photo | 4 | 0.9% | 6 | 2.1% | 5 | 1.9% | 3 | 0.7% |
| Other | 24 | 5.4% | 15 | 5.2% | 11 | 4.2% | 17 | 4.0% |
| | | | | | | | 429 | |

## Once you arrived at the office, about how long did you wait (minutes)?

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| 0-5 | 65 | 14.9% | 34 | 12.0% | 29 | 11.0% | 31 | 7.2% |
| 10 | 37 | 8.5% | 38 | 13.4% | 37 | 14.0% | 36 | 8.4% |
| 15 | 63 | 14.4% | 37 | 13.0% | 38 | 14.4% | 39 | 9.0% |
| 30 | 59 | 13.5% | 39 | 13.7% | 44 | 16.7% | 48 | 11.1% |
| 45 | 40 | 9.2% | 28 | 9.9% | 18 | 6.8% | 36 | 8.4% |
| 60 | 28 | 6.4% | 13 | 4.6% | 13 | 4.9% | 24 | 5.6% |
| Longer than 60 | 144 | 33.0% | 95 | 33.5% | 85 | 32.2% | 217 | 50.3% |

# REGION 6B: ITEM ANALYSIS

## Overall, how was your experience?

|  |  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|---|
|  | Excellent | 203 | 46.1% | 130 | 45.8% | 123 | 46.6% | 124 | 28.7% |
|  | Good | 117 | 26.6% | 79 | 27.8% | 71 | 26.9% | 128 | 29.6% |
|  | Fair | 56 | 12.7% | 39 | 13.7% | 39 | 14.8% | 87 | 20.1% |
|  | Poor | 38 | 8.6% | 17 | 6.0% | 16 | 6.1% | 59 | 13.7% |
|  | Very Poor | 26 | 5.9% | 19 | 6.7% | 15 | 5.7% | 34 | 7.9% |
|  | Region Average | 3.98 |  | 4.00 |  | 4.03 |  | 3.58 |  |

## I trust the Texas Driver License Division to do a good job.

|  | Sep18 - Nov18 |  | Dec18 - Feb19 |  | Mar19 - May19 |  | Jun19 - Aug19 |  |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 201 | 46.4% | 144 | 51.2% | 136 | 51.5% | 168 | 39.4% |
| Agree | 145 | 33.5% | 98 | 34.9% | 82 | 31.1% | 150 | 35.2% |
| Neutral | 53 | 12.2% | 23 | 8.2% | 30 | 11.4% | 59 | 13.8% |
| Disagree | 16 | 3.7% | 5 | 1.8% | 7 | 2.7% | 30 | 7.0% |
| Strongly Disagree | 18 | 4.2% | 11 | 3.9% | 9 | 3.4% | 19 | 4.5% |
| Region Average | 4.14 |  | 4.28 |  | 4.25 |  | 3.98 |  |

# REGION 6B: ITEM ANALYSIS

## 🕐 My wait time was reasonable.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 131 | 29.9% | 101 | 35.6% | 91 | 34.6% | 91 | 21.2% |
| **Agree** | 112 | 25.6% | 55 | 19.4% | 63 | 24.0% | 79 | 18.4% |
| **Neutral** | 42 | 9.6% | 37 | 13.0% | 28 | 10.6% | 57 | 13.3% |
| **Disagree** | 58 | 13.2% | 32 | 11.3% | 30 | 11.4% | 58 | 13.5% |
| **Strongly Disagree** | 95 | 21.7% | 59 | 20.8% | 51 | 19.4% | 145 | 33.7% |
| **Region Average** | 3.29 | | 3.38 | | 3.43 | | 2.79 | |

## ☑ I received what I needed from my visit.

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 254 | 58.1% | 176 | 62.2% | 165 | 63.2% | 214 | 49.9% |
| **Agree** | 145 | 33.2% | 93 | 32.9% | 78 | 29.9% | 168 | 39.2% |
| **Neutral** | 18 | 4.1% | 8 | 2.8% | 7 | 2.7% | 24 | 5.6% |
| **Disagree** | 9 | 2.1% | 3 | 1.1% | 5 | 1.9% | 13 | 3.0% |
| **Strongly Disagree** | 11 | 2.5% | 3 | 1.1% | 6 | 2.3% | 10 | 2.3% |
| **Region Average** | 4.42 | | 4.54 | | 4.50 | | 4.31 | |

