

**AGENCY STRATEGIC PLAN
FISCAL YEARS 2023 TO 2027**

BY

TEXAS DEPARTMENT OF PUBLIC SAFETY

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TABLE OF CONTENTS

Contents – Strategic Plan	Page(s)
TABLE OF CONTENTS	1
AGENCY MISSION, PHILOSOPHY, VALUES, AND VISION	2
DIRECTOR’S STRATEGIC OUTLOOK	3 - 6
AGENCY OPERATIONAL GOALS AND ACTION PLANS	
Protect Texas from Public Safety Threats	7 - 15
Provide Regulatory and Law Enforcement Services to All Customers	16 - 19
Enhance Public Safety through the Licensing of Texas Drivers	20 - 23
Provide Agency Administrative Services and Support	24 - 27
REDUNDANCIES AND IMPEDIMENTS	28 - 85
Contents – Supplemental Schedules	
SCHEDULE A – BUDGET STRUCTURE	
Approved Budget Structure	86 - 93
SCHEDULE B – PERFORMANCE MEASURE DEFINITIONS	
Approved Outcome Measures Definitions	94 - 117
Approved Outcome Measures Structure	118 - 121
Approved Strategy Measures Definitions	122 - 219
Approved Strategy Measures Structure	220 - 229
SCHEDULE C – HISTORICALLY UNDERUTILIZED BUSINESS PLAN	230 - 234
SCHEDULE F – AGENCY WORKFORCE PLAN	235 - 242
SCHEDULE H – REPORT ON CUSTOMER SERVICE	243 - 287
APPENDIX 1 – COMPACT WITH TEXANS	288 - 304
APPENDIX 2 – CUSTOMER SERVICE ASSESSMENT FY 2021	305 - 446

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

Mission: Protect and Serve Texas

Motto: Courtesy, Service, and Protection

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

Values:

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

Strategic Goals:

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

DIRECTOR'S STRATEGIC OUTLOOK

There is no greater responsibility of government than protecting its citizens. Unlike most states, Texas faces the entire range of threats to its ever-increasing population of 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:

- Mass Attacks in Public Places
- Mexican Crime Cartels
- Transnational and State-Wide Gangs
- 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 are 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 assuming the federal government no longer provides public safety activities.

Currently, there are 78,318 local and state commissioned law enforcement officers in Texas. While Texas' 2,722 local and state law enforcement agencies are highly professional, 58% of those agencies employ between 1 and 10 officers, and over 85% 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, respond to critical incidents such as a mass attack or natural disasters, or effectively address sudden spikes in increased crime. Fortunately, Texas is blessed with a strong sense of cooperation among law enforcement agencies and the support of the public which serves as a force multiplier of these important resources.

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

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

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

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

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

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

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

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

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

An unsecured border with Mexico remains the single most significant threat to the Lone Star state. To address increasing criminal activity along the border, beginning in March 2021, the Department launched Operation Lone Star. The Department of Public Safety and the Texas National Guard continue to work together to secure the border, stop the smuggling of drugs, weapons, and people into Texas, and prevent, detect, and interdict transnational criminal behavior between ports of entry.

Since the launch of Operation Lone Star, multi-agency efforts have led to more than 252,000 migrant apprehensions, more than 15,000 criminal arrests, and more than 12,000 felony charges. Over 4,000 weapons and over \$40 million in currency have been seized. The state saw a significant increase in Fentanyl seizures. In the fight against Fentanyl, DPS has seized over 344 million lethal doses throughout the state.

In recent years, Texas has faced multiple mass casualty attacks. On November 5, 2017, a gunman entered the First Baptist Church in Sutherland Springs, killing 26 people and injuring 22 others. In March 2018, the City of Austin and Travis County were terrorized by a serial bomber who left explosive packages on doorsteps. On May 5, 2018, an armed 17 year old male student entered Santa Fe High School, killing 8 students and 2 adults and wounding 14 additional students and one police officer. On August 3, 2019, a mass shooting occurred in El Paso, Texas, where the gunman killed 23 people and injured 23 others. On August 31, 2019, a gunman shot multiple people from a moving vehicle in the Midland/Odessa area, killing 8 people and wounding 25

others. On October 27, 2019, a gunman attacked an off-campus Texas A&M University – Commerce homecoming party, killing two people and injuring 12 others. On December 29, 2019, a gunman opened fire at a church in White Settlement, Texas, killing two congregants and injuring two others. Most recently, a gunman killed 19 children and two teachers at Robb Elementary School in Uvalde.

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

AGENCY OPERATIONAL GOAL AND ACTION PLAN

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

During the FY 2023 – 2027 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 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 Texas Ranger Division will pursue new investigative leads generated as the result of the DNA database expansion and will use grant funds to perform advanced DNA testing on unsolved violent crimes.
- Create national, constructive exposure to the Unsolved Crimes Investigation Program with the intention of identifying dangerous offenders, resulting in case resolutions and provide justice for victims of violent crimes.
- Continue to enhance the state’s ability to respond to major criminal events and conduct complex criminal investigations 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 and leverage emerging technology to enhance communications capabilities for first responders across the state.
- Utilize State Radio Core with system of systems integration plan to connect regional radio systems, enhancing radio coverage and communications for all law enforcement / first responder personnel across the state.
Continue to upgrade end of life consoles/radio equipment replacement plan.
Replacement of radio consoles can provide network connectivity to all 22 communications facilities, increasing the efficiencies of the communications service provided to DPS personnel.

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

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

3. Provide Security for the Capitol Complex and State Officials

- Provide security for the Texas state capitol building to ensure the public and their elected leaders 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 safely and efficiently.
- Proactively implementing short-term capabilities with little to no additional resources or funding needed. This includes automated license plate reader monitoring,

Everbridge notification system, quick response vehicles, 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

Provide Regulatory and Law Enforcement Services to All Customers

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

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

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

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

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

During the FY 2023-2027 period, DPS plans to:

1. Process original and renewal applications and issue regulatory licenses within statutory deadlines for programs regulated by DPS; track the number of license holders; conduct required written examinations; and assist customers via telephone and email.
2. Monitor, inspect, and take administrative action against regulated providers for violations of statutes and related administrative rules; monitor and analyze program data to detect potential criminal or administrative violations; and assess penalties for administrative violations.

3. Ensure regulatory services are efficient and reliable by continuing process improvements; set and monitor all regulatory performance measures; and identify best practices and opportunities for efficiency. This is done through modernization efforts that maximize the return on investment in both capital and FTE time, while ensuring consistent quality of services that directly impact public safety.
4. Add technology. Incorporating new and innovative technologies into regulatory services is a key element to continued improvement, reducing wait and processing times, and keeping pace with increasing demand due to population growth and additional state and federal mandates.
5. Continue the FBI rap back program, which provides non-criminal and criminal justice entities with the ability to continually vet the criminal history of specific populations in real time.
6. Train and audit local users of crime records systems to ensure proper and effective usage of systems provided to authorized Texas users.
7. Upgrade mission-critical systems as funding permits so an ever-increasing volume of vetted users 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 is committed to providing cost-effective services to the criminal justice community and the public through research and process improvement in the DPS Crime Labs and through the uninterrupted access to the numerous systems maintained by the Crime Records Division. The Department strives to ensure accountability through a comprehensive licensing process which includes a rigorous review of license applications and background checks, while ensuring compliance with applicable policies, codes, and statutes.

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

The programs in this goal represent millions of transactions each year so efficiency in processing of those transactions makes a significant impact. These areas have documented workflows to simplify procedures where possible. Continually improving the effectiveness and standardization of testing methods and procedures leads to cost savings. The use of new technology in some instances creates additional efficiencies. The Department continually works to improve the operational efficiency and delivery of regulatory services to customers through re-engineered business processes and implementation of improved technological solutions.

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

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

4. Attentive to providing excellent customer service.

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

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

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

DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM

Regulatory Services Division continues to license, certify, regulate, and provide customer service to approximately 1.9 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 in an efficient and timely manner. 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

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 2023-2027 period, DPS plans to:

1. Process original, renewal and replacement applications for driver and commercial licenses and permits, as well as identification cards; conduct required written and skills examinations; assist customers via telephone and email; and track the number of issuances and customers assisted or records updated by the support services.
2. Audit, monitor, and take administrative action against Third Party Skills Test providers who conduct regular and commercial knowledge or skills examinations for non-compliance with state or federal statutes and related administrative rules; 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 and expanded online services, that maximizes the return on investment in both capital and FTE time, while ensuring consistent quality of services that directly impact public safety.
4. Maintain and enhance the Driver License System (DLS). DLS is the software system used as the central point of issuance for all Texas driver licenses, commercial driver licenses, identification cards, and election identification certificates. As of FY 2021, DPS is maintaining over 38.7 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 2021 the CSC received 7,456,454 telephone calls. Limited staff and technology impacted the ability to respond to customers, allowing us to respond to 7.26% of the demand, or 541,704 of those calls. The CSC is currently only able to answer about 12.4% 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 32 minutes before their call is answered. As the

population of Texas continues to grow, this situation will continue to deteriorate. The Department continues to work toward automation of information and increased availability of germane information through online services.

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

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountability to tax and fee payers of Texas.

The programs under the *Enhance Public Safety Through the Licensing of Texas Drivers* goal reports state revenue in accordance with published guidelines, and the programs report statistics and relevant information on the agency's website.

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

The processes in this goal represent tens of thousands of transactions each day so efficiency in transaction processing makes a significant impact. There are documented workflows to simplify procedures where possible. Continually improving the effectiveness and standardization of issuance, testing and enforcement procedures leads to cost savings. The use of new technology in some instances creates additional efficiencies.

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

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

4. Attentive to providing excellent customer service.

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

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

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

DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM

In 2009, the Texas population was 24.8 million and grew 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. In addition to staffing, funding was provided to replace and increase the capacity of the Angleton and Denton offices. The 87th Legislature provided \$14 million in funding for a new driver license office in League City, which is projected to open in April 2023.

AGENCY OPERATIONAL GOAL AND ACTION PLAN

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; and training of recruits and current agency staff.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

During the FY 2023 – 2027 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. Provide accounting and budgetary financial services to the agency that encompass the following activities:
 - a. The accurate payment of vendors;
 - b. the timely reimbursement of travel and fuel expenditures;
 - c. the smooth operation of CAPPS financial applications;
 - d. the management of payroll, and the payment of overtime earned for all staff, in as expeditious a manner as possible;
 - e. the creation of divisional Internal Operating Budgets that are in alignment with state appropriations;
 - f. the development of annual division financial forecasts, updated monthly, to track actual and anticipated expenditure patterns in a proactive manner;
 - g. the compilation and submission of legislatively required reports, such as the Operating Budget, Strategic Plan & Performance Measures, Annual Comprehensive Financial Report, Base Reconciliation, and Legislative Appropriations Request.

4. Continue direct and web-based training to enhance skills, tactics and techniques in areas such as active attack response, use of force; arrest, search, and seizure; firearms, driver, and reality-based training; physical fitness; leadership development; human trafficking and crimes against children training. Training is offered on a continuous basis throughout the fiscal year and will continue as such beyond FY 2025.
5. Continue to execute the following facilities-related action items:
 - a. Develop a master plan for the DPS Headquarters complex and a space plan for each DPS Region to allow for new state of the art technology, facility-wide wide security, a central plant, and overall energy efficiencies as required by statute.
 - b. Conduct a statewide facility condition assessment every five years to identify deferred maintenance requirements for each DPS property statewide.
 - c. Continue to improve operational effectiveness with enhanced checklists and monitoring of maintenance and services, such as HVAC, Building Automation Services, landscaping, janitorial, maintenance, and pest control.
 - d. Apply enhanced 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.
6. 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 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 Texas Cybersecurity Framework on Texas government agencies and help expedite recovery efforts.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountability to tax and fee payers of Texas.

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

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

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

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

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

4. Attentive to providing excellent customer service.

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

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

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

DESCRIBE ANY OTHER CONSIDERATIONS RELEVANT TO YOUR GOAL OR ACTION ITEM

N/A.

REDUNDANCIES AND IMPEDIMENTS

Division: Texas Rangers

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

Division: Texas Rangers

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Texas Government Code 411.1473 DNA Records of Certain Sex Offenders
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Expansion of the state DNA database has revealed certain sex offenders have completed their probation or parole without having a successful DNA record created
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Amend Government Code to reflect that terms of probation or parole are not considered satisfied until a successful DNA record of the offender has been created in the state DNA database.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Ongoing operations in the Texas Rangers Division has revealed recidivism for continued sex related, and other violent crime offenses, among sex offenders. Creation of a successful DNA record for each offender will further investigative efforts in unsolved violent crime offenses and expedite offender identification in the event of future offenses on the part of the offender.
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)	
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)	
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	<p>Sec. 411.186. REVOCATION.</p> <p>(a) The department shall revoke a license under this section if the license holder:</p> <p>***</p> <p>(5) is determined by the department to have engaged in conduct constituting a reason to suspend a license listed in Section 411.187(a) after the person's license has been previously suspended twice for the same reason; or</p> <p>(6) submits an application fee that is dishonored or reversed if the applicant fails to submit a cashier's check or money order made payable to the "Department of Public Safety of the State of Texas" in the amount of the dishonored or reversed fee, plus \$25, within 30 days of being notified by the department that the fee was dishonored or reversed; or</p> <p><u>(7) has failed to provide medical records or has failed to undergo medical or other examinations as required by a panel of the medical advisory board.</u></p> <p>***</p> <p>(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</p>

	<p>longer exists and has not existed for a period of two years.</p> <p>***</p> <p>Sec. 1702.361. DENIAL AND DISCIPLINARY ACTIONS; GROUNDS.</p> <p>***</p> <p><u>(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.</u></p>
<p>DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE</p>	<p>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.</p>
<p>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</p>	

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

Division: Regulatory Services

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Occupations Code Sec. 1956.0382. Cash Transaction Card.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Cash transaction cards are issued by Metal Recycling Entities to customers who provide identifying information in advance, ensuring that such transactions can be traced if necessary.</p> <p>Straw purchases undermine the legislative intent behind the cash card, i.e., reducing metal theft by ensuring only previously identified and traceable individuals are paid in cash. Straw purchases have become commonplace and there is no express prohibition or clear criminal offense associated with such activity.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Occupations Code Sec. 1956.0382. Cash Transaction Card. ***</p> <p><u>(h) A person commits an offense if the person presents a cash transaction card to a metal recycling entity for the purpose of selling regulated material on behalf of a third party.</u></p> <p><u>(i) A person commits an offense if the person attempts to or does obtain cash payment for the sale of regulated material to a metal recycling entity by conspiring with a holder of a cash transaction card to have the card holder sell the regulated material on the person’s behalf.</u></p> <p><u>(j) An offense under section (h) or (i) is a Class C misdemeanor unless it is shown on trial of the offense that the person has previously been convicted of a violation of this offense, in which event the offense is a Class B misdemeanor.</u></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Will reduce regulated metal theft by ensuring only previously identified and traceable sellers are paid in cash.
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)	Provisions to be amended: <ul style="list-style-type: none"> • Code of Criminal Procedure, Chapter 7A. Protective Order for Victims of Sexual Assault or Abuse, Indecent Assault, Stalking, or Trafficking; • Code of Criminal Procedure, Art. 17.292. Magistrates Order for Emergency Protection; • 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)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Government Code Sec. 411.186 REVOCATION and 411.187 SUSPENSION OF LICENSE; and 411.206. SEIZURE OF HANDGUN AND LICENSE.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>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.</p> <p>In addition, the proposal would amend Gov. Code Sec. 411.206, Seizure of Handgun and License, authorizing seizure of suspended or revoked license by peace officers.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Government Code Sec. 411.186. Revocation.</p> <p>(a) The department shall revoke a license under this section if the license holder:</p> <p style="text-align: center;">***</p> <p style="text-align: center;"><u>(7) fails to surrender the license as required under Sections 411.187.</u></p> <p>(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</p>

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.

- (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

	<p>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 holder shall surrender the license on the date an order of suspension is entered by the justice court. <u>The license will be returned only upon the entering of a final judgment against the department following further appellate proceedings.</u></p> <p>Gov. Code Sec. 411.206. Seizure of Handgun and License. ***</p> <p>(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.</p>
<p>DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE</p>	<p>Reduces risk that ineligible individuals will continue to carry or be able to purchase firearms.</p>
<p>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</p>	

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. 411.172. ELIGIBILITY. 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	<p>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.</p> <p>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.</p> <p>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.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Government Code Sec. 411.172. Eligibility.</p> <p style="padding-left: 40px;">(a) A person is eligible for a license to carry a handgun if the person:</p> <p style="padding-left: 80px;">***</p> <p style="padding-left: 80px;">(9) is fully qualified under applicable federal and state law to purchase a handgun;</p> <p style="padding-left: 80px;">***</p>

	<p><u>(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.</u></p> <p>Occupations Code Sec. 1702.163. Qualifications for Security Officer Commission. ***</p> <p>(b) An individual is not eligible for a security officer commission if the individual:</p> <p>(1) is disqualified by state or federal law from owning or possessing a firearm; ***</p> <p><u>(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.</u></p>
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

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

court, or having custody of the child under juvenile court order; or

(8) the Department of Public Safety as necessary for the administration of Chapter 411, Subchapter H, Government Code; or

(9) with permission from the juvenile court, any other individual, agency, or institution having a legitimate interest in the proceeding or in the work of the court.

(j) For the purpose of offering a record as evidence in an appeal proceeding arising under Chapter 411, Subchapter H, Government Code, an attorney representing the Department of Public Safety may obtain the record of a defendant's adjudication by submitting a request for the record to the juvenile court that made the adjudication. If a court receives a request from an attorney under this subsection, the court shall, if the court possesses the requested record of adjudication, certify and provide the attorney with a copy of the record.

Family Code Sec. 58.106. Dissemination of Confidential Information in Juvenile Justice Information System.

(a) Except as otherwise provided by this section, information contained in the juvenile justice information system is confidential information for the use of the department and may not be disseminated by the department except:

- (1) with the permission of the juvenile offender, to military personnel of this state or the United States;
- (2) to a criminal justice agency as defined by Section 411.082, Government Code;
- (3) to a noncriminal justice agency authorized by federal statute or federal executive order to receive juvenile justice record information;
- (4) to a juvenile justice agency;
- (5) to the Texas Juvenile Justice Department;
- (6) to the office of independent ombudsman of the Texas Juvenile Justice Department;
- (7) to a district, county, justice, or municipal court exercising jurisdiction over a juvenile; **and**
- (8) to the Department of Family and Protective Services as provided by Section 411.114, Government Code; **and**
- (9) to the department's internal division responsible for administering Chapter 411, Subchapter H, Government Code.**

DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Reduces risk that ineligible individuals will continue to carry or be able to purchase firearms.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) 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. 411.206. SEIZURE OF HANDGUN AND LICENSE.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Amends Government Code Sec. 411.206, Seizure of Handgun and License, authorizing seizure of suspended or revoked license by peace officer.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Government Code Sec. 411.206. Seizure of Handgun and License.</p> <p>(a) If a peace officer arrests and takes into custody a license holder who is carrying a handgun under the authority of this subchapter, the officer shall seize the license holder's handgun and license as evidence. <u>If the license holder is arrested for an offense requiring immediate suspension of the license under Section 411.1872*, the arresting officer shall notify the department of the arrest and return the license to the department.</u></p> <p>(b) The provisions of Article 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.</p> <p>(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).</p> <p><u>(d) A peace officer who is acting in the lawful discharge of the officer's official duties may seize a license that is suspended or revoked. The officer may destroy the license and report the destruction to the department, or return the license to the department.</u></p> <p>*Section 411.1872 is the proposed section authorizing immediate suspension. Thus, the proposals are interdependent.</p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH REC. CHANGE	Reduces risk that ineligible individuals will continue to carry or be able to purchase firearms.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) 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)	<p>Health and Safety Code Sec. 12.095. Board Panels; Powers and Duties.</p> <p>Health and Safety Code Sec. 12.097. Confidentiality Requirements.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The proposal amends Health and Safety Code Section 12.097, Confidentiality Requirements, to correct a drafting error and to clarify the admissibility of records used by the Medical Advisory Board or the department in assessing an applicant or licensee at hearings conducted by the State Office of Administrative Hearings.</p> <p>Texas Health and Safety Code Section 12.092 requires the Medical Advisory Board assist the Department of Public Safety in determining whether:</p> <ul style="list-style-type: none"> (1) an applicant for a driver's license or a license holder is capable of safely operating a motor vehicle; or (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. <p>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.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>The absence of a references to commissioned security officers or Chapter 1702 is an unfortunate drafting error that is inconsistent with adjacent Section 12.092's express authority for MAB to assist DPS in evaluating commissioned security officers under Chapter 1702. Nevertheless, in order to address this concern and correct the drafting error, the Department recommends the following amendments:</p>

	<p>Health and Safety Code Sec. 12.095. Board Panels; Powers and Duties.</p> <p>***</p> <p>(e) The panel may require the applicant or license holder to undergo a medical or other examination at the applicant's or holder's expense. A person who conducts an examination under this subsection may be compelled to testify before the panel and in any subsequent proceedings under Subchapter H, Chapter 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.</p> <p>Health and Safety Code Sec. 12.097. Confidentiality Requirements.</p> <p>(a) All records, reports, and testimony relating to the medical condition of an applicant or license holder:</p> <ul style="list-style-type: none"> (1) are for the confidential use of the medical advisory board, a panel, or the Department of Public Safety of the State of Texas; (2) are privileged information; and (3) may not be disclosed to any person or used as evidence in a trial except as provided by Subsection (b). <p>(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:</p> <ul style="list-style-type: none"> (1) the Department of Public Safety of the State of Texas; (2) the applicant or license holder; and (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)	<p>Amending Government Code Sec. 411.182, relating to Notice, to authorize notification by electronic mail for purposes of notice required under the statute.</p> <p>Amending Occ. Code Sec. 1702.364, relating to Summary Actions, to authorize notification by electronic mail for private security summary actions.</p> <p>Amending Trans. Code Sec. 548.407 to authorize notification of licensing actions and hearings by electronic mail.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>It is inefficient and time consuming to send regular and certified mail when electronic mail service can be utilized instead. Often, regular mail and certified mail is returned undeliverable or unclaimed, causing delays in processing of materials, scheduling of hearings, and finalizing proposed actions on licenses.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Gov. Code Sec. 411.182. NOTICE.</p> <p>(a) For the purpose of a notice required by this subchapter, the department may assume that the address currently reported to the department by the applicant or license holder is the correct address.</p> <p>(b) A written notice meets the requirements under this subchapter if the notice is sent by certified <u>or electronic</u> mail to the current address reported by the applicant or license holder to the department.</p> <p>(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.</p> <p>Occ. Code Sec. 1702.364. Summary Actions.</p> <p>(b) To initiate a proceeding to take action under Subsection (a), the department must serve notice to the person. The notice must:</p> <ol style="list-style-type: none"> (1) inform the person of the person's right to a hearing before the department or the department's designee; (2) state the basis for the summary action; and (3) be personally served on the person or the person's authorized representative, [or] sent to the person by certified or registered mail, return receipt requested, or sent to the person by electronic mail with a read receipt requested, to the person's applicable electronic mail or mailing address as it appears in the department's records.

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

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	<p>Government Code Sec. 411.192. Confidentiality of Records.</p> <p style="text-align: center;">***</p> <p>(f) <u>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.</u></p> <p>(g) <u>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.</u></p>
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	<p>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.</p> <p>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.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Occupations Code Sec. 1702.1685. Handgun Proficiency Examination.</p> <p style="text-align: center;">***</p> <p style="text-align: center;">(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 .</p>
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	<p>Occupations Code Sec. 1702.113. General Qualifications for License or Security Officer Commission</p> <p>(a) An applicant for a company license or security officer commission must be at least 18 years of age and must not:</p> <ul style="list-style-type: none"> (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; (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; (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 (4) be required to register in this or any other state as a sex offender; or <u>(5) have been convicted in any jurisdiction of a felony or Class A or B misdemeanor level offense determined to be disqualifying by commission rule.</u>
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: Regulatory Services

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Occupations Code Sec. 1956.001. Definitions.</p> <p>(8) "Personal identification document" means:</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>Sellers of regulated material are required to provide proof of identification to metal recycling entities at the time of the sale. Currently, only a valid driver's license, state issued identification card, or military identification card are acceptable. The proposal would amend the definition of "Personal identification document" to add passports or other federally issued forms of personal identification, and federally recognized tribal-issued identification cards, as acceptable forms of identification.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>Occupations Code Sec. 1956.001. Definitions.</p> <p>In this chapter:</p> <p>***</p> <p>(8) "Personal identification document" means:</p> <p style="padding-left: 40px;">(A) a valid driver's license issued by a state in the United States;</p> <p style="padding-left: 40px;">(B) a United States military identification card; or</p> <p style="padding-left: 40px;">(C) a personal identification certificate issued by the department under Section 521.101, Transportation Code, or a corresponding card or certificate issued by another state;</p> <p style="padding-left: 40px;"><u>(D) a federally-recognized, tribal-issued identification card; or</u></p> <p style="padding-left: 40px;"><u>(E) a passport or other form of personal identification issued by the United States.</u></p>
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	<p>Will facilitate and increase efficiency of certain metal recycling transactions, to the benefit of the selling public and the purchasing licensed facility.</p>
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Regulatory Services

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	<p>Health and Safety Code Sec. 487.054. Compassionate-Use Registry Occupations Code Sec. 169.004. Low-THC Cannabis Prescriber Registration. Gov. Code Sec. 411.176. Review of Application Materials. Gov. Code Chapter 552. Public Information Act.</p>
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The department seeks legislative guidance regarding its respective obligations to administer the License to Carry Program and the Compassionate Use Program, specifically the department’s authority (or obligation) to access patient information entered in the Compassionate Use Registry for the purpose of verifying an applicant’s eligibility for an LTC.</p> <p>Under federal law, individuals who are unlawful users of marijuana are prohibited from purchasing or possessing firearms. See 18 USC 922(g). Based on federal regulations and ATF guidance, individuals who participate in the Compassionate Use Program may be federally prohibited from possessing firearms and are therefore ineligible for an LTC.</p> <p>The department seeks clarification that the use of CUP patient data for LTC eligibility is <i>required</i> to administer the LTC program, or alternatively, that it is <i>prohibited</i> based on patients’ confidentiality.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>The department seeks clarification that the use of CUP patient data for LTC eligibility is <i>prohibited</i>, OR that it is <i>required</i> to administer the LTC program. Following are the two options for statutory change. The department is neutral as to these options.</p> <p>Option 1 (patient data is confidential and may not be used for LTC eligibility determinations)</p> <p style="text-align: center;">Health and Safety Code Sec. 487.054. Compassionate-Use Registry ***</p> <p><u>(c) All patient information entered in the registry, including patient identifiers and information relating to the diagnosis, evaluation, or treatment of the patient, is confidential and not subject to disclosure under Chapter 552, Government Code. Other than as provided in this section or as otherwise required for the administration of the registry, as required by court order, or with the consent of the patient who is the subject of the information, the department may not access or use the</u></p>

patient information or release or disclose patient information to any person or agency. The department is specifically prohibited from accessing the registry's patient information for the purpose of determining the eligibility of an applicant for a license under Subchapter H, Chapter 411, Government Code.

Occupations Code Sec. 169.004. Low-THC Cannabis Prescriber Registration.

(c) All patient information entered in the registry, including patient identifiers and information relating to the diagnosis, evaluation, or treatment of the patient, is confidential and is not subject to disclosure under Chapter 552, Government Code. Other than as provided in this section or as otherwise required for the administration of the registry, as required by court order, or with the consent of the patient who is the subject of the information, the department may not access or use the patient information or release or disclose patient information to any person or agency. The department is specifically prohibited from accessing the registry's patient information for the purpose of determining the eligibility of an applicant for a license under Subchapter H, Chapter 411, Government Code.

Government Code Sec. 552.xxx. Compassionate Use Registry Patient Information.

All patient information, including patient identifiers and information relating to the diagnosis, evaluation, or treatment of the patient, entered in the Compassionate Use Registry pursuant to Chapter 169, Occupations Code and Chapter 487, Health and Safety Code, is excepted from disclosure under this chapter.

Option 2 (use of patient data for LTC eligibility is required)

Gov. Code Sec. 411.176. Review of Application Materials.

(e) In addition to any other reviews conducted under this section, and notwithstanding Section 159.002, Occupations Code, the department shall access the Compassionate Use Registry established under Chapter 487, Health and Safety Code, in order to verify whether an applicant for a license under this subchapter is also a

	<p><u>patient for whom low-THC cannabis has been prescribed under Chapter 169, Occupations Code, for the sole purpose of determining the eligibility of the applicant under Section 411.172(a)(9).</u></p>
<p>DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE</p>	<p>Clarification of agency obligations and CUP patient’s rights to confidentiality.</p>
<p>NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A</p>	

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 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 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)	Align Commercial Driver License State Statutes to Federal Regulations 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 and 391 for applicability, vision standards, 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 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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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	<p>The statute defines "active criminal case" as a case</p> <p>(A) in which:</p> <p>(i) a sexual assault or other sex offense has been reported to a law enforcement agency; and</p> <p>(ii) physical evidence of the offense has been submitted to the agency or an accredited crime laboratory under this chapter for analysis; and</p> <p>(B) for which:</p> <p>(i) the statute of limitations has not run with respect to the prosecution of the offense; or</p> <p>(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.</p> <p>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.</p>
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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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	<p>This Article does not address the destruction of blood evidence in DWI cases when:</p> <ul style="list-style-type: none"> a. No charges are filed or when cases are declined for prosecution b. An expunction order occurred prior to judicial authorization for destruction. <p>Therefore, the evidence in these cases lack the proper authorizations for approval for destruction.</p>
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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002. Section 5.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>“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.</p> <p>Additionally, the definition of “in” is unclear in the term “tetrahydrocannabinols in hemp”. Hemp is the plant <i>Cannabis sativa</i> 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.</p> <p>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.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>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.”</p> <p>Updates would also need to be made to the definition of Tetrahydrocannabinols in HSC 481.103.</p>
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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002. Section 26.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>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.</p> <p>This definition does not provide clear delineation between when something should be reported as marihuana and when it should be reported as THC.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>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 <u>“Marihuana means the plant Cannabis sativa L., whether growing or not, the seeds of that plant, and mixtures of that plant or its seeds”</u>.</p> <p>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.”</p> <p>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.</p>
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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.103
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>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%.</p> <p>The interpretation will have a direct impact on what is required to be tested and how it is tested.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>The definition of tetrahydrocannabinol should be updated to align with expectations in HB1325 from 2019. For example, "Delta-9-Tetrahydrocannabinol, other than marijuana 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%."</p> <p>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.</p>
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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	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: Crime Laboratory

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Health and Safety Code 481.002. Section 50.
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The definition of an abuse unit when blotter paper is not already perforated is 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.”</p> <p>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.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>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.”</p> <p>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 process we currently perform.</p> <p>Whether a change is made to the statute, 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.</p>
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	

Division: Crime Records

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Penal Code §43.25 (<i>Sexual Performance by a Child</i>), §43.251 (<i>Employment Harmful to Children</i>), and other Penal Code sections
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	§43.25(a)(1), (b), and (d) articulate the offense relates to a “child younger than 18 years of age,” but §43.251(a)(1) defines “child” as a person younger than 21 years of age. The difference in the description of a child in the adjoining sections for offenses with some common elements makes accurate incident reporting challenging. Different chapters/sections of the Penal Code define “child” as constituting different age caps.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	If possible, provide a consistent definition of “child” across the Penal Code.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Consistent reporting will be possible.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Crime Records

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.054 (<i>Incident-based Crime Statistics Reporting Goal</i>)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	§411.054 set the goal for all law enforcement agencies to transition to NIBRS submissions to the Uniform Crime Reporting (UCR) program by 9/1/2019, and ahead of the FBI's retirement of the prior submissions methodology. The need has passed.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Recommend requiring all law enforcement agencies to timely report all crime incident data to the UCR program as the information is available or by the 10 th day of the month for incidents occurring during the previous month.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Comprehensive, consistent crime data bolsters data-driven decisions and improves transparency.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Crime Records

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

Division: Crime Records

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

Division: Crime Records

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.097 (<i>Access to Criminal History Record Information: Local and Regional Educational Entities</i>)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>§411.097 includes a reference to Education Code §§22.0834 or 22.08341, which require school contractors to receive state and national criminal history record information (CHRI) to complete background checks on their employees prior to providing services to the schools. However, the Federal Bureau of Investigation has denied access to national CHRI under those Education Code statutes since school contractors are private entities and do not meet the requirements of federal Public Law 92-544.</p> <p>Access to <u>Texas</u> CHRI is not impacted by statute as currently written. <u>Texas</u> CHRI will continue to be available if no statutory changes occur, but the lack of national CHRI would blind these educational agencies from accessing criminal histories from other states. The agencies would not be able to see disqualifying offenses of potential applicants if those crimes were committed and adjudicated outside Texas, which could lead to educators, administrators, support staff, and other applicants with out-of-state criminal history in direct contact with children.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	DPS recommends updating statute to allow TEA, SBEC, and local and regional educational entities access to CHRI for contractors and their employees as permitted under the Education Code.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The FBI granted Texas a short grace period to allow the state legislature to make the needed statutory changes. If the statute is not updated, it will jeopardize the agencies' authority to receive national CHRI since the statute does not meet the requirements of Public Law 92-544.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Crime Records

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §§411.090 (<i>Access to Criminal History Record Information: State Board for Educator Certification</i>), 411.0901 (<i>Access to Criminal History Record Information: Texas Education Agency</i>), and 411.097 (<i>Access to Criminal History Record Information: Local and Regional Educational Entities</i>)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The Federal Bureau of Investigation considers entities with distinct CHRI statutory authority as separate purposes so, regardless of any commonality in goal, they cannot share CHRI and reuse fingerprints. This assessment does not conform to current state practice so changes in Texas statute are needed to continue to share prints and data.</p> <p>Access to <u>Texas</u> CHRI is not impacted by statute as currently written. <u>Texas</u> CHRI will continue to be available if no statutory changes occur, but the lack of national CHRI would blind these educational agencies from accessing criminal histories from other states. The agencies would not be able to see disqualifying offenses of potential applicants if those crimes were committed and adjudicated outside Texas, which could lead to educators, administrators, support staff, and other applicants with out-of-state criminal history in direct contact with children.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	If the three agencies want to continue to share national CHRI, the relevant Gov't Code Chapter 411 sections must be updated to combine TEA, SBEC, and local and regional educational entities access to CHRI for employment and licensing purposes into a single statutory section. This recommendation is consistent with a prior legislative change made for health and human services agencies.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	If the statute is not updated, it will jeopardize the agencies' authority to receive national CHRI since the statute does not meet the requirements of Public Law 92-544 related to sharing of data.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Crime Records

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

Division: Crime Records

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Gov't Code §411.122 (<i>Access to Criminal History Record Information: Licensing or Regulatory Agency</i>)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>§411.122 does not meet the federal requirements of Public Law 92-544 for dissemination of national CHRI. PL 92-544 requires that each license type for which national CHRI is authorized be specifically identified in statute.</p> <p>Access to <u>Texas</u> CHRI is not impacted by statute as currently written. <u>Texas</u> CHRI will continue to be available if no statutory changes occur, but the lack of national CHRI would blind these agencies from accessing criminal histories from other states. The agencies would not be able to see disqualifying offenses of potential applicants if those crimes were committed and adjudicated outside Texas, which could lead to applicants in a number of regulated fields in direct contact with or oversight of vulnerable populations in Texas including the sick and elderly.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	Modify §411.122 to list the included license types or reference the supporting statutes that identify the licenses per regulatory agency. Listing the license types in the Texas Administrative Code rules is not sufficient.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	The FBI granted Texas a short grace period to allow the state legislature to make the compliant statutory changes. If the statute is not updated, it will jeopardize the qualifying agencies' authority to receive national CHRI since the statute does not meet the requirements of Public Law 92-544.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Crime Records

REDUNDANCIES AND IMPEDIMENTS (REPEAT SECTION AS NECESSARY FOR EACH IDENTIFIED REDUNDANCY AND IMPEDIMENT)	
SERVICE, STATUTE, RULE, OR REGULATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	Code of Criminal Procedure, Art. 17.50 (<i>Entry into Texas Crime Information Center in Cases Involving Violent Offenses; Duties of Magistrates, Sheriffs, and Department of Public Safety</i>) and 17.52 (<i>Reporting of Conditions</i>). Article 17.50 was passed as HB 766 in the 87 th Regular Session (2021) and Article 17.52 was passed as SB 6 from the 87 th Second Called Session (2021).
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Art. 17.50(d) articulates that the sheriff has the responsibility to enter conditions of bond into the Texas Crime Information Center (TCIC) and Art. 17.52 states that a chief of police <u>or</u> sheriff shall enter the information into TCIC. Law enforcement agencies have to operate within two conflicting statutes, which could lead to a bond condition going unreported. This lack could pose a risk to officer or public safety.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	DPS recommends consistency within the two sections but does not have a recommendation for where the responsibility should ultimately lie. Art. 17.50 consolidates the responsibility to a smaller pool of agencies but Art.17.52 may lessen the burden on sheriffs' offices.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	No cost is believed to be associated with the change. It is merely a matter of a clarification of roles in the process.
NATURAL DISASTER-RELATED REDUNDANCIES AND IMPEDIMENTS (IF APPLICABLE) N/A	

Division: Infrastructure Operations Division

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

Goal	Objective	Strategy
A. Protect Texas	1. Provide Intelligence	1. Intelligence 2. Interoperability
	2. Conduct Investigations	1. Criminal Investigations 2. Texas Rangers
	3. Provide Public Safety	1. Texas Highway Patrol 2. Aircraft Operations 3. Security Programs 4. Statewide Emergency Response
B. Secure the Texas Border	1. Secure Texas from Transnational Crime	1. Trafficking 2. Routine Operations 3. Extraordinary Operations
C. Regulatory Services	1. Provide Law Enforcement Services	1. Crime Laboratory Services 2. Crime Records Services 3. Victim and Employee Support Services
	2. Provide Regulatory Services	1. Regulatory Services
D. Driver License Services	1. Provide Driver License Services	1. Driver License Services
E. Agency Services and Support	1. Provide Administration and Support	1. Headquarters Administration 2. Information Technology 3. Financial Management 4. Training Academy and Development 5. Infrastructure Operations 6. Office of the Inspector General

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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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
 FULL NAME: Interoperability
 DESCRIPTION: 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
 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.

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
	<u>2</u>	<p>SHORT NAME: TEXAS RANGERS</p> <p>FULL NAME: Texas Rangers</p> <p>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.</p>
	<u>3</u>	<p>SHORT NAME: PROVIDE PUBLIC SAFETY</p> <p>FULL NAME: Provide Public Safety</p> <p>DESCRIPTION: Provide public safety.</p>
	<u>1</u>	<p>SHORT NAME: TEXAS HIGHWAY PATROL</p> <p>FULL NAME: Deter, Detect, and Interdict Public Safety Threats on Roadways</p> <p>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.</p>
	<u>2</u>	<p>SHORT NAME: AIRCRAFT OPERATIONS</p> <p>FULL NAME: Aircraft Operations</p> <p>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.</p>

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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	<u>3</u>	SHORT NAME: SECURITY PROGRAMS FULL NAME: Security Programs DESCRIPTION: Provide appropriate security for state officials, capitol visitors, visiting dignitaries, and property.
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	<u>4</u>	SHORT NAME: STATEWIDE EMERGENCY RESPONSE FULL NAME: Provide Statewide Emergency Response DESCRIPTION: Provide statewide emergency response and rescue.
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<u>2</u>		SHORT NAME: SECURE THE TEXAS BORDER FULL NAME: Reduce Border-Related and Transnational-Related Crime DESCRIPTION: Reduce border-related and transnational-related crime.
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	<u>1</u>	SHORT NAME: SECURE TX FROM TRANSNATIONAL CRIME FULL NAME: Secure Texas from Transnational Crime DESCRIPTION: Secure Texas from transnational crime.
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	<u>1</u>	SHORT NAME: TRAFFICKING FULL NAME: Deter, Detect, and Interdict Trafficking DESCRIPTION: Deter, detect, and interdict trafficking.
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	<u>2</u>	SHORT NAME: ROUTINE OPERATIONS FULL NAME: Routine Operations DESCRIPTION: Deter and interdict transnational related crimes in high threat areas.
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	<u>3</u>	SHORT NAME: EXTRAORDINARY OPERATIONS FULL NAME: Extraordinary Operations DESCRIPTION: Conduct extraordinary border security operations.
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Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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3

SHORT NAME: REGULATORY SERVICES
 FULL NAME: Provide Regulatory and Law Enforcement Services to All Customers
 DESCRIPTION: Improve the services provided to all customers. Improve responsiveness, customer focus, and modern business practices in the delivery of all regulatory services to enhance public safety and promote the prevention of crime.

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.

2

SHORT NAME: PROVIDE REGULATORY SERVICES
 FULL NAME: Provide Regulatory Services

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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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.

1 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.

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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5

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.

1

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.

1

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.

2

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.

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.

Agency: **405 Department of Public Safety**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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<u>5</u>	SHORT NAME:	INFRASTRUCTURE OPERATIONS
	FULL NAME:	Infrastructure Operations
	DESCRIPTION:	Manage agency infrastructure support and statewide service functions.

<u>6</u>	SHORT NAME:	OFFICE OF THE INSPECTOR GENERAL
	FULL NAME:	Office of the Inspector General
	DESCRIPTION:	Investigate allegations of misconduct and/or policy evaluations.

SCHEDULE B

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 1 of 24

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 405 087-R-S52-1 01-02 OC 01

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

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

BL 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 2 of 24

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 405 087-R-S52-1 01-02 OC 02

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

BL 2024 Definition

Total number of High-Threat criminals apprehended.

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

Total number of High-Threat criminals apprehended.

BL 2025 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 2025 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 2025 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 2025 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 3 of 24

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

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 405 087-R-S52-1 01-03 OC 01

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

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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 2025 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 2025 Purpose

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 4 of 24

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.

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 5 of 24

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

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 405 087-R-S52-1 01-03 OC 02

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

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 Data Source

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 6 of 24

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 2025 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 2025 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 7 of 24

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

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 405 087-R-S52-1 01-03 OC 03

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

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 8 of 24

BL 2025 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 2025 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 2025 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.

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 9 of 24

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

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

Objective No. 1 Provide Law Enforcement Services

Outcome No. 1 Percentage of Crime Laboratory Reporting Accuracy

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 087-R-S52-1 03-01 OC 02

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

BL 2024 Definition

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

BL 2024 Data Limitations

Manual processes are involved.

BL 2024 Data Source

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

BL 2024 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 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

Manual processes are involved.

BL 2025 Data Source

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

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 10 of 24

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

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 087-R-S52-1 03-01 OC 03

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

BL 2024 Definition

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

BL 2024 Data Limitations

None.

BL 2024 Data Source

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

BL 2024 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 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

None.

BL 2025 Data Source

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

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 11 of 24

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

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

Objective No. 1 Provide Law Enforcement Services

Outcome No. 3 Percentage of Drug Evidence Processed within 30 Days

Calculation Method: N Target Attainment: H Priority: L Cross Reference: Agy 405 087-R-S52-1 03-01 OC 04

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

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

BL 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 12 of 24

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

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

Objective No. 1 Provide Law Enforcement Services

Outcome No. 4 Percentage of DNA Evidence Processed within 90 Days

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 087-R-S52-1 03-01 OC 05

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

BL 2024 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 2024 Data Limitations

None.

BL 2024 Data Source

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

BL 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None.

BL 2025 Data Source

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

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 13 of 24

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

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

Objective No. 1 Provide Law Enforcement Services

Outcome No. 5 Percent Change of Crime Lab Cases Backlogged

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 087-R-S52-1 03-01 OC 06

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

BL 2024 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 2024 Data Limitations

None.

BL 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None.

BL 2025 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 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 14 of 24

Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 1 Provide Law Enforcement Services
Outcome No. 6 Percent Change of Sexual Assault Cases Backlogged

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 087-R-S52-1 03-01 OC 07

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

BL 2024 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 2024 Data Limitations

None.

BL 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None.