# REGION 6B: ITEM ANALYSIS
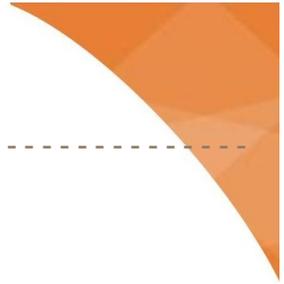
**I was treated fairly.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 238 | 54.1% | 164 | 58.0% | 155 | 59.2% | 212 | 49.5% |
| **Agree** | 151 | 34.3% | 84 | 29.7% | 80 | 30.5% | 145 | 33.9% |
| **Neutral** | 31 | 7.0% | 18 | 6.4% | 19 | 7.3% | 45 | 10.5% |
| **Disagree** | 13 | 3.0% | 9 | 3.2% | 5 | 1.9% | 19 | 4.4% |
| **Strongly Disagree** | 7 | 1.6% | 8 | 2.8% | 3 | 1.1% | 7 | 1.6% |
| **Region Average** | 4.36 | | 4.37 | | 4.45 | | 4.25 | |

# REGION 6B: ITEM ANALYSIS

**The process to receive my service was easy.**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Strongly Agree** | 189 | 43.3% | 126 | 44.5% | 122 | 46.6% | 142 | 33.0% |
| **Agree** | 160 | 36.7% | 106 | 37.5% | 106 | 40.5% | 169 | 39.3% |
| **Neutral** | 42 | 9.6% | 25 | 8.8% | 12 | 4.6% | 43 | 10.0% |
| **Disagree** | 23 | 5.3% | 15 | 5.3% | 7 | 2.7% | 43 | 10.0% |
| **Strongly Disagree** | 22 | 5.0% | 11 | 3.9% | 15 | 5.7% | 33 | 7.7% |
| **Region Average** | 4.08 | | 4.13 | | 4.19 | | 3.8 | |

**If respondent expressed dissatisfaction with the process, these reasons were selected:**

|  | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| **Getting answers to questions at the office.** | 17 | 15.2% | 12 | 15.8% | 6 | 15.4% | 17 | 9.7% |
| **Understanding the process at the office.** | 28 | 25.0% | 24 | 31.6% | 9 | 23.1% | 31 | 17.6% |
| **Scheduling an appointment for additional services on site.** | 10 | 8.9% | 5 | 6.6% | 2 | 5.1% | 12 | 6.8% |
| **I could not find the information on the website.** | 8 | 7.1% | 5 | 6.6% | 2 | 5.1% | 21 | 11.9% |
| **The steps I needed to take, as provided on the website, were not clear.** | 10 | 8.9% | 10 | 13.2% | 2 | 5.1% | 26 | 14.8% |
| **I had problems scheduling an appointment for the service on the website.** | 14 | 12.5% | 7 | 9.2% | 7 | 17.9% | 19 | 10.8% |
| **Website was not functioning.** | 6 | 5.4% | 4 | 5.3% | 3 | 7.7% | 14 | 8.0% |
| **Other.** | 19 | 17.0% | 9 | 11.8% | 8 | 20.5% | 36 | 20.5% |

# REGION 6B: ITEM ANALYSIS

## Staff were professional, knowledgeable and friendly.

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Strongly Agree | 227 | 51.7% | 153 | 53.9% | 137 | 52.5% | 190 | 44.3% |
| Agree | 130 | 29.6% | 81 | 28.5% | 80 | 30.7% | 148 | 34.5% |
| Neutral | 41 | 9.3% | 23 | 8.1% | 31 | 11.9% | 43 | 10.0% |
| Disagree | 24 | 5.5% | 17 | 6.0% | 8 | 3.1% | 33 | 7.7% |
| Strongly Disagree | 17 | 3.9% | 10 | 3.5% | 5 | 1.9% | 15 | 3.5% |
| Region Average | 4.20 | | 4.23 | | 4.29 | | 4.08 | |

## If respondent expressed dissatisfaction with the staff these reasons were selected:

| | Sep18 - Nov18 | | Dec18 - Feb19 | | Mar19 - May19 | | Jun19 - Aug19 | |
|---|---|---|---|---|---|---|---|---|
| Staff were unprofessional. | 16 | 16.8% | 16 | 22.5% | 6 | 12.5% | 14 | 13.2% |
| Staff did not address my concerns. | 7 | 7.4% | 5 | 7.0% | 2 | 4.2% | 15 | 14.2% |
| Staff were not friendly. | 44 | 46.3% | 28 | 39.4% | 27 | 56.3% | 50 | 47.2% |
| Staff were unable to answer my questions. | 5 | 5.3% | 6 | 8.5% | 2 | 4.2% | 9 | 8.5% |
| Language barrier. | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 0.9% |
| Other. | 23 | 24.2% | 16 | 22.5% | 11 | 22.9% | 17 | 16.0% |

# 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 35 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. Special appreciation for assistance in preparation, writing, and analysis conducted on this project goes to Monica McCarthy, Graduate Research Assistant, Daniel Shea, Graduate Research Assistant, Venenzia Johnson, Graduate Research Assistant, and Nicole Duson, Database Coordinator.

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