BL 2025 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 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 15 of 24

Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 1 Provide Law Enforcement Services
Outcome No. 7 Uniform Crime Reporting–Agencies Actively Reporting

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

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

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

BL 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 16 of 24

Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 1 Provide Law Enforcement Services
Outcome No. 8 Timely Incident-Based Reporting

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

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

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

BL 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 17 of 24

Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 3 Provide Regulatory and Law Enforcement Services to All Customers
Objective No. 2 Provide Regulatory Services
Outcome No. 1 Percentage of Original Licenses to Carry Handgun Issued within 60 Days

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 087-R-S52-1 03-02 OC 01

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

BL 2024 Definition

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

BL 2024 Data Limitations

None.

BL 2024 Data Source

Data is collected through database queries.

BL 2024 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 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

None.

BL 2025 Data Source

Data is collected through database queries.

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 18 of 24

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

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 087-R-S52-1 03-02 OC 02

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

BL 2024 Definition

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

BL 2024 Data Limitations

None

BL 2024 Data Source

Data is collected through database queries.

BL 2024 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 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

None

BL 2025 Data Source

Data is collected through database queries.

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 19 of 24

Agency Code: 405	Agency: Department of Public Safety
Goal No. 4	Enhance Public Safety through the Licensing of Texas Drivers
Objective No. 1	Provide Driver License Services
Outcome No. 1	Percentage of Applications Completed within 45 Minutes

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 087-R-S52-1 04-01 OC 01

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

BL 2024 Definition

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

BL 2024 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 2024 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 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 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 2025 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 2025 Methodology

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

BL 2025 Purpose

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 20 of 24

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 21 of 24

Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 4 Enhance Public Safety through the Licensing of Texas Drivers
Objective No. 1 Provide Driver License Services
Outcome No. 2 Percentage of Applications Completed in 30 Minutes

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 087-R-S52-1 04-01 OC 02

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

BL 2024 Definition

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

BL 2024 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 2024 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 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 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 2025 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 2025 Methodology

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

BL 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 22 of 24

Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 4 Enhance Public Safety through the Licensing of Texas Drivers
Objective No. 1 Provide Driver License Services
Outcome No. 3 Percentage of Calls Answered within Five Minutes

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 087-R-S52-1 04-01 OC 04

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

BL 2024 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 2024 Data Limitations

Manual processes are involved.

BL 2024 Data Source

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

BL 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

Manual processes are involved.

BL 2025 Data Source

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

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 23 of 24

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

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

Objective No. 1 Provide Driver License Services

Outcome No. 4 Percentage of Calls Answered

Calculation Method: N Target Attainment: H Priority: L Cross Reference: Agy 405 087-R-S52-1 04-01 OC 05

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

BL 2024 Definition

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

BL 2024 Data Limitations

Manual processes are involved.

BL 2024 Data Source

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

BL 2024 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 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

Manual processes are involved.

BL 2025 Data Source

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

BL 2025 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 2025 Purpose

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

OBJECTIVE OUTCOME DEFINITIONS REPORT

88th Regular Session, Base Recon, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 5/25/2022

Time: 10:40:42AM

Page: 24 of 24

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

Goal No. 5 Provide Agency Administrative Services and Support

Objective No. 1 Provide Administration and Support

Outcome No. 1 Percentage of Accurate Payments Issued

Calculation Method: N **Target Attainment:** **Priority:** **Cross Reference:** Agy 405 087-R-S70-1 04-01 OC 03

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

BL 2024 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 2024 Data Limitations

Manual processes are involved.

BL 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

Manual processes are involved.

BL 2025 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 2025 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 2025 Purpose

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

SCHEDULE B

88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: 1 <u>Protect Texas from Public Safety Threats</u>							
Objective.: 2 <u>Conduct Investigations</u>							
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 <u>Provide Public Safety</u>							
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		N	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							

88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: 3 <u>Provide Regulatory and Law Enforcement Services to All Customers</u>							
Objective.: 1 <u>Provide Law Enforcement Services</u>							
1 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							
2 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							
3 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							
4 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							
5 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							

88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
<u>6</u>	SHORT NAME: SEXUAL ASSAULT CASES BACKLOGGED 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		Y	N	Y	N	H	L
<u>7</u>	SHORT NAME: UCR - AGENCIES ACTIVELY REPORTING FULL NAME: Uniform Crime Reporting–Agencies Actively Reporting DESCRIPTION: Uniform Crime Reporting–Agencies Actively Reporting		N	Y	N	N	H	H
<u>8</u>	SHORT NAME: TIMELY INCIDENT-BASED REPORTING FULL NAME: Timely Incident-Based Reporting DESCRIPTION: Timely Incident-Based Reporting		N	Y	Y	N	H	H
Objective.: <u>2</u> <u>Provide Regulatory Services</u>								
<u>1</u>	SHORT NAME: HANDGUN LICENSE ISSUED 60 DAYS 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		Y	N	Y	N	H	H
<u>2</u>	SHORT NAME: HANDGUN LICENSE RENEWAL 45 DAYS 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		Y	N	Y	N	H	H

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

Objective.: 1 Provide Driver License Services

88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
<u>1</u>	SHORT NAME: APPLICATIONS COMPLETED IN 45 MIN FULL NAME: Percentage of Applications Completed within 45 Minutes DESCRIPTION: Percentage of Original Driver License and Identification Card Applications Completed within 45 Minutes		Y	N	Y	N	L	H
<u>2</u>	SHORT NAME: APPLICATIONS COMPLETED IN 30 MIN 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		N	N	Y	N	L	H
<u>3</u>	SHORT NAME: CALLS ANSWERED WITHIN 5 MINUTES 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		N	N	Y	N	L	H
<u>4</u>	SHORT NAME: PERCENT OF CALLS ANSWERED FULL NAME: Percentage of Calls Answered DESCRIPTION: The Percentage of Calls to the Driver License Customer Service Center Answered from Inbound Calls		N	N	Y	N	L	H
Goal.: <u>5</u> <u>Provide Agency Administrative Services and Support</u>								
Objective.: <u>1</u> <u>Provide Administration and Support</u>								
<u>1</u>	SHORT NAME: ACCURATE PAYMENTS ISSUED FULL NAME: Percentage of Accurate Payments Issued DESCRIPTION: Percentage of Accurate Payments Issued		N	N	Y	N		

SCHEDULE B

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
Measure Type	OP	
Measure No.	1	Number of Arrests for Drug Violations

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 01-02-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

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

BL 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

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

BL 2025 Data Source

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
Measure Type	OP	
Measure No.	2	Number of Human Trafficking Investigations Closed

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 01-02-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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 2025 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
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
Measure Type	OP	
Measure No.	3	Number of Felony Arrests by CID

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-02-01 OP 03
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
Measure Type	OP	
Measure No.	4	Number of Human Trafficking Investigations Conducted by CID

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 01-02-01 OP 04
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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 2025 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
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
Measure Type	OP	
Measure No.	5	Number of Organized Crime Investigations Conducted by CID

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-02-01 OP 05
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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 2025 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 2025 Data Source

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	1	Reduce Threats of Organized Crime, Terrorism & Mass Casualty Attacks
Measure Type	OP	
Measure No.	6	Number of Fatal Doses of Fentanyl Seized by DPS

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-02-01 OP 06
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 Data Source

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	2	Texas Rangers
Measure Type	OP	
Measure No.	1	Number of Investigations Opened by Texas Rangers

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-02-02 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

None

BL 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None

BL 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	2	Conduct Investigations
Strategy No.	2	Texas Rangers
Measure Type	OP	
Measure No.	2	Number of Support Deployments by Texas Rangers

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-02-02 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

None

BL 2024 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 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None

BL 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	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 405 087-R-S52-1 01-03-01 EF 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

The number of traffic crashes investigated by DPS troopers.

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

The number of traffic crashes investigated by DPS troopers.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 405	Agency: Department of Public Safety
Goal No.	1 Protect Texas from Public Safety Threats
Objective No.	3 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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 01-03-01 EF 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 Data Source

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

BL 2024 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 2024 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 2025 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 2025 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 2025 Data Source

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2025 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 2025 Purpose

This measure is a total of all the enforcement violations detected by Commercial Vehicle Enforcement employees. It measures the amount of activity performed by Commercial Vehicle Enforcement employees in their enforcement efforts to ensure commercial vehicle safety.

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-01 EF 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

The average cost of performing commercial vehicle inspections.

BL 2024 Data Limitations

None

BL 2024 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 2024 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 2024 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 2025 Definition

The average cost of performing commercial vehicle inspections.

BL 2025 Data Limitations

None

BL 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-01 EX 01

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

BL 2024 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 2024 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 2024 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 2024 Methodology

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

BL 2024 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Methodology

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

BL 2025 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.

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 Data Limitations

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 01-03-01 OP 03
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 405	Agency: Department of Public Safety
Goal No.	1 Protect Texas from Public Safety Threats
Objective No.	3 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 405 087-R-S52-1 01-03-01 OP 04
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	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 405 087-R-S52-1 01-03-01 OP 05
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 Data Source

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

BL 2024 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 2024 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 2025 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 2025 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 2025 Data Source

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

BL 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	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 405 087-R-S52-1 01-03-01 OP 06
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 Methodology

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

BL 2024 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 2025 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 2025 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 2025 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 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-03-01 OP 07
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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.

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	Provide Public Safety
Strategy No.	1	Deter, Detect, and Interdict Public Safety Threats on Roadways
Measure Type	OP	
Measure No.	8	Number Arrests Conducted by THP Members

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 01-03-01 OP 08
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 Data Limitations

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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 2025 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 2025 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 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 405	Agency: Department of Public Safety
Goal No.	1 Protect Texas from Public Safety Threats
Objective No.	3 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 405 087-R-S52-1 01-03-02 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

None.

BL 2024 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 2024 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 2024 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 2025 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 2025 Data Limitations

None.

BL 2025 Data Source

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-02 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	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 405 087-R-S52-1 01-03-02 OP 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-02 OP 04
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-02 OP 05
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-02 OP 06
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 Data Source

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

BL 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 Data Source

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

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	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 405 087-R-S52-1 01-03-02 OP 07
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	1	Protect Texas from Public Safety Threats	
Objective No.	3	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: Agy 405 087-R-S52-1 01-03-02 OP 08
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

None

BL 2024 Data Source

DPS Aircraft utilizes a software management system (Digital Airware)

BL 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None

BL 2025 Data Source

DPS Aircraft utilizes a software management system (Digital Airware)

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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: Agy 405 087-R-S52-1 01-03-02 OP 09
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

None

BL 2024 Data Source

DPS Aircraft utilizes a software management system (Digital Airware)

BL 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None

BL 2025 Data Source

DPS Aircraft utilizes a software management system (Digital Airware)

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	1	Protect Texas from Public Safety Threats
Objective No.	3	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 405 087-R-S52-1 01-03-03 EF 01

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

BL 2024 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 2024 Data Limitations

None.

BL 2024 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 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 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 2025 Data Limitations

None.

BL 2025 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 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	2	Reduce Border-Related and Transnational-Related Crime
Objective No.	1	Secure Texas from Transnational Crime
Strategy No.	1	Deter, Detect, and Interdict Trafficking
Measure Type	OP	
Measure No.	1	Total Number of Interagency Law Enforcement Operations Coordinated

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 02-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

None

BL 2024 Data Source

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

BL 2024 Methodology

The total number of operations coordinated through the BSOC.

BL 2024 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 2025 Definition

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

BL 2025 Data Limitations

None

BL 2025 Data Source

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

BL 2025 Methodology

The total number of operations coordinated through the BSOC.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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 405 087-R-S52-1 02-01-02 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 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 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 405	Agency: Department of Public Safety
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 405 087-R-S52-1 02-01-02 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

Untimely submission of boat logs could impact accuracy.

BL 2024 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 2024 Methodology

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

BL 2024 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 2025 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 2025 Data Limitations

Untimely submission of boat logs could impact accuracy.

BL 2025 Data Source

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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 405 087-R-S52-1 02-01-02 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 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 2024 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 2024 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 2024 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 2025 Definition

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

BL 2025 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 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

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 405 087-R-S52-1 02-01-02 OP 03
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 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 2024 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 2024 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 2025 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 2025 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 2025 Data Source

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No.	1	Provide Law Enforcement Services
Strategy No.	1	Crime Laboratory Services
Measure Type	EF	
Measure No.	1	Average Cost to Complete a DNA Case

Calculation Method: C **Target Attainment: L** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 03-01-01 EF 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 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 2024 Data Source

DPS budget reports from CAPPs for salary and operating expenditures.

BL 2024 Methodology

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

BL 2024 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 2025 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 2025 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 2025 Data Source

DPS budget reports from CAPPs for salary and operating expenditures.

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment: H** **Priority: L** Cross Reference: Agy 405 087-R-S52-1 03-01-01 EX 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

The CODIS Laboratory Information Management System (LIMS) has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

The CODIS Laboratory Information Management System (LIMS) has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	405	Agency:	Department of Public Safety
Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers	
Objective No.	1	Provide Law Enforcement Services	
Strategy No.	1	Crime Laboratory Services	
Measure Type	OP		
Measure No.	1	Number of Drug Cases Completed	

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 03-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: L** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 03-01-01 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 405 087-R-S52-1 03-01-01 OP 03
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No.	1	Provide Law Enforcement Services
Strategy No.	3	Victim & Employee Support Services
Measure Type	OP	
Measure No.	1	Number of Victims Served

Calculation Method: C **Target Attainment: H** **Priority: L** Cross Reference: Agy 405 087-R-S52-1 03-01-03 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 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 2024 Purpose

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

BL 2025 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 2025 Data Limitations

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

BL 2025 Data Source

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

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No.	2	Provide Regulatory Services
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance
Measure Type	EX	
Measure No.	1	Number of Vehicle Safety Inspections Performed

Calculation Method: N Target Attainment: H Priority: L Cross Reference: Agy 405 087-R-S52-1 03-02-01 EX 01
Key Measure: N New Measure: N Percentage Measure: N

BL 2024 Definition

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

BL 2024 Data Limitations

None.

BL 2024 Data Source

Data is collected through database queries.

BL 2024 Methodology

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

BL 2024 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 2025 Definition

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

BL 2025 Data Limitations

None.

BL 2025 Data Source

Data is collected through database queries.

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 03-02-01 EX 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

Number of active licensed business entities.

BL 2024 Data Limitations

None.

BL 2024 Data Source

Data is collected through database queries.

BL 2024 Methodology

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

BL 2024 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 2025 Definition

Number of active licensed business entities.

BL 2025 Data Limitations

None.

BL 2025 Data Source

Data is collected through database queries.

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Calculation Method: N **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 03-02-01 EX 03
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

None

BL 2024 Data Source

Data is collected through database queries.

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

None

BL 2025 Data Source

Data is collected through database queries.

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No.	2	Provide Regulatory Services
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance
Measure Type	EX	
Measure No.	4	Number of Original & Renewal Private Security Licenses Issued

Calculation Method: N Target Attainment: Priority: Cross Reference: Agy 405 087-R-S52-1 03-02-01 EX 04
Key Measure: N New Measure: N Percentage Measure: N

BL 2024 Definition

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

BL 2024 Data Limitations

None

BL 2024 Data Source

Data is collected through database queries.

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

None

BL 2025 Data Source

Data is collected through database queries.

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No.	2	Provide Regulatory Services
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance
Measure Type	EX	
Measure No.	5	Number of Compliance Inspections Conducted

Calculation Method: N	Target Attainment:	Priority:	Cross Reference: Agy 405 087-R-S52-1 03-02-01 EX 05
Key Measure: N	New Measure: N	Percentage Measure: N	

BL 2024 Definition

Number of compliance inspections conducted of licensed business entities.

BL 2024 Data Limitations

None

BL 2024 Data Source

Data is collected through database queries.

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 Definition

Number of compliance inspections conducted of licensed business entities.

BL 2025 Data Limitations

None

BL 2025 Data Source

Data is collected through database queries.

BL 2025 Methodology

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

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	3	Provide Regulatory and Law Enforcement Services to All Customers
Objective No.	2	Provide Regulatory Services
Strategy No.	1	Administer Programs, Issue Licenses, and Enforce Compliance
Measure Type	EX	
Measure No.	6	Average Number of Days to Issue an Original License to Carry a Handgun

Calculation Method: N **Target Attainment:** **Priority:** Cross Reference:
Key Measure: N **New Measure: Y** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

None.

BL 2024 Data Source

Data is collected through database queries of the actual date a complete original application is received for a license to carry and the date the license is issued to the licensee.

BL 2024 Methodology

The number of days between the complete application date and mailing date is calculated for each original license to carry a handgun 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 2024 Purpose

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

BL 2025 Definition

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

BL 2025 Data Limitations

None.

BL 2025 Data Source

Data is collected through database queries of the actual date a complete original application is received for a license to carry and the date the license is issued to the licensee.

BL 2025 Methodology

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

The number of days between the complete application date and mailing date is calculated for each original license to carry a handgun 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 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Enhance Public Safety through the Licensing of Texas Drivers
Objective No.	1	Provide Driver License Services
Strategy No.	1	Issue Driver Licenses and Enforce Compliance on Roadways
Measure Type	EX	
Measure No.	1	Number of Driver Records Maintained

Calculation Method: N **Target Attainment: H** **Priority: L** Cross Reference: Agy 405 087-R-S52-1 04-01-01 EX 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

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

BL 2024 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 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 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 2025 Data Limitations

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

BL 2025 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 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

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

Goal No.	4	Enhance Public Safety through the Licensing of Texas Drivers
Objective No.	1	Provide Driver License Services
Strategy No.	1	Issue Driver Licenses and Enforce Compliance on Roadways
Measure Type	OP	
Measure No.	1	Number of Driver Licenses and Identification Cards Mailed

Calculation Method: C **Target Attainment: H** **Priority: L** Cross Reference: Agy 405 087-R-S52-1 04-01-01 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

Manual processes are involved.

BL 2024 Data Source

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

BL 2024 Methodology

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

BL 2024 Purpose

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

BL 2025 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 2025 Data Limitations

Manual processes are involved.

BL 2025 Data Source

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

BL 2025 Methodology

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
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.	1	Headquarters Administration	
Measure Type	OP		
Measure No.	1	Number of Motorist Assists	

Calculation Method: C **Target Attainment: H** **Priority: L** Cross Reference: Agy 405 087-R-S52-1 05-01-01 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 Definition

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

BL 2024 Data Limitations

None.

BL 2024 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 2024 Methodology

Actual count extracted from the THP AIS database.

BL 2024 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 2025 Definition

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

BL 2025 Data Limitations

None.

BL 2025 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 2025 Methodology

Actual count extracted from the THP AIS database.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 Purpose

Providing assistance to the public is one of the most vital roles of a DPS trooper. Providing assistance is one way of interacting with the public in a positive light when no law violation has been committed. The troopers assure the safety of the person by their direct actions and presence or provide the necessary conduit for more specialized assistance.

Strategy-Related Measures Definitions
 88th Regular Session, Base Recon, Version 1
 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.	1 Number of Active Attack Response Students

Calculation Method: C **Target Attainment:** **Priority:** Cross Reference: Agy 405 087-R-S52-1 05-01-04 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

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

BL 2024 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 2024 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 2024 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 2025 Definition

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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 2025 Data Limitations

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

BL 2025 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 2025 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 2025 Purpose

The purpose of Active Attack Response training is to increase individual survivability by better educating and preparing students to respond to incidents such as active shooters, bombings, or other mass assault events. Courses with specific content focusing on any combination of topics such as recognizing an attack, stopping the attacker(s), providing aid to victims, evacuating/transporting victims, post-event reunification.

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
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: Agy 405 087-R-S52-1 05-01-04 OP 02
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2024 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 2024 Data Limitations

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

BL 2024 Data Source

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

BL 2024 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 2024 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 2025 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 2025 Data Limitations

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

BL 2025 Data Source

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

Strategy-Related Measures Definitions
88th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2025 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 2025 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.

SCHEDULE B

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

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

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

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

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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						
<u>5</u>	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							
<u>6</u>	SHORT NAME: NUMBER OF COMM VEHICLES INSPECTED		N	N	N	C	L	H
	FULL NAME: Number of Commercial Vehicles Inspected							
	DESCRIPTION: Number of Commercial Vehicles Inspected							
<u>7</u>	SHORT NAME: SCHOOL SAFETY VISITS		Y	N	N	C		
	FULL NAME: Number of School Safety Visits by Commissioned THP Members							
	DESCRIPTION: Number of School Safety Visits by Commissioned THP Members							
<u>8</u>	SHORT NAME: ARRESTS CONDUCTED		Y	N	N	C		
	FULL NAME: Number Arrests Conducted by THP Members							
	DESCRIPTION: Number Arrests Conducted by THP Members							
MEASURE TYPE: EF Efficiency Measures								
<u>1</u>	SHORT NAME: TRAFFIC CRASHES INVESTIGATED		N	N	N	C	L	L
	FULL NAME: Number of Traffic Crashes Investigated							
	DESCRIPTION: Number of Traffic Crashes Investigated							
<u>2</u>	SHORT NAME: COMMERCIAL TRAFFIC LAW CONTACTS		Y	N	N	C	H	H
	FULL NAME: Number of Commercial Vehicle Traffic Law Violator Contacts							
	DESCRIPTION: Number of Commercial Vehicle Traffic Law Violator Contacts							

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>3</u>	SHORT NAME: AVERGE COST CV INSPECTIONS		N	N	N	N	L	L
	FULL NAME: Average Cost of Commercial Vehicle Inspections							
	DESCRIPTION: The Average Actual Cost of Performance Commercial Vehicle Inspections							
MEASURE TYPE: EX Explanatory/Input Measures								
<u>1</u>	SHORT NAME: COM. VEH. PLACED OUT OF SERVICE		N	N	N	N	L	L
	FULL NAME: Commercial Vehicles Placed Out of Service							
	DESCRIPTION: Commercial Vehicles Placed Out of Service							
	Strategy: <u>2</u> Aircraft Operations							
MEASURE TYPE: OP Output Measures								
<u>1</u>	SHORT NAME: AIRCRAFT HOURS FLOWN		N	N	N	C	L	H
	FULL NAME: Number of Aircraft Hours Flown							
	DESCRIPTION: Number of Law Enforcement Agency or Emergency Aircraft Hours Flown							
<u>2</u>	SHORT NAME: MARIJUANA SEIZED THROUGHOUT STATE		N	N	N	C	L	H
	FULL NAME: Amount of Marijuana Seized by DPS throughout the State of Texas							
	DESCRIPTION: Amount of Marijuana Seized by DPS throughout the State of Texas							
<u>3</u>	SHORT NAME: COCAINE SEIZED THROUGHOUT STATE		N	N	N	C	L	H
	FULL NAME: Amount of Cocaine Seized by DPS throughout the State of Texas							
	DESCRIPTION: Amount of Cocaine Seized by DPS throughout the State of Texas							
<u>4</u>	SHORT NAME: HEROIN SEIZED THROUGHOUT STATE		N	N	N	C	L	H
	FULL NAME: Amount of Heroin Seized by DPS throughout the State of Texas							
	DESCRIPTION: Amount of Heroin Seized by DPS throughout the State of Texas							

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>5</u>	SHORT NAME: METHAMPHETAMINE SEIZED IN-STATE 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		N	N	N	C	L	H
<u>6</u>	SHORT NAME: CURRENCY SEIZED THROUGHOUT STATE 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		N	N	N	C	L	H
<u>7</u>	SHORT NAME: WEAPONS SEIZED THROUGHOUT STATE FULL NAME: Number of Weapons Seized by DPS throughout State DESCRIPTION: Number of Weapons Seized by DPS throughout the State of Texas		N	N	N	C	L	H
<u>8</u>	SHORT NAME: SUBJECTS LOCATED AND ARRESTED FULL NAME: Number of Subjects Located and Arrested with Aircraft Support DESCRIPTION: Number of Subjects Located and Arrested with Aircraft Support		N	N	N	C		
<u>9</u>	SHORT NAME: ASSISTS AND RESCUES BY DPS AIRCRAFT FULL NAME: Number of Assists and Rescues by DPS Aircraft DESCRIPTION: Number of Assists and Rescues by DPS Aircraft		N	N	N	C		
	Strategy: <u>3</u> Security Programs							
	MEASURE TYPE: EF Efficiency Measures							
<u>1</u>	SHORT NAME: COST OF SECURITY PER BUILDING FULL NAME: Average Cost of Providing Security Service Per Building DESCRIPTION: Average Cost of Providing Security Service Per Building		N	N	N	N	L	L

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

Objective: 1 Secure Texas from Transnational Crime

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

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Strategy: <u>1</u> Deter, Detect, and Interdict Trafficking							
MEASURE TYPE: OP Output Measures							
<u>1</u> SHORT NAME:	INTERAGENCY OPERATIONS COORD	Y	N	N	C	H	H
FULL NAME:	Total Number of Interagency Law Enforcement Operations Coordinated						
DESCRIPTION:	Total Number of Interagency Law Enforcement Ops Coordinated by the BSOC						
Strategy: <u>2</u> Routine Operations							
MEASURE TYPE: OP Output Measures							
<u>1</u> SHORT NAME:	TACTICAL MARINE UNIT PATROL HOURS	N	N	N	C	H	H
FULL NAME:	Number of Tactical Marine Unit Patrol Hours						
DESCRIPTION:	Number of Tactical Marine Unit Patrol Hours						
<u>2</u> SHORT NAME:	WEAPONS SEIZED BY LEAS-BORDER REG	N	N	N	C	H	H
FULL NAME:	Total Number of Weapons Seized by LEAs in the Border Region						
DESCRIPTION:	Total Number of Weapons Seized by LEAs in the Border Region						
<u>3</u> SHORT NAME:	VALUE OF CURRENCY SEIZED BY LEAS	N	N	N	C	H	H
FULL NAME:	Total Dollar Value of Currency Seized by LEAs in the Border Region						
DESCRIPTION:	Total Dollar Value of Currency Seized by LEAs in the Border Region						
MEASURE TYPE: EX Explanatory/Input Measures							
<u>1</u> 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

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

MEASURE TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Objective: <u>1</u> Provide Law Enforcement Services							
Strategy: <u>1</u> Crime Laboratory Services							
MEASURE TYPE: OP Output Measures							
<u>1</u> SHORT NAME:	DRUG CASES COMPLETED	Y	N	N	C	H	H
FULL NAME:	Number of Drug Cases Completed						
DESCRIPTION:	Number of Drug Cases Completed						
<u>2</u> SHORT NAME:	TOXICOLOGY CASES	N	N	N	C	H	L
FULL NAME:	Number of Toxicology Cases Completed						
DESCRIPTION:	Number of Toxicology Cases Completed						
<u>3</u> SHORT NAME:	DNA CASES COMPLETED	Y	N	N	C	H	H
FULL NAME:	Number of DNA Cases Completed by DPS Crime Laboratories						
DESCRIPTION:	Number of DNA Cases Completed by DPS Crime Laboratories						
MEASURE TYPE: EF Efficiency Measures							
<u>1</u> 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							
<u>1</u> 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: <u>3</u> Victim & Employee Support Services							
MEASURE TYPE: OP Output Measures							

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>1</u>	SHORT NAME: VICTIMS SERVED		N	N	N	C	L	H
	FULL NAME: Number of Victims Served							
	DESCRIPTION: Number of Victims Served							
Objective: <u>2</u> Provide Regulatory Services								
Strategy: <u>1</u> Administer Programs, Issue Licenses, and Enforce Compliance								
MEASURE TYPE: EX Explanatory/Input Measures								
<u>1</u>	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							
<u>2</u>	SHORT NAME: LICENSED BUSINESS ENTITIES		N	N	N	N		
	FULL NAME: Number of Active Licensed Business Entities							
	DESCRIPTION: Number of Active Licensed Business Entities							
<u>3</u>	SHORT NAME: HANDGUN LICENCES ISSUED		Y	N	N	N		
	FULL NAME: Number of Original and Renewal Licenses to Carry a Handgun Issued							
	DESCRIPTION: Number of Original and Renewal Licenses to Carry a Handgun Issued							
<u>4</u>	SHORT NAME: PRIVATE SECURITY LICENSES ISSUED		N	N	N	N		
	FULL NAME: Number of Original & Renewal Private Security Licenses Issued							
	DESCRIPTION: Number of Original & Renewal Private Security Licenses Issued							
<u>5</u>	SHORT NAME: COMPLIANCE INSPECTIONS CONDUCTED		N	N	N	N		
	FULL NAME: Number of Compliance Inspections Conducted							
	DESCRIPTION: Number of Compliance Inspections Conducted							

Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<u>6</u>	SHORT NAME: DAYS TO ISSUE LICENSE CARRY HANDGUN		N	Y	N	N		
	FULL NAME: Average Number of Days to Issue an Original License to Carry a Handgun							
	DESCRIPTION: Average Number of Days to Issue an Original License to Carry a Handgun							

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

Objective: 1 Provide Driver License Services

Strategy: 1 Issue Driver Licenses and Enforce Compliance on Roadways

MEASURE TYPE: OP Output Measures

<u>1</u>	SHORT NAME: DLS & ID CARDS MAILED		N	N	N	C	L	H
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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

<u>1</u>	SHORT NAME: NUMBER OF DRIVER RECORDS MAINTAINED		N	N	N	N	L	H
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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

<u>1</u>	SHORT NAME: NUMBER OF MOTORIST ASSISTS		N	N	N	C	L	H
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FULL NAME: Number of Motorist Assists

DESCRIPTION: Number of Motorist Assists

Strategy: 4 Training Academy and Development

MEASURE TYPE: OP Output Measures

<u>1</u>	SHORT NAME: ACTIVE ATTACK RESPONSE STUDENTS		N	N	N	C		
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Agency Strategy Related Measure
 88th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

5/25/2022 10:58:28AM

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

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number of Active Attack Response Students						
	DESCRIPTION:	Number of Active Attack Response Students						
2	SHORT NAME:	RECRUITS TRAINED	N	N	N	N		
	FULL NAME:	Number of Recruits Trained						
	DESCRIPTION:	Number of Recruits Trained						

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

DPS's HUB Office

The HUB Office 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 procuring commodities and services.

DPS's HUB Policy

Per 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, as defined by the Texas Government Code ([TGC](#)) [2161](#) and [34 TAC Rule §20.294](#), must meet the following criteria:

- *a for-profit entity that has not exceeded the size standard prescribed by [34 TAC §20.294](#), has its principal place of business in Texas, and*
- *is at least 51 percent owned by an: Asian Pacific American, Black American, Hispanic American, Native American, American woman, or Service-Disabled Veteran, who resides in Texas and actively participates in the control, operations, and management of the entity's affairs.*

HUB Program Staff

- DPS's HUB program office is a part of the Procurement & Contract Services Department Infrastructure Operations Division at the agency's headquarters office in Austin. The HUB program consists of six (6) FTEs: a HUB Coordinator, a HUB Manager, and three (3) HUB Program Specialists. Additionally, DPS has a HUB Outreach Coordinator embedded within the Relationship Manager team. Each HUB staff member is responsible for coordinating all functions and performances related to the HUB program's rules and regulations.
- DPS's HUB program has a role in increasing HUB participation through 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

- [Texas Government Code \(TGC\) 2155](#), mandates DPS to purchase commodities and services from established statewide contracts that meet the agency's requirements. If the commodity or service is unavailable under the established contract, the DPS policy is to use HUBs for all non-competitive purchases whenever feasible. The HUB staff provides a list of certified HUB vendors to agency procurement staff and prime vendors seeking HUB subcontractors. DPS communicates our business needs to develop the vendor's abilities to meet those needs. The HUB staff provides technical assistance to HUB vendors interested in obtaining agency bid opportunities including follow-up debriefing for unsuccessful bid responses. Staff regularly assess the HUB Program goals against performance and continuously seek HUB vendor opportunities and program impact. DPS will modify annual "good faith efforts" to concentrate on any agency procurement category in which performance has slipped since the prior year. DPS has created a series of specialized forums to provide marketing information that directs HUBs to key procurement staff within the agency to increase the utilization of HUBs for these procurement categories. DPS created "HUB Month" which challenges the agency procurement staff to buy non-competitive procurements directly from HUB vendors. DPS regularly makes procurement opportunities available at the HUB events conducted throughout the State. DPS is proud of the work and education efforts with the agency's divisions; over ninety percent of all purchase orders and contract awards made to HUB vendors are through direct awards. This is a major achievement compared to the State's overall utilization which focuses on subcontracting opportunities.

HUB Process

- The DPS HUB, as a part of the procurement divisions, works closely with the procurement staff to integrate the purchasing guidelines and the HUB rules to facilitate implementation and compliance for each DPS purchase. Additionally, HUB staff works closely with the other DPS departments to ensure that HUB's requirements are considered during the development of a procurement. DPS solicitations determined to have a probability of subcontracting include a presentation on the HUB Subcontracting Plan requirements.
- DPS strongly encourages State Certified HUB vendors to compete for all DPS procurement opportunities by actively recruiting HUB vendors for all procurements or encouraging HUB vendors to work with prime vendors as resellers or subcontractors.

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 State 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. Currently, DPS has adopted the Statewide Goals as the agency's goals; however, the agency is evaluating the development of a hybrid model of State and agency HUB goals to incorporate historical agency spend in each category and State goals to help ensure DPS's commitment to HUB seek and recruit new HUB vendors as well as retaining HUB vendors.

Output Measures

In accordance with the [Texas Government Code, §2161.123](#), [Texas Administrative Code, Title 34, Rule §20.284](#), and [The State's Disparity Study-2009](#), state agencies are required to establish their own HUB goals based on scheduled fiscal year expenditures and the availability of HUBs in each procurement category each fiscal year no later than the sixtieth (60th) calendar day of each fiscal year. DPS publishes the agency's goals in the Legislative Appropriation Request (LAR) and Agency Strategic Plan, as applicable.

In procuring commodities and services through contracts, DPS will make a good faith effort to meet or exceed the statewide goals, as described in Table 1, and/or agency-specific goals for HUB participation for the contracts that the agency expects to award in a fiscal year.

ACTUAL PERFORMANCE PREVIOUS THREE YEARS

Table 1

GOAL	OBJECTIVE	OUTCOME MEASURES (Procurement Category)	Statewide Utilization Goals	Goals for FYs 2019-2021	Performance			Goals for FYs 2022-2026
					2019	2020	2021	
A	01	Heavy Construction	11.20%	11.20%	0.99%	1.57%	0.00%	11.20%
	02	Building	21.10%	21.10%	9.97%	26.09%	6.16%	21.10%
	03	Special Trade	32.90%	32.90%	33.72%	11.36%	39.68%	32.90%
	04	Professional	23.70%	23.70%	3.30%	1.16%	2.96%	23.70%
	05	Other Services	26.00%	26.00%	11.76%	13.87%	12.95%	26.00%
	06	Commodity Purchasing	21.10%	21.10%	23.67%	20.68%	15.10%	21.10%

Table 2

Fiscal Year	DPS Performance	DPS HUB Expenditures	Direct Spend w/ HUBS	Direct Spend %
2019	14.40%	\$25,494,002	\$22,883,428	90%
2020	17.01%	\$33,141,631	\$31,963,294	96%
2021	14.64%	\$28,079,575	\$25,705,268	92%

In accordance with [34 TAC § 20.287\(e\)](#), DPS demonstrates good faith efforts that are not expounded upon during the procurement are included in the supplemental letters to the Comptroller's office with its HUB report identifying its progress.

Planned Improvements

DPS's improvement efforts for increased HUB utilization will establish and continue to increase good faith efforts in the following areas:

HUB Vendors

Increase the utilization of HUB-certified vendors.

- plan for specialized Economic Opportunity Forums (EOFs) every quarter selecting a procurement category to introduce HUB vendors to agency procurement staff. provide internal training on the HUB Program on “how to find HUB vendors” and externally to HUB vendors on “How to do Business with DPS.” Sponsor an additional Mentor Protégé team. HUB staff attendance at pre-bid conferences to provide subcontracting training and courtesy reviews of the HSP.
- increase awareness of purchases awarded directly and indirectly through subcontracts to HUBs under the procurement categories.
- conduct post-award meetings with prime contractors to discuss the requirements related to the HUB Subcontracting Plan (HSP) and monthly reporting.
- coordinate networking opportunities for vendors to meet key DPS staff.
- continue to update the HUB page on the DPS website for vendor access to procurement information, bid opportunities and economic opportunity forums (EOF).
- identify and assist vendors who need HUB certification or re-certification.

Purchasers, Key Decision Makers, and DPS Staff

- increase utilization of HUBs agency-wide
- designate an annual HUB month at the agency challenging staff to purchase from HUB's directly for all procurements under \$10,000.
- host an annual HUB training event for DPS employees.
- provide quarterly updates to Executive Management, the Public Safety Commission, and the monthly Division meetings pertaining to DPS HUB program activities, reports, related initiatives, and projects; analyze and present expenditures by division monthly and communicate suggestions for increased HUB participation.
- promote HUB usage within agencies' procurement card programs; host or co-host annual Economic Opportunity Forums (EOF).
- utilize current HUB directories, minority or women 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.

- identify and participate, whenever possible, in activities provided by the State or an agency of the State that encourage the inclusion of HUB vendors.
- maintain a chair position and DPS HUB staff participation in the HUB Discussion Workgroup and will continue to be an active member to increase awareness of the HUB program.
- increase good faith efforts to encourage HUBs in all procurement opportunities as set forth by [TAC Rule §20.284 \(a\)](#).

Texas Department of Public Safety

SCHEDULE F – Agency Workforce Plan 2022

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 2021 average of filled FTE positions for the agency was 10,214.9, which was 283.3 FTEs (2.9%) more than the FY 2020 filled FTE average of 9,931.6 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 2021 average headcount for the agency was 10,214.9 with 850 separations, resulting in a turnover percentage of 8.3%. Agency turnover is separated into the four categories listed below:

Category	# Of Separations
Involuntary Separations	57
Voluntary Separations	558
Retirements	235
Total	850

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 2021 Workforce Demographics and Veteran Workforce Analysis

The agency achieved a 18.7% veteran status. We did not have any situations where the veteran’s preference had to be invoked.

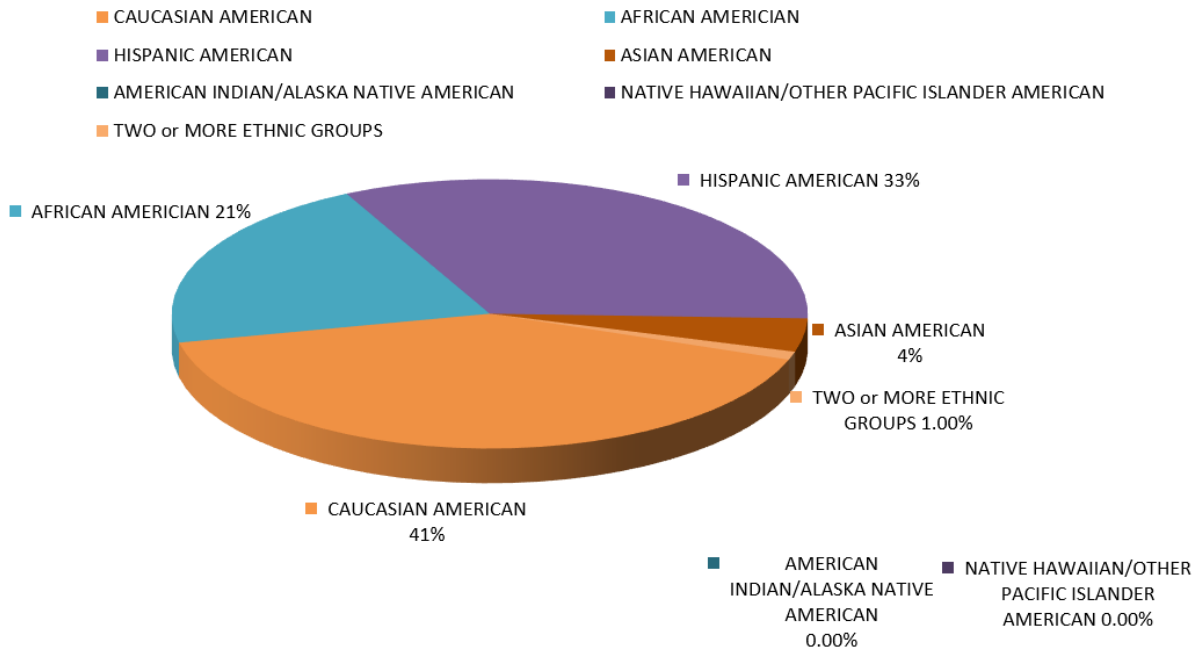
Workforce Demographics

Workforce demographics include classified regular, full and part-time employees. This data is gathered from CAPPs.

The graphs included below reflect the statistical data as it relates to the composition of the population in the agency.

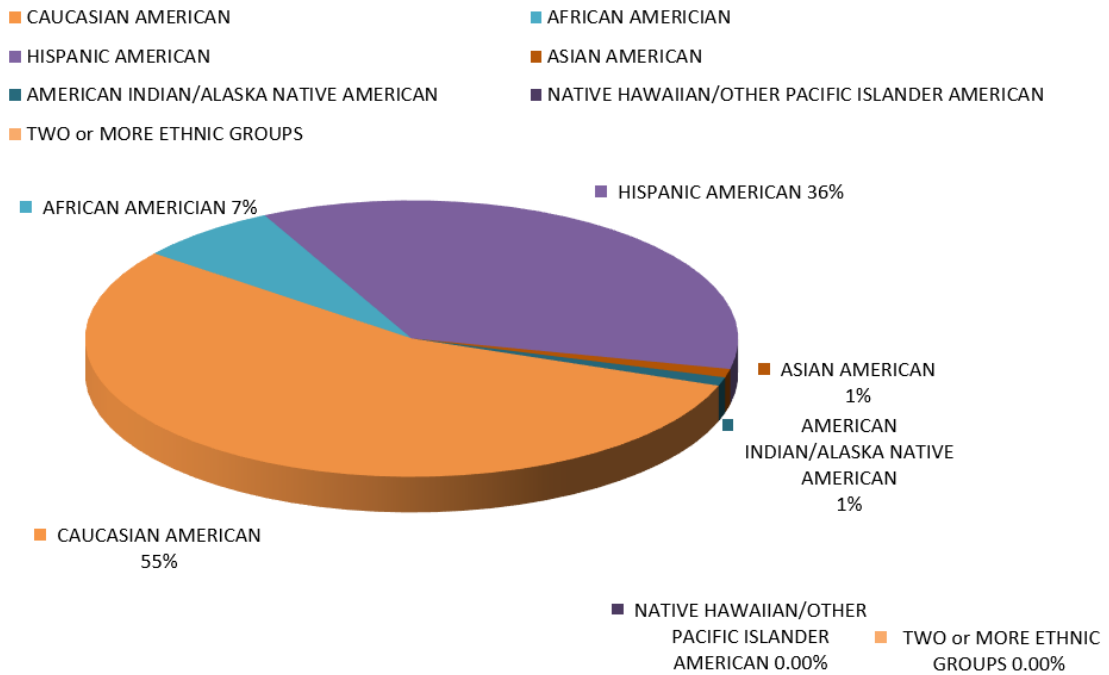
Of our non-commissioned employees, Caucasian Americans make up 41%, followed by Hispanic Americans with 33%, African Americans with 21%, Asian Americans with 4%, and those selecting two or more ethnic groups with 1%. We have two additional groups that did not reflect any employees. Those are American Indian/Alaska Native American and Native Hawaiian/Other Pacific Islander American.

ETHNICITY FOR NONCOMMISSIONED



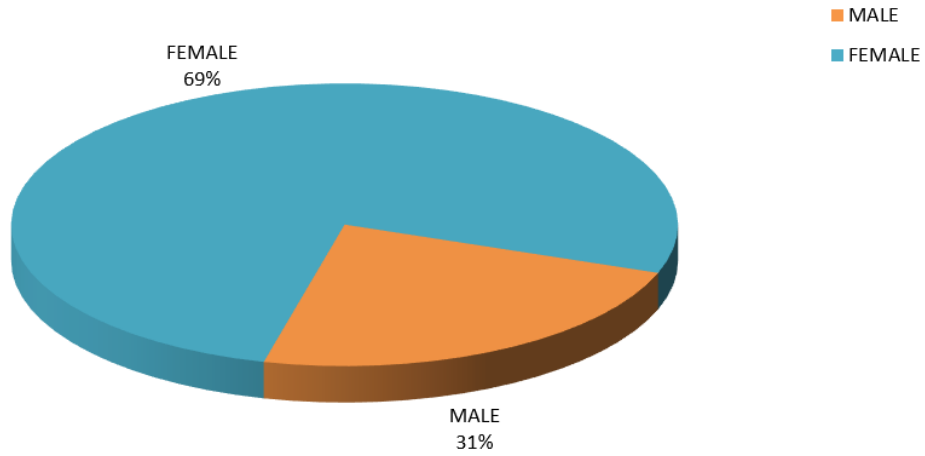
Of our law enforcement officers, Caucasian Americans make up 55%, followed by Hispanic Americans with 36%, African Americans with 7%, Asian Americans with 1%, and those selecting American Indian/Alaska Native American with 1%. We have two additional groups that did not reflect any employees. Those are Native Hawaiian/Other Pacific Islander American and those selecting two or more ethnic groups.

ETHNICITY FOR COMMISSIONED

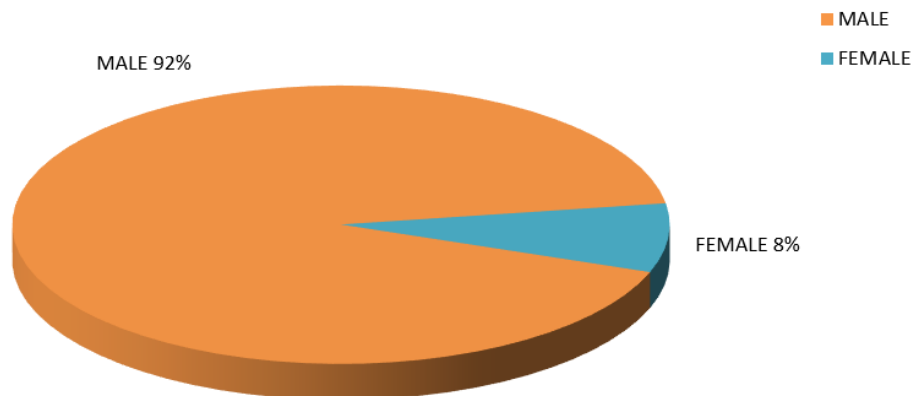


Also included in our analysis is data pertaining to gender, age, agency length of service (tenure), and education level of all our non-commissioned and commissioned employees.

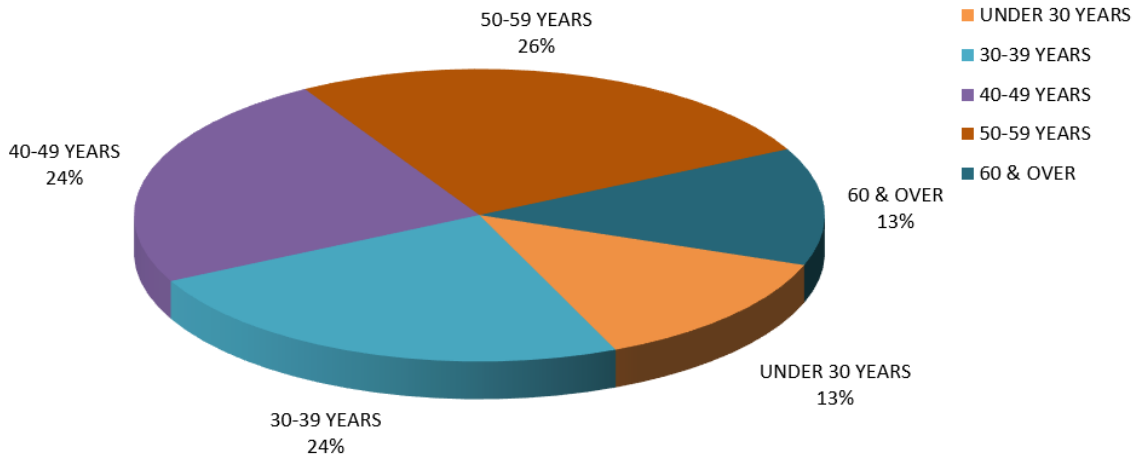
GENDER FOR NONCOMMISSIONED



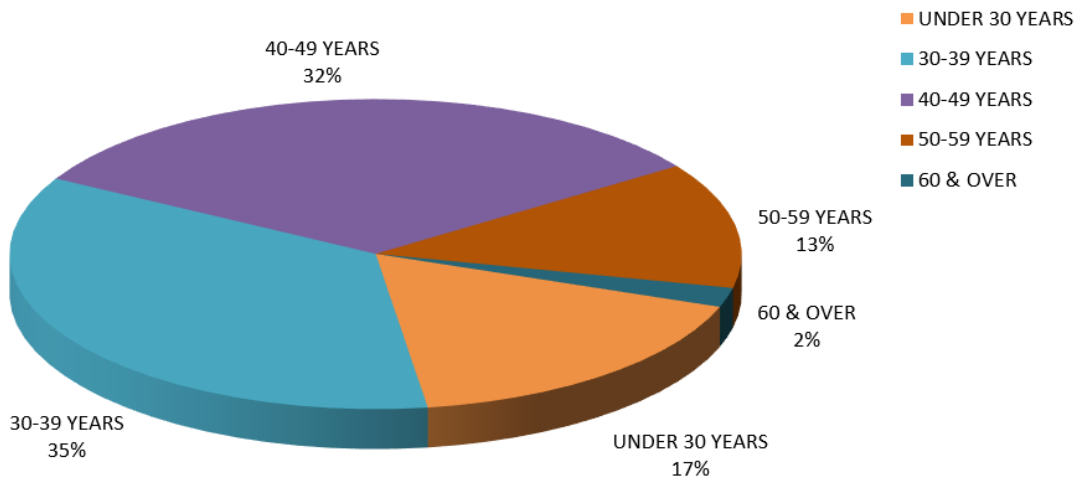
GENDER FOR COMMISSIONED



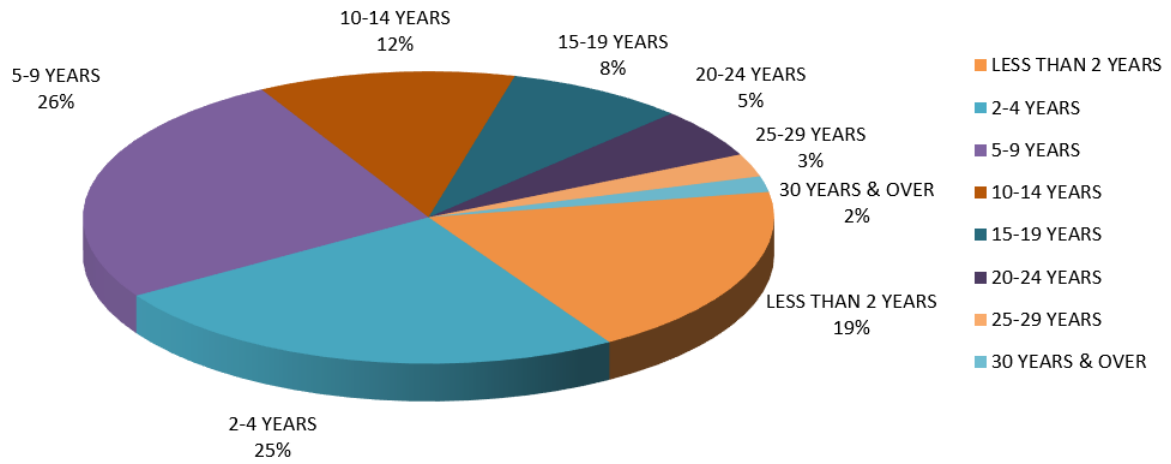
AGE FOR NONCOMMISSIONED



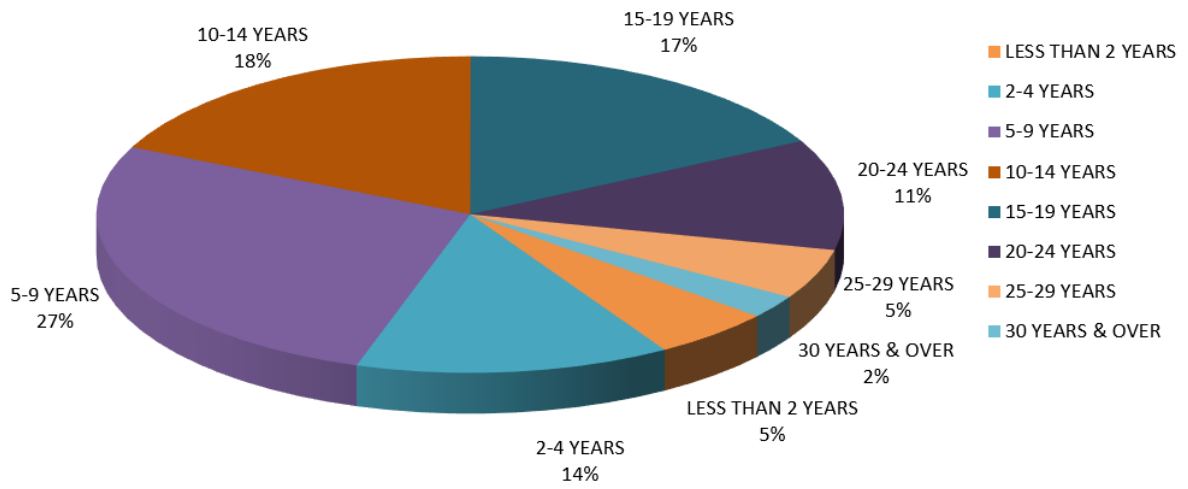
AGE FOR COMMISSIONED



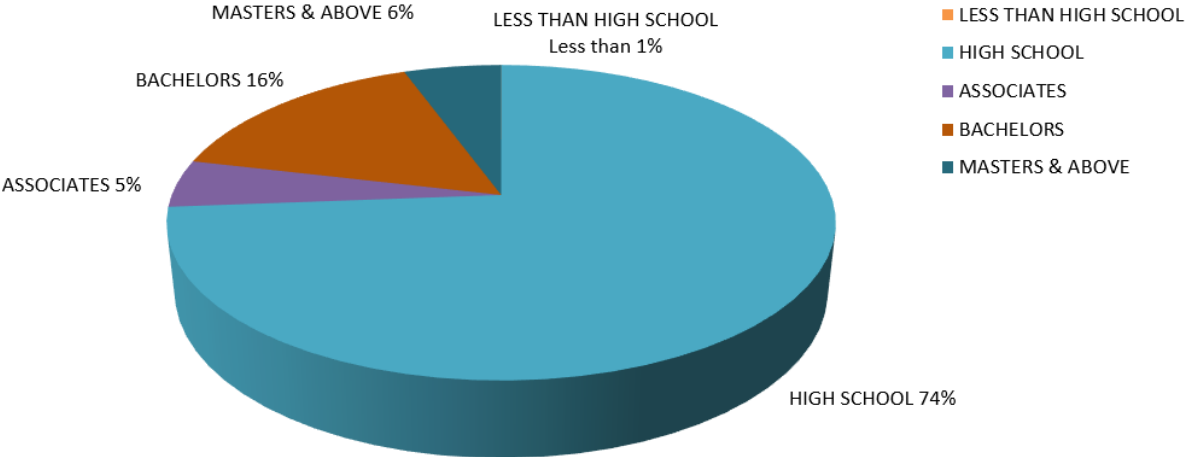
TENURE FOR NONCOMMISSIONED



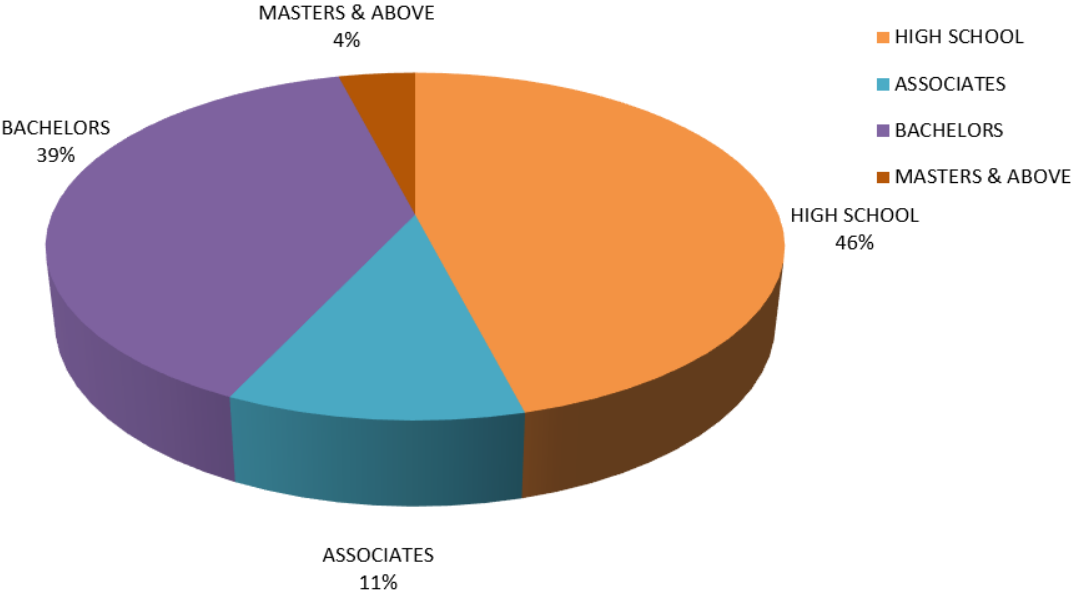
TENURE FOR COMMISSIONED



EDUCATION LEVEL FOR NONCOMMISSIONED

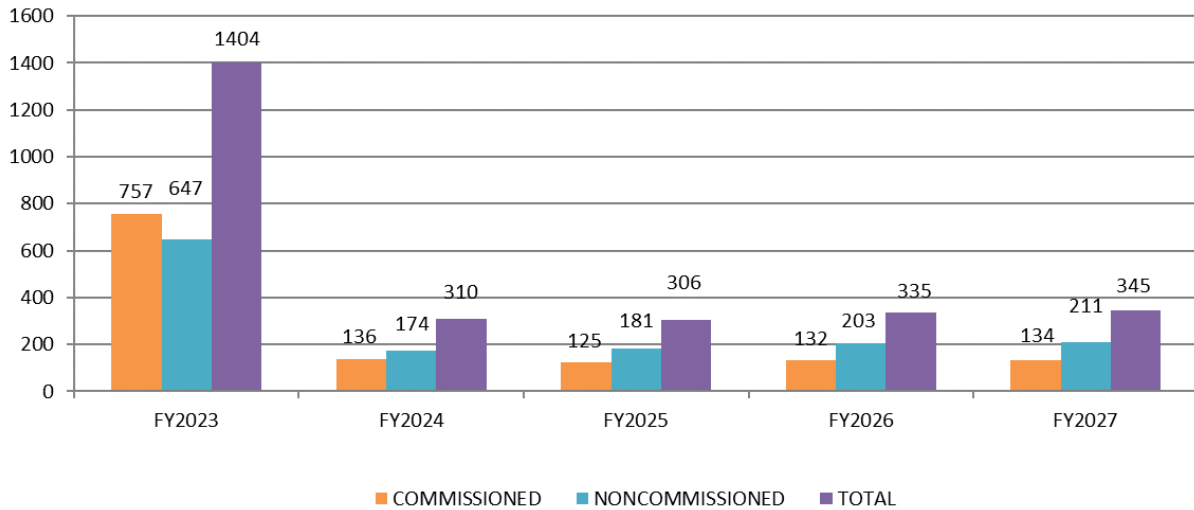


EDUCATION LEVEL FOR COMMISSIONED

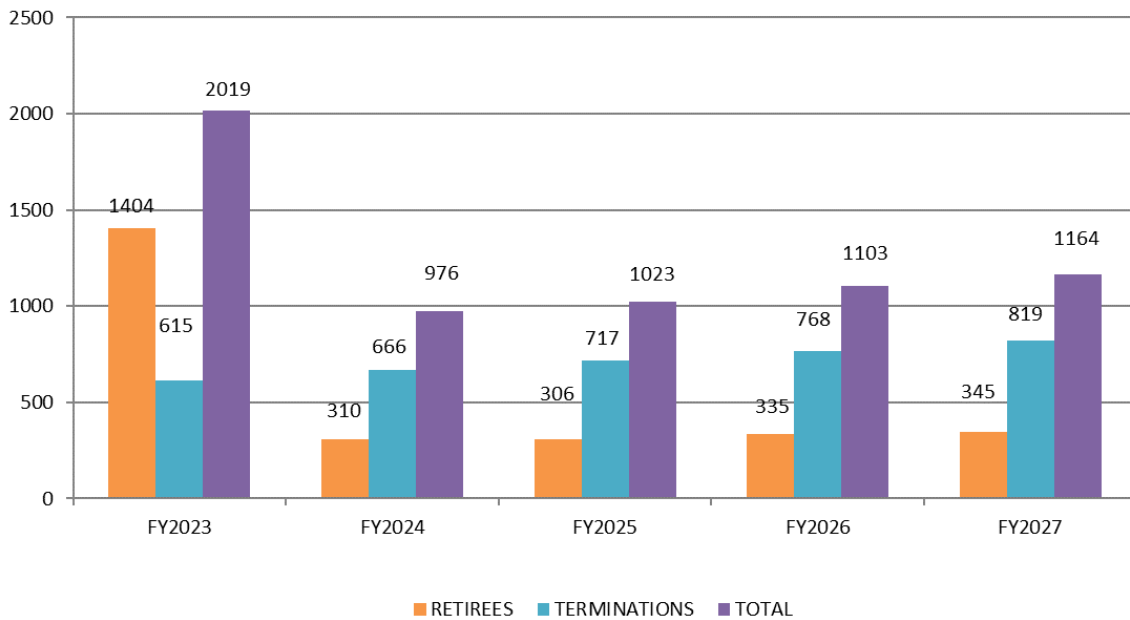


Finally, we gathered data regarding our personnel eligible to retire and projections in future fiscal years.

PROJECTED # OF EMPLOYEES ELIGIBLE TO RETIRE BY FISCAL YEAR



PROJECTED TURNOVER WITH ELIGIBLE RETIREES BY FISCAL YEAR



Training objectives are not a part of our Human Resource Operations strategy and are addressed by the division of Training Operations and included in the Agency Strategic Plan. The SEE 2022 results are also included in the Agency Strategic Plan.



Department of Public Safety

Executive Summary

2022

Executive Summary Table of Contents

Introduction	1
The Survey	2
Employee Engagement	3
People	4
Constructs	5
Areas of Strength and Concern	6
Climate	7
Focus Forward	8
Appendix A: Demographic Items	A1
Appendix B: Primary Items	B1
Appendix C: Additional Items	C1
Appendix D: Engagement Items	D1
Appendix E: Constructs and Related Items	E1
Appendix F: Survey Customization Sheet	F1

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Fax (512) 471-9600

Introduction

THANK YOU for your participation in the Survey of Employee Engagement (SEE). We trust that you will find this information helpful in your leadership planning and organizational development efforts. The SEE is specifically focused on the key drivers relative to the ability to engage employees towards successfully fulfilling the vision and mission of the organization.

Inside this report, you will find many tools to assist you in understanding the engagement of your employees. Your first indication of engagement will be the response rate of your employees. From there, we share with you the overall score for your organization, averaging all survey items. You will also find a breakdown of the levels of engagement found among your employees. We have provided demographic information about the employees surveyed as well as what percent are leaving or retiring in the near future. Then, this report contains a breakdown of the scoring for each construct we surveyed, highlighting areas of strength and areas of concern. Finally, we have provided Focus Forward action items throughout the report and a timeline suggesting how to move forward with what you have learned from the survey results.

Your report represents aggregate data, but some organizations will want further information. For example, the SEE makes it possible to see results broken down by demographic groupings. We would enjoy hearing how you've used the data, and what you liked and disliked about the SEE experience. We are here to help you engage your employees in achieving your vision and mission.



Noel Landuyt
Associate Director
Institute for Organizational Excellence

Organization Profile



Department of Public Safety

Organizational Leadership:

Steven McCraw, Director

Benchmark Categories:

Size 6: Organizations with 10,000+ employees

Mission 5 : Public Safety/Criminal Justice

Survey Administration

Collection Period:
03/21/2022 through 04/22/2022

Survey Liaison:
Liz Kisamore
Business Analyst
5805 N. Lamar Blvd
Bldg C.
Austin, TX 78752

512-424-5674
liz.kisamore@dps.texas.gov

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



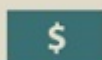
Community



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.

114 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 114 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.



Employee Engagement

61.2%

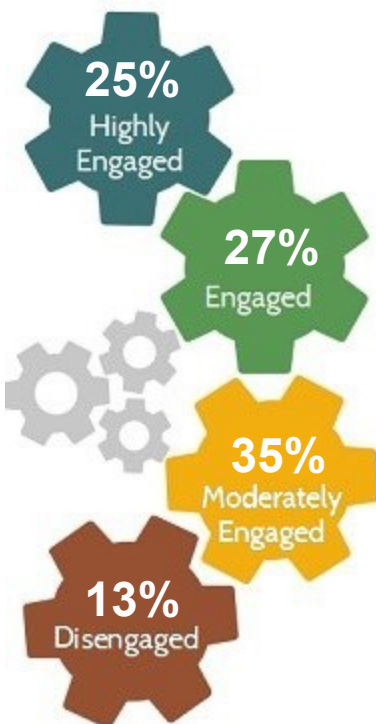
Down 2.8%

Response Rate

The response rate to the survey is your first indication of the level of employee engagement in your organization. Of the 10339 employees invited to take the survey, 6327 responded for a response rate of 61.2%. As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 61.2%, 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 384.**



Levels of Employee Engagement

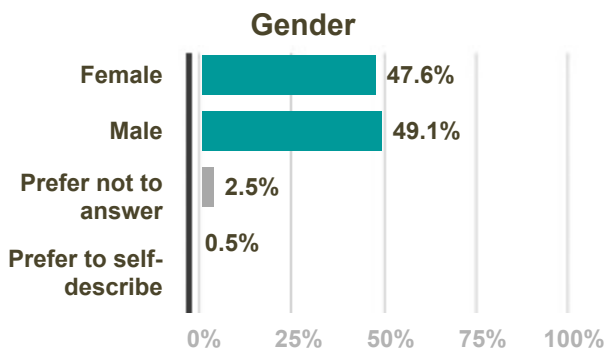
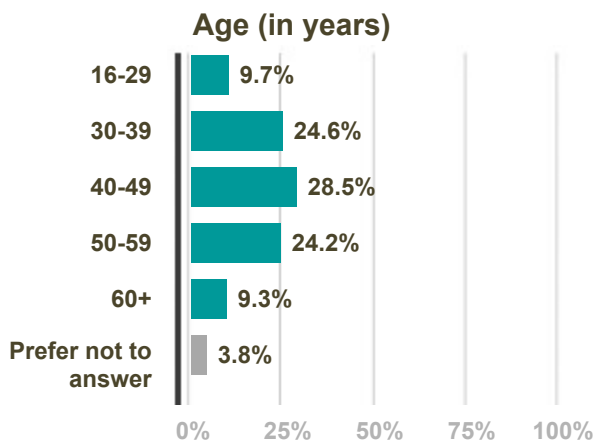
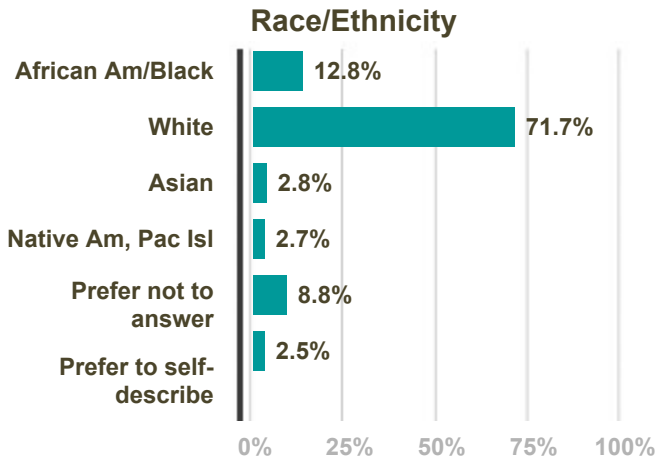
Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For this organization, 25% of employees are Highly Engaged, 27% are Engaged, 35% are Moderately Engaged, and 13% are Disengaged.

Highly Engaged employees are willing to go above and beyond in their employment. Engaged employees are more present in the workplace and show an effort to help out. Moderately Engaged employees are physically present, but put minimal effort towards accomplishing the job. Disengaged employees are disinterested in their jobs and may be actively working against their coworkers.

For comparison purposes, according to nationwide polling data, about 30% of employees are Highly Engaged or Engaged, 50% are Moderately Engaged, and 20% are Disengaged. While these numbers may seem intimidating, they offer a starting point for discussions on how to further engage employees. Focus on building trust, encouraging the expression of ideas, and providing employees with the resources, guidance, and training they need to do their best work.

People

Examining demographic data is an important aspect of determining the level of consensus and shared viewpoints across the organization. A diverse workforce helps ensure that different ideas are understood, and that those served see the organization as representative of the community. Gender, race/ethnicity, and age are just a few ways to measure diversity. While percentages can vary among different organizations, extreme imbalances should be a cause for concern.



FOCUS FORWARD >>>

5% INTEND TO LEAVE

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

20% CAN RETIRE

This percentage of respondents indicated that they are or will be eligible for retirement within two years.

Constructs

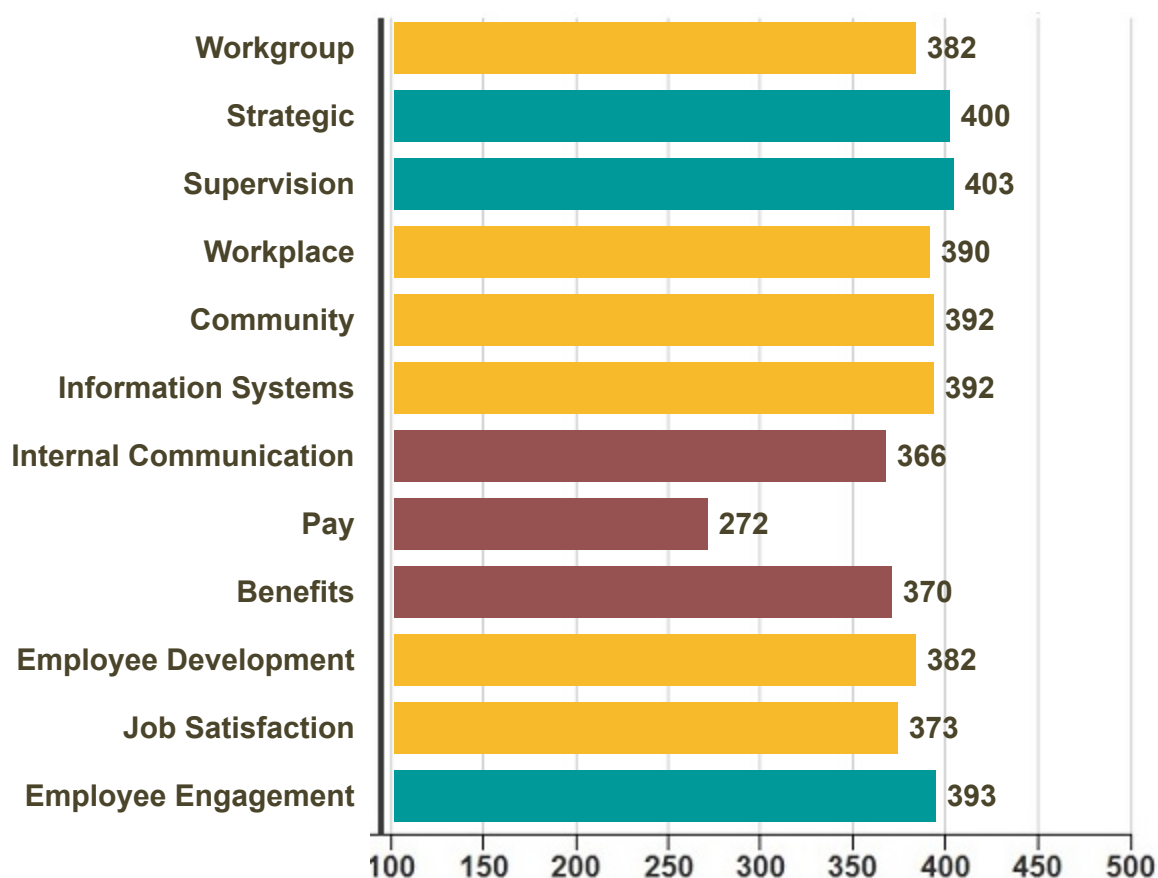
Similar items are grouped together and their scores are averaged and multiplied by 100 to produce 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Each construct is displayed below with its corresponding score. Constructs have been coded below to highlight the organization's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions. The lowest score for a construct is 100, while the highest is 500.

FOCUS FORWARD >>>

Every organization faces different challenges depending on working conditions, resources, and job characteristics. On the next page, we highlight the constructs that are relative strengths and concerns for your organization. While it is important to examine areas of concern, this is also an opportunity to recognize and celebrate areas that employees have judged to be strengths. All organizations start in a different place, and there is always room for improvement within each area.

Construct Scores



Constructs Over Time

One of the benefits of continuing to participate in the survey is that over time data shows how employees' views have changed as a result of implementing efforts suggested by previous survey results.

Positive changes indicate that employees perceive the issue as having improved since the previous survey.

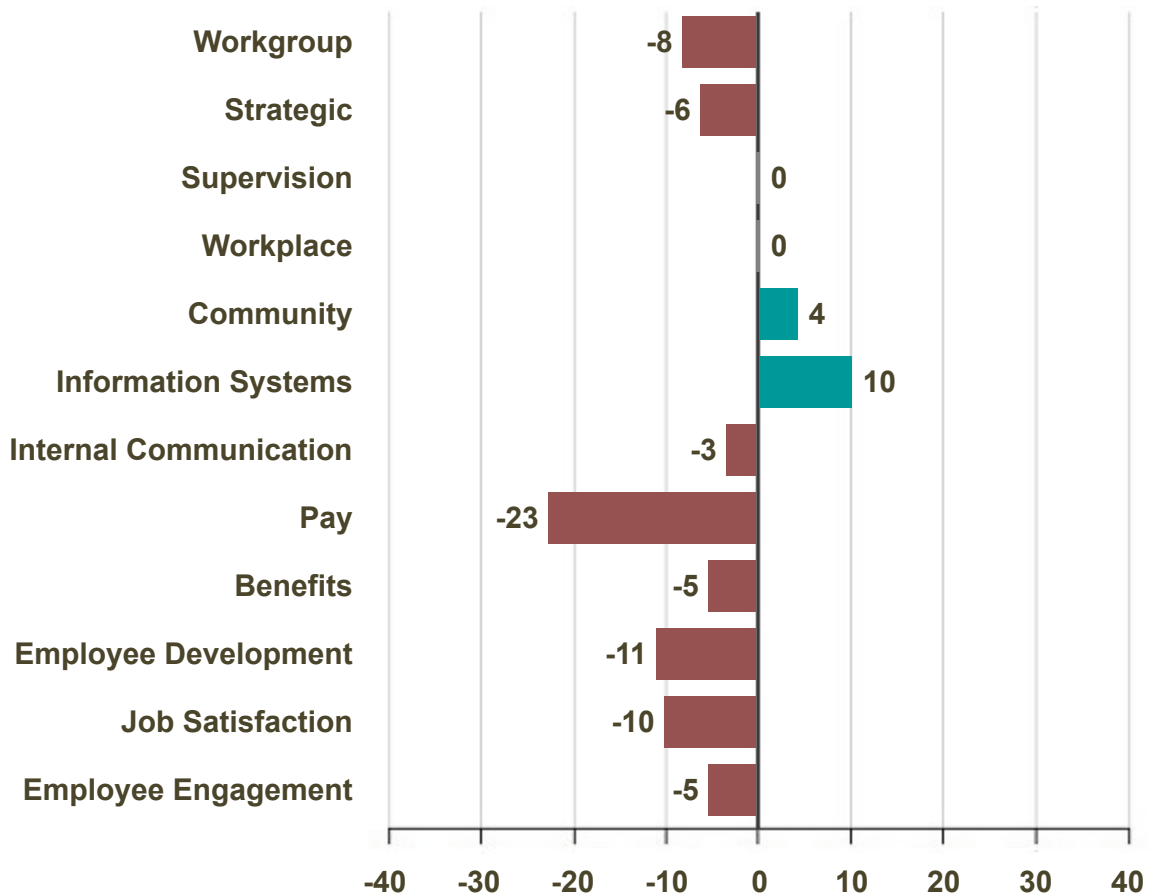
Negative changes indicate that the employees perceive that the issue has worsened since the previous survey. Negative changes of greater than 40 points and having 8 or more negative construct changes should be a source of concern for the organization and should be discussed with employees and organizational leadership.

Has Change 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



Areas of Strength and Concern

Areas of Strength



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.



Strategic

Score: 400

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.



Employee Engagement

Score: 393

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: 272

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: 366

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: 370

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.

<p>25.2%</p> <p>believe the information from this survey will go unused.</p> <p>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.</p>	<p>22.3%</p> <p>feel that upper management should communicate better.</p> <p>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.</p>	<p>Highest Level of Disagreement</p> 
<p>16.6%</p> <p>feel there aren't enough opportunities to give supervisor feedback.</p> <p>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.</p>	<p>8.9%</p> <p>feel they are not treated fairly in the workplace.</p> <p>Favoritism can negatively affect morale and cause resentment among employees. When possible, ensure responsibilities and opportunities are being shared evenly and appropriately.</p>	
<p>6.4%</p> <p>feel workplace harassment is not adequately addressed.</p> <p>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.</p>	<p>5.0%</p> <p>feel there are issues with ethics in the workplace.</p> <p>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.</p>	 <p>Lowest Level of Disagreement</p>

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
2022

JUN
2022



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
2022

AUG
2022



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
2022

DEC
2022



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
2024

Demographic Items

Survey respondent information reports the response rate and frequency information for all demographic variables that were asked of participants. Response Rate is a good indicator of employees' willingness to engage in efforts to improve the organization. Scope of Participation is a gauge to see whether or not employees by demographic characteristics participated in the survey.

Response Rate

Your response rate is the percentage of surveys distributed divided by the number of valid surveys received. For category reports, we only report the response rate for the organization as a whole.

What is a good response rate?

If your organization sampled employees, the answer must take into consideration size, sampling strategy, variance, and error tolerance. When all employees are surveyed (census), a general rule for organizations of at least 500, is that a 30% rate is a low, but an acceptable level of response. In general, response rates of greater than 50% (regardless of number of employees) indicate a strong level of participation.

What about non-respondents?

First, you should review the scope of participation discussed in the following paragraph. Second, you need to ascertain whether or not a more focused effort is needed to determine why some groups did not respond.

Scope of Participation

Respondent information is used as a gauge of the scope of participation. For example, the percentages of male and female respondents should roughly mirror your organization's gender composition. This should be true for the other demographic categories. If not, consider whether or not additional efforts need to be made to engage those low participating categories. It is important to note the following:

- If less than five respondents selected a demographic variable, "Less Than Five" and "Not Available" is reported to protect the respondents' anonymity.
- Participants have the option to skip items or select prefer not to answer. Both of these non-responses are combined to give a total "Prefer not to answer" count.

Demographic Items

Total Respondents: 6327
 Surveys Distributed: 10339
 Response Rate: 61.2%

	Number of Survey Respondents	Percent of Survey Respondents
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My highest education level

Did not earn high school diploma or equivalent:	9	0.14%
High school diploma or equivalent:	893	14.11%
Some college:	2098	33.16%
Associate's Degree:	771	12.19%
Bachelor's Degree:	1890	29.87%
Master's Degree:	482	7.62%
Doctoral Degree:	59	0.93%
Prefer not to answer:	125	1.98%

I am

Female :	3013	47.62%
Male :	3104	49.06%
Prefer not to answer :	160	2.53%
Prefer to self-describe:	29	0.46%

My annual salary (before taxes)

Less than \$20,001 :	26	0.41%
\$20,001 to 30,000 :	189	2.99%
\$30,001 to 40,000 :	1077	17.02%
\$40,001 to 50,000 :	1066	16.85%
\$50,001 to 60,000 :	641	10.13%
\$60,001 to 70,000 :	357	5.64%
\$70,001 to 80,000 :	431	6.81%
\$80,001 to 90,000 :	461	7.29%
More than \$90,000 :	1604	25.35%
Prefer not to answer:	475	7.51%

I work

Full-time :	6189	97.82%
Part-time :	29	0.46%
Prefer not to answer:	109	1.72%

Demographic Items

Total Respondents: 6327
Surveys Distributed: 10339
Response Rate: 61.2%

**Number
of Survey
Respondents**

**Percent
of Survey
Respondents**

My age (in years)

16-29:	614	9.70%
30-39:	1554	24.56%
40-49:	1802	28.48%
50-59:	1528	24.15%
60+:	586	9.26%
Prefer not to answer:	243	3.84%

Years of service with this organization

Less than 1:	338	5.34%
1-2:	719	11.36%
3-5:	1091	17.24%
6-10:	1350	21.34%
11-15:	954	15.08%
16+:	1689	26.70%
Prefer not to answer:	186	2.94%

Are you of Hispanic, Latino/a/x, or of Spanish origin?

Yes:	1933	30.55%
No:	3876	61.26%
Prefer not to answer:	518	8.19%

My race/ethnic identification (Check all that apply)

African American or Black:	813	12.85%
White:	4538	71.72%
Asian:	177	2.80%
Native American or Pacific Islander:	170	2.69%
Prefer not to answer:	558	8.82%
Prefer to self-describe:	156	2.47%

I am currently in a supervisory role.

Yes:	1243	19.65%
No:	4856	76.75%
Prefer not to answer:	228	3.60%

Demographic Items

Total Respondents: 6327
 Surveys Distributed: 10339
 Response Rate: 61.2%

	Number of Survey Respondents	Percent of Survey Respondents
--	---	--

I received a promotion during the past two years.

Yes:	1652	26.11%
No:	4442	70.21%
Prefer not to answer:	233	3.68%

I received a merit increase during the past two years.

Yes:	2599	41.08%
No:	3374	53.33%
Prefer not to answer:	354	5.60%

I plan to be working for this organization in one year.

Yes:	5488	86.74%
No:	325	5.14%
Prefer not to answer:	514	8.12%

I am eligible for retirement within the next two years.

Yes:	1254	19.82%
No:	4821	76.20%
Prefer not to answer:	252	3.98%

I currently remote work

None of the time :	3854	60.91%
Some of the time :	1301	20.56%
Most of the time :	476	7.52%
All the time :	546	8.63%
Prefer not to answer:	150	2.37%

Primary Items

For the primary items (numbered 1-48), participants were asked to indicate how they agreed with each positively phrased statement. If participants did not have information or the item did not apply, they were to select don't know/not applicable.

Each primary item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items:

Response Data

- **Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Total Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- **Respondents** is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the number of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.
- **Percent Agreement** is the number of participants who agreed with the item (strongly agree or agree) divided by the total number of valid responses.


Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration, if available.
- **Similar Mission** is the average score from organizations that share a similar mission to your organization.
- **Similar Size** is the average score from organizations that are a similar size to your organization.
- **All Organizations** is the average score from all organizations.
- **Organizational Categories** are benchmarked against the organization as a whole.

Interpreting Data

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless of the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.00 and 4.00. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.

Primary Items



1. My work group cooperates to get the job done.


83% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2463	2766	699	224	119	37
Percentage:	39.05%	43.85%	11.08%	3.55%	1.89%	0.59%

83% Agreement

SCORE: 4.15
 Std. Dev.: 0.89
 Total Respondents: 6308

BENCHMARKS
 Past Score: 4.21
 Similar Mission: 4.17
 Similar Size: 4.13
 All Orgs: 4.32



2. In my work group, my opinions and ideas count.


70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1842	2544	1102	489	281	53
Percentage:	29.19%	40.31%	17.46%	7.75%	4.45%	0.84%

70% Agreement

SCORE: 3.83
 Std. Dev.: 1.08
 Total Respondents: 6311

BENCHMARKS
 Past Score: 3.89
 Similar Mission: 3.86
 Similar Size: 3.82
 All Orgs: 4.09



3. My work group regularly uses performance data to improve the quality of our work.


56% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1186	2358	1570	661	305	222
Percentage:	18.82%	37.42%	24.91%	10.49%	4.84%	3.52%

56% Agreement

SCORE: 3.57
 Std. Dev.: 1.07
 Total Respondents: 6302

BENCHMARKS
 Past Score: 3.66
 Similar Mission: 3.48
 Similar Size: 3.63
 All Orgs: 3.70



4. In my work group, there is a real feeling of teamwork.

66% Agreement





Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1759	2412	1142	570	378	40
Percentage:	27.92%	38.28%	18.12%	9.05%	6.00%	0.63%

66% Agreement





SCORE: 3.74
 Std. Dev.: 1.14
 Total Respondents: 6301

BENCHMARKS
 Past Score: 3.82
 Similar Mission: 3.74
 Similar Size: 3.75
 All Orgs: 3.99





Primary Items

 <p>5. Our organization is known for the quality of work we provide.</p> <p style="text-align: center;">77% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2110</td> <td>2731</td> <td>968</td> <td>292</td> <td>154</td> <td>47</td> </tr> <tr> <td>Percentage:</td> <td>33.48%</td> <td>43.34%</td> <td>15.36%</td> <td>4.63%</td> <td>2.44%</td> <td>0.75%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2110	2731	968	292	154	47	Percentage:	33.48%	43.34%	15.36%	4.63%	2.44%	0.75%	<p style="text-align: center;">77% Agreement</p> <p>SCORE: 4.02</p> <p>Std. Dev.: 0.95</p> <p>Total Respondents: 6302</p> <p>BENCHMARKS</p> <p>Past Score: 4.10</p> <p>Similar Mission: 3.77</p> <p>Similar Size: 3.74</p> <p>All Orgs: 4.10</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2110	2731	968	292	154	47																
Percentage:	33.48%	43.34%	15.36%	4.63%	2.44%	0.75%																
 <p>6. I know how my work impacts others in the organization.</p> <p style="text-align: center;">84% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2566</td> <td>2754</td> <td>688</td> <td>163</td> <td>89</td> <td>43</td> </tr> <tr> <td>Percentage:</td> <td>40.71%</td> <td>43.69%</td> <td>10.92%</td> <td>2.59%</td> <td>1.41%</td> <td>0.68%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2566	2754	688	163	89	43	Percentage:	40.71%	43.69%	10.92%	2.59%	1.41%	0.68%	<p style="text-align: center;">84% Agreement</p> <p>SCORE: 4.21</p> <p>Std. Dev.: 0.84</p> <p>Total Respondents: 6303</p> <p>BENCHMARKS</p> <p>Past Score: 4.22</p> <p>Similar Mission: 4.23</p> <p>Similar Size: 4.22</p> <p>All Orgs: 4.33</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2566	2754	688	163	89	43																
Percentage:	40.71%	43.69%	10.92%	2.59%	1.41%	0.68%																
 <p>7. My organization develops services to match the needs of our customers/clients.</p> <p style="text-align: center;">69% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1597</td> <td>2751</td> <td>1217</td> <td>335</td> <td>183</td> <td>211</td> </tr> <tr> <td>Percentage:</td> <td>25.37%</td> <td>43.71%</td> <td>19.34%</td> <td>5.32%</td> <td>2.91%</td> <td>3.35%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1597	2751	1217	335	183	211	Percentage:	25.37%	43.71%	19.34%	5.32%	2.91%	3.35%	<p style="text-align: center;">69% Agreement</p> <p>SCORE: 3.86</p> <p>Std. Dev.: 0.97</p> <p>Total Respondents: 6294</p> <p>BENCHMARKS</p> <p>Past Score: 3.94</p> <p>Similar Mission: 3.90</p> <p>Similar Size: 3.89</p> <p>All Orgs: 4.08</p>
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 <p>8. Our organization communicates effectively with the public.</p> <p style="text-align: center;">64% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1356</td> <td>2668</td> <td>1377</td> <td>443</td> <td>262</td> <td>200</td> </tr> <tr> <td>Percentage:</td> <td>21.50%</td> <td>42.31%</td> <td>21.84%</td> <td>7.03%</td> <td>4.15%</td> <td>3.17%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1356	2668	1377	443	262	200	Percentage:	21.50%	42.31%	21.84%	7.03%	4.15%	3.17%	<p style="text-align: center;">64% Agreement</p> <p>SCORE: 3.72</p> <p>Std. Dev.: 1.02</p> <p>Total Respondents: 6306</p> <p>BENCHMARKS</p> <p>Past Score: 3.82</p> <p>Similar Mission: 3.60</p> <p>Similar Size: 3.66</p> <p>All Orgs: 3.95</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1356	2668	1377	443	262	200																
Percentage:	21.50%	42.31%	21.84%	7.03%	4.15%	3.17%																

Primary Items

 <p>9. I have a good understanding of our mission, vision, and strategic plan.</p> <p style="text-align: center;">85% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2575</td> <td>2804</td> <td>560</td> <td>201</td> <td>132</td> <td>30</td> </tr> <tr> <td>Percentage:</td> <td>40.86%</td> <td>44.49%</td> <td>8.89%</td> <td>3.19%</td> <td>2.09%</td> <td>0.48%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2575	2804	560	201	132	30	Percentage:	40.86%	44.49%	8.89%	3.19%	2.09%	0.48%	<p style="text-align: center;">85% Agreement</p> <p>SCORE: 4.19 Std. Dev.: 0.88 Total Respondents: 6302</p> <p>BENCHMARKS Past Score: 4.24 Similar Mission: 4.21 Similar Size: 4.20 All Orgs: 4.28</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2575	2804	560	201	132	30																
Percentage:	40.86%	44.49%	8.89%	3.19%	2.09%	0.48%																
 <p>10. My supervisor provides me with a clear understanding of my work responsibilities.</p> <p style="text-align: center;">82% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2614</td> <td>2540</td> <td>673</td> <td>254</td> <td>199</td> <td>33</td> </tr> <tr> <td>Percentage:</td> <td>41.41%</td> <td>40.23%</td> <td>10.66%</td> <td>4.02%</td> <td>3.15%</td> <td>0.52%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2614	2540	673	254	199	33	Percentage:	41.41%	40.23%	10.66%	4.02%	3.15%	0.52%	<p style="text-align: center;">82% Agreement</p> <p>SCORE: 4.13 Std. Dev.: 0.98 Total Respondents: 6313</p> <p>BENCHMARKS Past Score: 4.09 Similar Mission: 4.03 Similar Size: 4.05 All Orgs: 4.19</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2614	2540	673	254	199	33																
Percentage:	41.41%	40.23%	10.66%	4.02%	3.15%	0.52%																
 <p>11. My supervisor recognizes outstanding work.</p> <p style="text-align: center;">75% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2324</td> <td>2390</td> <td>924</td> <td>368</td> <td>257</td> <td>30</td> </tr> <tr> <td>Percentage:</td> <td>36.93%</td> <td>37.98%</td> <td>14.68%</td> <td>5.85%</td> <td>4.08%</td> <td>0.48%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2324	2390	924	368	257	30	Percentage:	36.93%	37.98%	14.68%	5.85%	4.08%	0.48%	<p style="text-align: center;">75% Agreement</p> <p>SCORE: 3.98 Std. Dev.: 1.06 Total Respondents: 6293</p> <p>BENCHMARKS Past Score: 3.98 Similar Mission: 3.90 Similar Size: 3.88 All Orgs: 4.11</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2324	2390	924	368	257	30																
Percentage:	36.93%	37.98%	14.68%	5.85%	4.08%	0.48%																
 <p>12. I am given the opportunity to do my best work.</p> <p style="text-align: center;">79% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2347</td> <td>2650</td> <td>784</td> <td>323</td> <td>167</td> <td>21</td> </tr> <tr> <td>Percentage:</td> <td>37.30%</td> <td>42.12%</td> <td>12.46%</td> <td>5.13%</td> <td>2.65%</td> <td>0.33%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2347	2650	784	323	167	21	Percentage:	37.30%	42.12%	12.46%	5.13%	2.65%	0.33%	<p style="text-align: center;">79% Agreement</p> <p>SCORE: 4.07 Std. Dev.: 0.97 Total Respondents: 6292</p> <p>BENCHMARKS Past Score: 4.09 Similar Mission: 4.01 Similar Size: 3.98 All Orgs: 4.14</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
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Primary Items

 <p>13. My supervisor is consistent when administering policies concerning employees.</p> <p>71% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2130</td> <td>2320</td> <td>973</td> <td>459</td> <td>365</td> <td>53</td> </tr> <tr> <td>Percentage:</td> <td>33.81%</td> <td>36.83%</td> <td>15.44%</td> <td>7.29%</td> <td>5.79%</td> <td>0.84%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2130	2320	973	459	365	53	Percentage:	33.81%	36.83%	15.44%	7.29%	5.79%	0.84%	<p>71% Agreement</p> <p>SCORE: 3.86 Std. Dev.: 1.14 Total Respondents: 6300</p> <p>BENCHMARKS Past Score: 3.90 Similar Mission: 3.81 Similar Size: 3.87 All Orgs: 3.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2130	2320	973	459	365	53																
Percentage:	33.81%	36.83%	15.44%	7.29%	5.79%	0.84%																
 <p>14. My supervisor evaluates my performance fairly.</p> <p>79% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2440</td> <td>2547</td> <td>824</td> <td>243</td> <td>196</td> <td>46</td> </tr> <tr> <td>Percentage:</td> <td>38.75%</td> <td>40.45%</td> <td>13.09%</td> <td>3.86%</td> <td>3.11%</td> <td>0.73%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2440	2547	824	243	196	46	Percentage:	38.75%	40.45%	13.09%	3.86%	3.11%	0.73%	<p>79% Agreement</p> <p>SCORE: 4.09 Std. Dev.: 0.98 Total Respondents: 6296</p> <p>BENCHMARKS Past Score: 4.07 Similar Mission: 4.00 Similar Size: 3.98 All Orgs: 4.13</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2440	2547	824	243	196	46																
Percentage:	38.75%	40.45%	13.09%	3.86%	3.11%	0.73%																
 <p>15. Given the type of work I do, my physical workplace meets my needs.</p> <p>78% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2043</td> <td>2892</td> <td>701</td> <td>346</td> <td>216</td> <td>105</td> </tr> <tr> <td>Percentage:</td> <td>32.41%</td> <td>45.88%</td> <td>11.12%</td> <td>5.49%</td> <td>3.43%</td> <td>1.67%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2043	2892	701	346	216	105	Percentage:	32.41%	45.88%	11.12%	5.49%	3.43%	1.67%	<p>78% Agreement</p> <p>SCORE: 4.00 Std. Dev.: 0.99 Total Respondents: 6303</p> <p>BENCHMARKS Past Score: 3.99 Similar Mission: 4.01 Similar Size: 3.92 All Orgs: 4.18</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2043	2892	701	346	216	105																
Percentage:	32.41%	45.88%	11.12%	5.49%	3.43%	1.67%																
 <p>16. My workplace is well maintained.</p> <p>70% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1697</td> <td>2705</td> <td>927</td> <td>560</td> <td>295</td> <td>118</td> </tr> <tr> <td>Percentage:</td> <td>26.93%</td> <td>42.92%</td> <td>14.71%</td> <td>8.89%</td> <td>4.68%</td> <td>1.87%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1697	2705	927	560	295	118	Percentage:	26.93%	42.92%	14.71%	8.89%	4.68%	1.87%	<p>70% Agreement</p> <p>SCORE: 3.80 Std. Dev.: 1.09 Total Respondents: 6302</p> <p>BENCHMARKS Past Score: 3.82 Similar Mission: 3.83 Similar Size: 3.71 All Orgs: 3.97</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1697	2705	927	560	295	118																
Percentage:	26.93%	42.92%	14.71%	8.89%	4.68%	1.87%																

Primary Items

<div style="display: flex; align-items: center;"> <div> <p>17. There are sufficient procedures to ensure the safety of employees in the workplace.</p> </div> </div> <div style="margin-top: 10px;"> <p style="text-align: center;">76% Agreement</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1734</td> <td>3038</td> <td>817</td> <td>319</td> <td>242</td> <td>139</td> </tr> <tr> <td>Percentage:</td> <td>27.57%</td> <td>48.31%</td> <td>12.99%</td> <td>5.07%</td> <td>3.85%</td> <td>2.21%</td> </tr> </tbody> </table> </div>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1734	3038	817	319	242	139	Percentage:	27.57%	48.31%	12.99%	5.07%	3.85%	2.21%	<p style="text-align: center; color: #008080; font-weight: bold;">76% Agreement</p> <p>SCORE: 3.93</p> <p>Std. Dev.: 0.99</p> <p>Total Respondents: 6289</p> <p>BENCHMARKS</p> <p>Past Score: 3.87</p> <p>Similar Mission: 3.88</p> <p>Similar Size: 3.82</p> <p>All Orgs: 4.11</p>
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<div style="display: flex; align-items: center;"> <div> <p>18. I have adequate resources and equipment to do my job.</p> </div> </div> <div style="margin-top: 10px;"> <p style="text-align: center;">74% Agreement</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1709</td> <td>2966</td> <td>849</td> <td>498</td> <td>249</td> <td>23</td> </tr> <tr> <td>Percentage:</td> <td>27.15%</td> <td>47.12%</td> <td>13.49%</td> <td>7.91%</td> <td>3.96%</td> <td>0.37%</td> </tr> </tbody> </table> </div>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1709	2966	849	498	249	23	Percentage:	27.15%	47.12%	13.49%	7.91%	3.96%	0.37%	<p style="text-align: center; color: #008080; font-weight: bold;">74% Agreement</p> <p>SCORE: 3.86</p> <p>Std. Dev.: 1.03</p> <p>Total Respondents: 6294</p> <p>BENCHMARKS</p> <p>Past Score: 3.90</p> <p>Similar Mission: 3.73</p> <p>Similar Size: 3.70</p> <p>All Orgs: 4.04</p>
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<div style="display: flex; align-items: center;"> <div> <p>19. The people I work with treat each other with respect.</p> </div> </div> <div style="margin-top: 10px;"> <p style="text-align: center;">74% Agreement</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1855</td> <td>2796</td> <td>961</td> <td>408</td> <td>256</td> <td>22</td> </tr> <tr> <td>Percentage:</td> <td>29.45%</td> <td>44.40%</td> <td>15.26%</td> <td>6.48%</td> <td>4.06%</td> <td>0.35%</td> </tr> </tbody> </table> </div>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1855	2796	961	408	256	22	Percentage:	29.45%	44.40%	15.26%	6.48%	4.06%	0.35%	<p style="text-align: center; color: #008080; font-weight: bold;">74% Agreement</p> <p>SCORE: 3.89</p> <p>Std. Dev.: 1.03</p> <p>Total Respondents: 6298</p> <p>BENCHMARKS</p> <p>Past Score: 3.95</p> <p>Similar Mission: 3.82</p> <p>Similar Size: 3.79</p> <p>All Orgs: 4.01</p>
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<div style="display: flex; align-items: center;"> <div> <p>20. The people I work with come from diverse backgrounds.</p> </div> </div> <div style="margin-top: 10px;"> <p style="text-align: center;">86% Agreement</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: #008080;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2233</td> <td>3221</td> <td>605</td> <td>120</td> <td>53</td> <td>74</td> </tr> <tr> <td>Percentage:</td> <td>35.41%</td> <td>51.08%</td> <td>9.59%</td> <td>1.90%</td> <td>0.84%</td> <td>1.17%</td> </tr> </tbody> </table> </div>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2233	3221	605	120	53	74	Percentage:	35.41%	51.08%	9.59%	1.90%	0.84%	1.17%	<p style="text-align: center; color: #008080; font-weight: bold;">86% Agreement</p> <p>SCORE: 4.20</p> <p>Std. Dev.: 0.76</p> <p>Total Respondents: 6306</p> <p>BENCHMARKS</p> <p>Past Score: 3.85</p> <p>Similar Mission: 3.60</p> <p>Similar Size: 3.61</p> <p>All Orgs: 3.77</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
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Primary Items

 <p>21. The people I work with care about my personal well-being.</p> <p style="text-align: center;">71% Agreement</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1659</td> <td>2793</td> <td>1255</td> <td>351</td> <td>202</td> <td>43</td> </tr> <tr> <td>Percentage:</td> <td>26.32%</td> <td>44.31%</td> <td>19.91%</td> <td>5.57%</td> <td>3.20%</td> <td>0.68%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1659	2793	1255	351	202	43	Percentage:	26.32%	44.31%	19.91%	5.57%	3.20%	0.68%	<p style="text-align: center; color: teal;">71% Agreement</p> <p>SCORE: 3.86</p> <p>Std. Dev.: 0.98</p> <p>Total Respondents: 6303</p> <p>BENCHMARKS</p> <p>Past Score: 3.91</p> <p>Similar Mission: 3.83</p> <p>Similar Size: 3.76</p> <p>All Orgs: 4.03</p>
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 <p>22. I trust the people in my workplace.</p> <p style="text-align: center;">64% Agreement</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1492</td> <td>2552</td> <td>1481</td> <td>458</td> <td>283</td> <td>35</td> </tr> <tr> <td>Percentage:</td> <td>23.68%</td> <td>40.50%</td> <td>23.50%</td> <td>7.27%</td> <td>4.49%</td> <td>0.56%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1492	2552	1481	458	283	35	Percentage:	23.68%	40.50%	23.50%	7.27%	4.49%	0.56%	<p style="text-align: center; color: teal;">64% Agreement</p> <p>SCORE: 3.72</p> <p>Std. Dev.: 1.05</p> <p>Total Respondents: 6301</p> <p>BENCHMARKS</p> <p>Past Score: 3.79</p> <p>Similar Mission: 3.66</p> <p>Similar Size: 3.59</p> <p>All Orgs: 3.84</p>
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 <p>23. My work group uses the latest technologies to communicate and interact.</p> <p style="text-align: center;">66% Agreement</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1209</td> <td>2969</td> <td>1280</td> <td>528</td> <td>265</td> <td>46</td> </tr> <tr> <td>Percentage:</td> <td>19.20%</td> <td>47.15%</td> <td>20.33%</td> <td>8.38%</td> <td>4.21%</td> <td>0.73%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1209	2969	1280	528	265	46	Percentage:	19.20%	47.15%	20.33%	8.38%	4.21%	0.73%	<p style="text-align: center; color: teal;">66% Agreement</p> <p>SCORE: 3.69</p> <p>Std. Dev.: 1.01</p> <p>Total Respondents: 6297</p> <p>BENCHMARKS</p> <p>Past Score: 3.72</p> <p>Similar Mission: 3.53</p> <p>Similar Size: 3.56</p> <p>All Orgs: 3.68</p>
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 <p>24. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.</p> <p style="text-align: center;">90% Agreement</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: teal;">Strongly Agree</th> <th style="color: teal;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th style="color: teal;">Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2392</td> <td>3308</td> <td>445</td> <td>73</td> <td>63</td> <td>22</td> </tr> <tr> <td>Percentage:</td> <td>37.95%</td> <td>52.48%</td> <td>7.06%</td> <td>1.16%</td> <td>1.00%</td> <td>0.35%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2392	3308	445	73	63	22	Percentage:	37.95%	52.48%	7.06%	1.16%	1.00%	0.35%	<p style="text-align: center; color: teal;">90% Agreement</p> <p>SCORE: 4.26</p> <p>Std. Dev.: 0.72</p> <p>Total Respondents: 6303</p> <p>BENCHMARKS</p> <p>Past Score: 3.86</p> <p>Similar Mission: 4.00</p> <p>Similar Size: 4.07</p> <p>All Orgs: 4.15</p>
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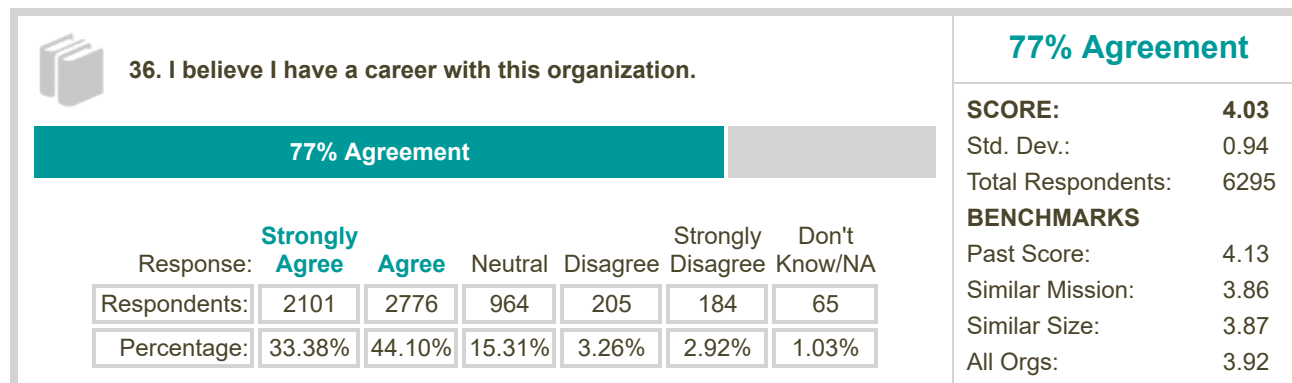
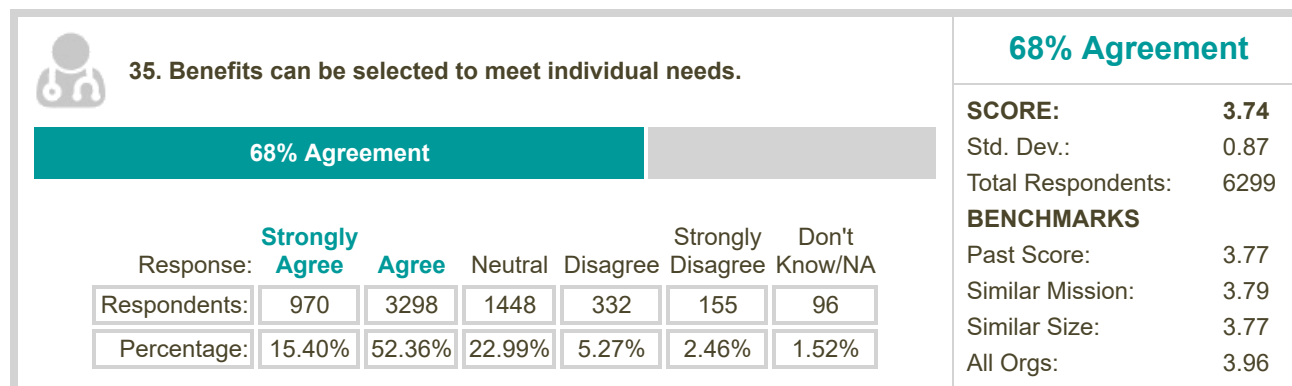
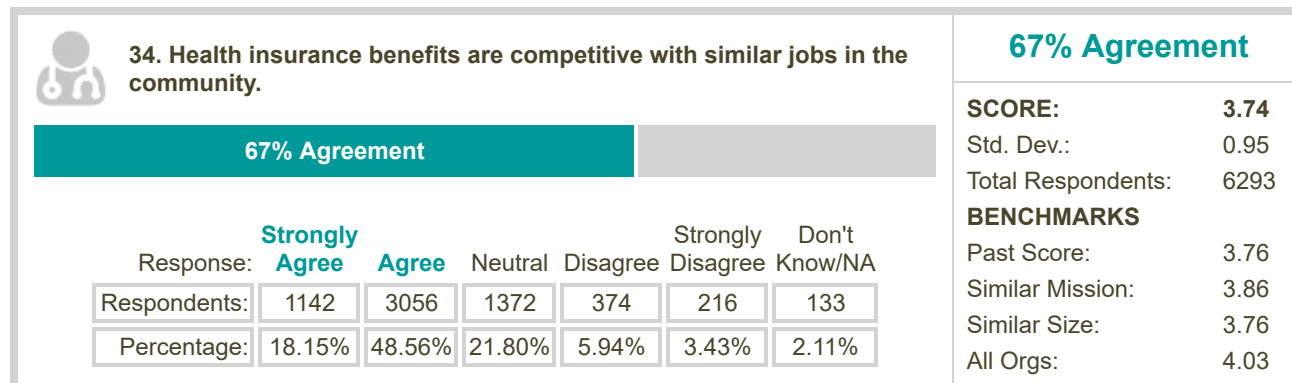
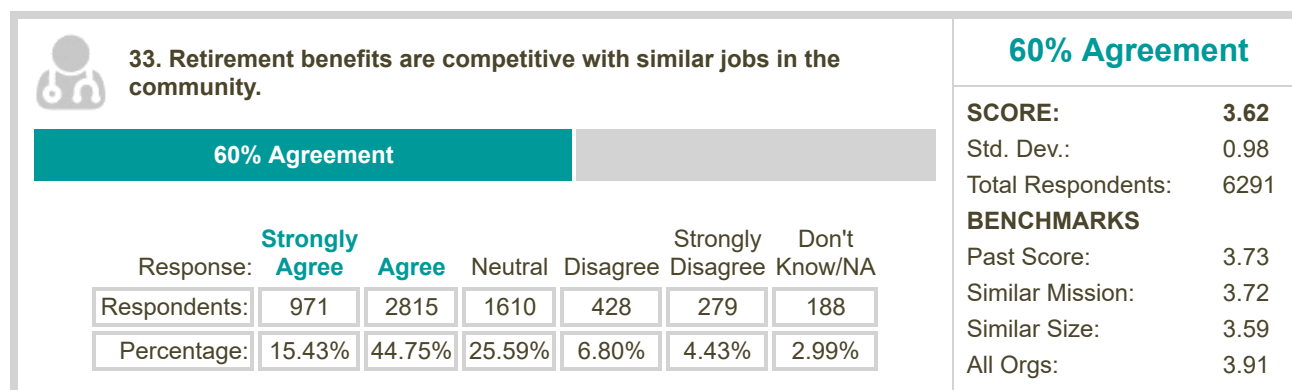
Primary Items

<div data-bbox="147 191 217 243"></div> <p>25. Support is available for the technologies we use.</p> <div data-bbox="147 275 1045 327"> <p style="text-align: center;">82% Agreement</p> </div> <table border="1" data-bbox="207 369 987 516"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1813</td> <td>3323</td> <td>741</td> <td>279</td> <td>118</td> <td>22</td> </tr> <tr> <td>Percentage:</td> <td>28.80%</td> <td>52.78%</td> <td>11.77%</td> <td>4.43%</td> <td>1.87%</td> <td>0.35%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1813	3323	741	279	118	22	Percentage:	28.80%	52.78%	11.77%	4.43%	1.87%	0.35%	<p style="text-align: center;">82% Agreement</p> <p>SCORE: 4.03</p> <p>Std. Dev.: 0.87</p> <p>Total Respondents: 6296</p> <p>BENCHMARKS</p> <p>Past Score: 3.93</p> <p>Similar Mission: 3.70</p> <p>Similar Size: 3.75</p> <p>All Orgs: 3.97</p>
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<div data-bbox="147 590 217 642"></div> <p>26. Our computer systems enable me to quickly find the information I need.</p> <div data-bbox="147 674 1045 726"> <p style="text-align: center;">67% Agreement</p> </div> <table border="1" data-bbox="207 768 987 915"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1302</td> <td>2930</td> <td>1132</td> <td>571</td> <td>337</td> <td>21</td> </tr> <tr> <td>Percentage:</td> <td>20.69%</td> <td>46.56%</td> <td>17.99%</td> <td>9.07%</td> <td>5.36%</td> <td>0.33%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1302	2930	1132	571	337	21	Percentage:	20.69%	46.56%	17.99%	9.07%	5.36%	0.33%	<p style="text-align: center;">67% Agreement</p> <p>SCORE: 3.68</p> <p>Std. Dev.: 1.07</p> <p>Total Respondents: 6293</p> <p>BENCHMARKS</p> <p>Past Score: 3.76</p> <p>Similar Mission: 3.45</p> <p>Similar Size: 3.56</p> <p>All Orgs: 3.80</p>
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<div data-bbox="147 989 217 1041"></div> <p>27. The communication channels I must go through at work are reasonable.</p> <div data-bbox="147 1073 1045 1125"> <p style="text-align: center;">71% Agreement</p> </div> <table border="1" data-bbox="207 1167 987 1314"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1206</td> <td>3264</td> <td>1123</td> <td>421</td> <td>248</td> <td>32</td> </tr> <tr> <td>Percentage:</td> <td>19.16%</td> <td>51.86%</td> <td>17.84%</td> <td>6.69%</td> <td>3.94%</td> <td>0.51%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1206	3264	1123	421	248	32	Percentage:	19.16%	51.86%	17.84%	6.69%	3.94%	0.51%	<p style="text-align: center;">71% Agreement</p> <p>SCORE: 3.76</p> <p>Std. Dev.: 0.97</p> <p>Total Respondents: 6294</p> <p>BENCHMARKS</p> <p>Past Score: 3.76</p> <p>Similar Mission: 3.68</p> <p>Similar Size: 3.65</p> <p>All Orgs: 3.87</p>
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Respondents:	1206	3264	1123	421	248	32																
Percentage:	19.16%	51.86%	17.84%	6.69%	3.94%	0.51%																
<div data-bbox="147 1388 217 1440"></div> <p>28. My work atmosphere encourages open and honest communication.</p> <div data-bbox="147 1472 1045 1524"> <p style="text-align: center;">62% Agreement</p> </div> <table border="1" data-bbox="207 1566 987 1713"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1403</td> <td>2503</td> <td>1248</td> <td>612</td> <td>501</td> <td>28</td> </tr> <tr> <td>Percentage:</td> <td>22.29%</td> <td>39.76%</td> <td>19.83%</td> <td>9.72%</td> <td>7.96%</td> <td>0.44%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1403	2503	1248	612	501	28	Percentage:	22.29%	39.76%	19.83%	9.72%	7.96%	0.44%	<p style="text-align: center;">62% Agreement</p> <p>SCORE: 3.59</p> <p>Std. Dev.: 1.17</p> <p>Total Respondents: 6295</p> <p>BENCHMARKS</p> <p>Past Score: 3.65</p> <p>Similar Mission: 3.56</p> <p>Similar Size: 3.50</p> <p>All Orgs: 3.74</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1403	2503	1248	612	501	28																
Percentage:	22.29%	39.76%	19.83%	9.72%	7.96%	0.44%																

Primary Items

<p> 29. The communications I receive at work are timely and informative.</p> <p>64% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1203</td> <td>2809</td> <td>1384</td> <td>586</td> <td>300</td> <td>23</td> </tr> <tr> <td>Percentage:</td> <td>19.08%</td> <td>44.55%</td> <td>21.95%</td> <td>9.29%</td> <td>4.76%</td> <td>0.36%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1203	2809	1384	586	300	23	Percentage:	19.08%	44.55%	21.95%	9.29%	4.76%	0.36%	<p>64% Agreement</p> <p>SCORE: 3.64 Std. Dev.: 1.04 Total Respondents: 6305</p> <p>BENCHMARKS Past Score: 3.66 Similar Mission: 3.57 Similar Size: 3.57 All Orgs: 3.79</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1203	2809	1384	586	300	23																
Percentage:	19.08%	44.55%	21.95%	9.29%	4.76%	0.36%																
<p> 30. My pay keeps pace with the cost of living.</p> <p>25% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>345</td> <td>1228</td> <td>1343</td> <td>1504</td> <td>1861</td> <td>30</td> </tr> <tr> <td>Percentage:</td> <td>5.47%</td> <td>19.46%</td> <td>21.28%</td> <td>23.83%</td> <td>29.49%</td> <td>0.48%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	345	1228	1343	1504	1861	30	Percentage:	5.47%	19.46%	21.28%	23.83%	29.49%	0.48%	<p>25% Agreement</p> <p>SCORE: 2.47 Std. Dev.: 1.25 Total Respondents: 6311</p> <p>BENCHMARKS Past Score: 2.82 Similar Mission: 2.39 Similar Size: 2.24 All Orgs: 2.71</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	345	1228	1343	1504	1861	30																
Percentage:	5.47%	19.46%	21.28%	23.83%	29.49%	0.48%																
<p> 31. Salaries are competitive with similar jobs in the community.</p> <p>32% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>468</td> <td>1573</td> <td>1616</td> <td>1386</td> <td>1139</td> <td>111</td> </tr> <tr> <td>Percentage:</td> <td>7.44%</td> <td>25.00%</td> <td>25.68%</td> <td>22.02%</td> <td>18.10%</td> <td>1.76%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	468	1573	1616	1386	1139	111	Percentage:	7.44%	25.00%	25.68%	22.02%	18.10%	1.76%	<p>32% Agreement</p> <p>SCORE: 2.81 Std. Dev.: 1.22 Total Respondents: 6293</p> <p>BENCHMARKS Past Score: 2.96 Similar Mission: 2.59 Similar Size: 2.44 All Orgs: 2.80</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	468	1573	1616	1386	1139	111																
Percentage:	7.44%	25.00%	25.68%	22.02%	18.10%	1.76%																
<p> 32. I feel I am paid fairly for the work I do.</p> <p>36% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>515</td> <td>1755</td> <td>1596</td> <td>1327</td> <td>1079</td> <td>29</td> </tr> <tr> <td>Percentage:</td> <td>8.17%</td> <td>27.85%</td> <td>25.33%</td> <td>21.06%</td> <td>17.12%</td> <td>0.46%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	515	1755	1596	1327	1079	29	Percentage:	8.17%	27.85%	25.33%	21.06%	17.12%	0.46%	<p>36% Agreement</p> <p>SCORE: 2.89 Std. Dev.: 1.22 Total Respondents: 6301</p> <p>BENCHMARKS Past Score: 3.07 Similar Mission: 2.74 Similar Size: 2.49 All Orgs: 3.03</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	515	1755	1596	1327	1079	29																
Percentage:	8.17%	27.85%	25.33%	21.06%	17.12%	0.46%																


Primary Items



Primary Items

<div data-bbox="151 180 219 254"></div> <p data-bbox="240 205 992 233">37. Training is made available to me so that I can do my job better.</p> <div data-bbox="147 275 1045 327"> <p style="text-align: center;">70% Agreement</p> </div> <table border="1" data-bbox="207 369 987 512"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1509</td> <td>2908</td> <td>1092</td> <td>474</td> <td>272</td> <td>29</td> </tr> <tr> <td>Percentage:</td> <td>24.01%</td> <td>46.28%</td> <td>17.38%</td> <td>7.54%</td> <td>4.33%</td> <td>0.46%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1509	2908	1092	474	272	29	Percentage:	24.01%	46.28%	17.38%	7.54%	4.33%	0.46%	<p data-bbox="1117 180 1357 212">70% Agreement</p> <p data-bbox="1073 243 1382 270">SCORE: 3.78</p> <p data-bbox="1073 281 1382 308">Std. Dev.: 1.03</p> <p data-bbox="1073 319 1382 346">Total Respondents: 6284</p> <p data-bbox="1073 357 1252 384">BENCHMARKS</p> <p data-bbox="1073 394 1382 422">Past Score: 3.88</p> <p data-bbox="1073 432 1382 459">Similar Mission: 3.58</p> <p data-bbox="1073 470 1382 497">Similar Size: 3.77</p> <p data-bbox="1073 508 1382 535">All Orgs: 3.88</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
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<div data-bbox="151 579 219 653"></div> <p data-bbox="240 590 930 642">38. Training is made available to me for personal growth and development.</p> <div data-bbox="147 674 1045 726"> <p style="text-align: center;">65% Agreement</p> </div> <table border="1" data-bbox="207 768 987 911"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1369</td> <td>2690</td> <td>1278</td> <td>576</td> <td>346</td> <td>32</td> </tr> <tr> <td>Percentage:</td> <td>21.76%</td> <td>42.76%</td> <td>20.31%</td> <td>9.16%</td> <td>5.50%</td> <td>0.51%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1369	2690	1278	576	346	32	Percentage:	21.76%	42.76%	20.31%	9.16%	5.50%	0.51%	<p data-bbox="1117 579 1357 611">65% Agreement</p> <p data-bbox="1073 642 1382 669">SCORE: 3.66</p> <p data-bbox="1073 680 1382 707">Std. Dev.: 1.09</p> <p data-bbox="1073 718 1382 745">Total Respondents: 6291</p> <p data-bbox="1073 756 1252 783">BENCHMARKS</p> <p data-bbox="1073 793 1382 821">Past Score: 3.79</p> <p data-bbox="1073 831 1382 858">Similar Mission: 3.43</p> <p data-bbox="1073 869 1382 896">Similar Size: 3.63</p> <p data-bbox="1073 907 1382 934">All Orgs: 3.76</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
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Percentage:	21.76%	42.76%	20.31%	9.16%	5.50%	0.51%																
<div data-bbox="151 978 219 1041"></div> <p data-bbox="240 989 967 1041">39. My work environment supports a balance between work and personal life.</p> <div data-bbox="147 1073 1045 1125"> <p style="text-align: center;">59% Agreement</p> </div> <table border="1" data-bbox="207 1167 987 1310"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1231</td> <td>2495</td> <td>1230</td> <td>712</td> <td>591</td> <td>33</td> </tr> <tr> <td>Percentage:</td> <td>19.56%</td> <td>39.65%</td> <td>19.55%</td> <td>11.32%</td> <td>9.39%</td> <td>0.52%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1231	2495	1230	712	591	33	Percentage:	19.56%	39.65%	19.55%	11.32%	9.39%	0.52%	<p data-bbox="1117 978 1357 1010">59% Agreement</p> <p data-bbox="1073 1041 1382 1068">SCORE: 3.49</p> <p data-bbox="1073 1079 1382 1106">Std. Dev.: 1.20</p> <p data-bbox="1073 1117 1382 1144">Total Respondents: 6292</p> <p data-bbox="1073 1155 1252 1182">BENCHMARKS</p> <p data-bbox="1073 1192 1382 1220">Past Score: 3.62</p> <p data-bbox="1073 1230 1382 1257">Similar Mission: 3.64</p> <p data-bbox="1073 1268 1382 1295">Similar Size: 3.49</p> <p data-bbox="1073 1306 1382 1333">All Orgs: 3.95</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
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<div data-bbox="151 1377 219 1440"></div> <p data-bbox="240 1388 631 1419">40. I feel free to be myself at work.</p> <div data-bbox="147 1461 1045 1514"> <p style="text-align: center;">64% Agreement</p> </div> <table border="1" data-bbox="207 1556 987 1698"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1312</td> <td>2744</td> <td>1302</td> <td>503</td> <td>403</td> <td>36</td> </tr> <tr> <td>Percentage:</td> <td>20.83%</td> <td>43.56%</td> <td>20.67%</td> <td>7.98%</td> <td>6.40%</td> <td>0.57%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1312	2744	1302	503	403	36	Percentage:	20.83%	43.56%	20.67%	7.98%	6.40%	0.57%	<p data-bbox="1117 1377 1357 1409">64% Agreement</p> <p data-bbox="1073 1440 1382 1467">SCORE: 3.65</p> <p data-bbox="1073 1478 1382 1505">Std. Dev.: 1.09</p> <p data-bbox="1073 1516 1382 1543">Total Respondents: 6300</p> <p data-bbox="1073 1554 1252 1581">BENCHMARKS</p> <p data-bbox="1073 1591 1382 1619">Past Score: 3.70</p> <p data-bbox="1073 1629 1382 1656">Similar Mission: 3.71</p> <p data-bbox="1073 1667 1382 1694">Similar Size: 3.58</p> <p data-bbox="1073 1705 1382 1732">All Orgs: 3.86</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1312	2744	1302	503	403	36																
Percentage:	20.83%	43.56%	20.67%	7.98%	6.40%	0.57%																

Primary Items



41. The amount of work I am asked to do is reasonable.

67% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1068	3170	1197	525	298	25
Percentage:	17.00%	50.45%	19.05%	8.36%	4.74%	0.40%

67% Agreement

SCORE: 3.67

Std. Dev.: 1.01

Total Respondents: 6283


BENCHMARKS

Past Score: 3.78

Similar Mission: 3.65

Similar Size: 3.44

All Orgs: 3.79



42. I am proud to tell people that I work for this organization.

80% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2319	2713	942	184	97	36
Percentage:	36.86%	43.13%	14.97%	2.92%	1.54%	0.57%

80% Agreement

SCORE: 4.11

Std. Dev.: 0.88

Total Respondents: 6291


BENCHMARKS

Past Score: 4.20

Similar Mission: 3.97

Similar Size: 3.83

All Orgs: 4.16



43. Harassment is not tolerated at my workplace.

84% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2667	2605	577	247	156	43
Percentage:	42.37%	41.38%	9.17%	3.92%	2.48%	0.68%

84% Agreement

SCORE: 4.18

Std. Dev.: 0.93

Total Respondents: 6295


BENCHMARKS

Past Score: 4.22

Similar Mission: 4.16

Similar Size: 4.07

All Orgs: 4.24



44. Employees are generally ethical in my workplace.

82% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2074	3052	805	192	123	40
Percentage:	32.99%	48.55%	12.81%	3.05%	1.96%	0.64%

82% Agreement

SCORE: 4.08

Std. Dev.: 0.87

Total Respondents: 6286

BENCHMARKS





Past Score: 4.13

Similar Mission: 4.00

Similar Size: 3.88

All Orgs: 4.18

Primary Items

 <p>45. I believe we will use the information from this survey to improve our workplace.</p> <p>45% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1032</td> <td>1778</td> <td>1818</td> <td>762</td> <td>824</td> <td>73</td> </tr> <tr> <td>Percentage:</td> <td>16.41%</td> <td>28.28%</td> <td>28.92%</td> <td>12.12%</td> <td>13.11%</td> <td>1.16%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1032	1778	1818	762	824	73	Percentage:	16.41%	28.28%	28.92%	12.12%	13.11%	1.16%	<p>45% Agreement</p> <p>SCORE: 3.23 Std. Dev.: 1.25 Total Respondents: 6287</p> <p>BENCHMARKS Past Score: 3.31 Similar Mission: 3.29 Similar Size: 3.26 All Orgs: 3.61</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1032	1778	1818	762	824	73																
Percentage:	16.41%	28.28%	28.92%	12.12%	13.11%	1.16%																
 <p>46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.</p> <p>61% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1412</td> <td>2429</td> <td>1301</td> <td>542</td> <td>500</td> <td>96</td> </tr> <tr> <td>Percentage:</td> <td>22.48%</td> <td>38.68%</td> <td>20.72%</td> <td>8.63%</td> <td>7.96%</td> <td>1.53%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1412	2429	1301	542	500	96	Percentage:	22.48%	38.68%	20.72%	8.63%	7.96%	1.53%	<p>61% Agreement</p> <p>SCORE: 3.60 Std. Dev.: 1.17 Total Respondents: 6280</p> <p>BENCHMARKS Past Score: 3.63 Similar Mission: 3.51 Similar Size: 3.56 All Orgs: 3.68</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1412	2429	1301	542	500	96																
Percentage:	22.48%	38.68%	20.72%	8.63%	7.96%	1.53%																
 <p>47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.</p> <p>54% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1085</td> <td>2293</td> <td>1450</td> <td>715</td> <td>685</td> <td>46</td> </tr> <tr> <td>Percentage:</td> <td>17.29%</td> <td>36.55%</td> <td>23.11%</td> <td>11.40%</td> <td>10.92%</td> <td>0.73%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1085	2293	1450	715	685	46	Percentage:	17.29%	36.55%	23.11%	11.40%	10.92%	0.73%	<p>54% Agreement</p> <p>SCORE: 3.38 Std. Dev.: 1.21 Total Respondents: 6274</p> <p>BENCHMARKS Past Score: 3.52 Similar Mission: 3.51 Similar Size: 3.51 All Orgs: 3.75</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1085	2293	1450	715	685	46																
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 <p>48. I am treated fairly in my workplace.</p> <p>74% Agreement</p> <table border="1"> <thead> <tr> <th>Response:</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1690</td> <td>2938</td> <td>1075</td> <td>326</td> <td>233</td> <td>26</td> </tr> <tr> <td>Percentage:</td> <td>26.88%</td> <td>46.72%</td> <td>17.10%</td> <td>5.18%</td> <td>3.71%</td> <td>0.41%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1690	2938	1075	326	233	26	Percentage:	26.88%	46.72%	17.10%	5.18%	3.71%	0.41%	<p>74% Agreement</p> <p>SCORE: 3.88 Std. Dev.: 0.99 Total Respondents: 6288</p> <p>BENCHMARKS Past Score: 3.93 Similar Mission: 3.86 Similar Size: 3.78 All Orgs: 4.04</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1690	2938	1075	326	233	26																
Percentage:	26.88%	46.72%	17.10%	5.18%	3.71%	0.41%																

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.





Additional Items

<p>1. There is someone at work who encourages my development.</p>						<p>71% Agreement</p>	
						<p>SCORE: 3.85 Std. Dev.: 1.02 Total Respondents: 6299</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	
Respondents:	1744	2704	1129	454	222	46	
Percentage:	27.69%	42.93%	17.92%	7.21%	3.52%	0.73%	
<p>2. The mission/purpose of my work group makes me feel my job is important.</p>						<p>76% Agreement</p>	
						<p>SCORE: 3.96 Std. Dev.: 0.92 Total Respondents: 6296</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	
Respondents:	1818	2943	1078	269	151	37	
Percentage:	28.88%	46.74%	17.12%	4.27%	2.40%	0.59%	
<p>3. I would recommend the Department to others as a good place to work.</p>						<p>69% Agreement</p>	
						<p>SCORE: 3.85 Std. Dev.: 1.00 Total Respondents: 6301</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	
Respondents:	1721	2654	1314	350	224	38	
Percentage:	27.31%	42.12%	20.85%	5.55%	3.55%	0.60%	
<p>4. I intend to work for the Department for at least another year.</p>						<p>87% Agreement</p>	
						<p>SCORE: 4.30 Std. Dev.: 0.80 Total Respondents: 6306</p>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	
Respondents:	2838	2678	494	120	76	100	
Percentage:	45.00%	42.47%	7.83%	1.90%	1.21%	1.59%	





Additional Items

<p>5. I have at least one friend at work.</p> <div style="text-align: center;">  <p>85% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2371</td> <td>3004</td> <td>619</td> <td>156</td> <td>68</td> <td>71</td> </tr> <tr> <td>Percentage:</td> <td>37.70%</td> <td>47.77%</td> <td>9.84%</td> <td>2.48%</td> <td>1.08%</td> <td>1.13%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2371	3004	619	156	68	71	Percentage:	37.70%	47.77%	9.84%	2.48%	1.08%	1.13%	<p>85% Agreement</p> <p>SCORE: 4.20 Std. Dev.: 0.80 Total Respondents: 6289</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2371	3004	619	156	68	71																
Percentage:	37.70%	47.77%	9.84%	2.48%	1.08%	1.13%																
<p>6. In the last six months, my supervisor has talked to me about my progress.</p> <div style="text-align: center;">  <p>80% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2122</td> <td>2895</td> <td>659</td> <td>331</td> <td>212</td> <td>80</td> </tr> <tr> <td>Percentage:</td> <td>33.69%</td> <td>45.96%</td> <td>10.46%</td> <td>5.25%</td> <td>3.37%</td> <td>1.27%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2122	2895	659	331	212	80	Percentage:	33.69%	45.96%	10.46%	5.25%	3.37%	1.27%	<p>80% Agreement</p> <p>SCORE: 4.03 Std. Dev.: 0.98 Total Respondents: 6299</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2122	2895	659	331	212	80																
Percentage:	33.69%	45.96%	10.46%	5.25%	3.37%	1.27%																
<p>7. I have the opportunity at work to learn and grow.</p> <div style="text-align: center;">  <p>73% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1713</td> <td>2863</td> <td>1056</td> <td>390</td> <td>254</td> <td>25</td> </tr> <tr> <td>Percentage:</td> <td>27.19%</td> <td>45.44%</td> <td>16.76%</td> <td>6.19%</td> <td>4.03%</td> <td>0.40%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1713	2863	1056	390	254	25	Percentage:	27.19%	45.44%	16.76%	6.19%	4.03%	0.40%	<p>73% Agreement</p> <p>SCORE: 3.86 Std. Dev.: 1.02 Total Respondents: 6301</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1713	2863	1056	390	254	25																
Percentage:	27.19%	45.44%	16.76%	6.19%	4.03%	0.40%																
<p>8. My direct supervisor exemplifies the Department's motto: "Courtesy-Service-Protection."</p> <div style="text-align: center;">  <p>78% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>2463</td> <td>2460</td> <td>863</td> <td>230</td> <td>225</td> <td>60</td> </tr> <tr> <td>Percentage:</td> <td>39.09%</td> <td>39.04%</td> <td>13.70%</td> <td>3.65%</td> <td>3.57%</td> <td>0.95%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	2463	2460	863	230	225	60	Percentage:	39.09%	39.04%	13.70%	3.65%	3.57%	0.95%	<p>78% Agreement</p> <p>SCORE: 4.07 Std. Dev.: 1.00 Total Respondents: 6301</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	2463	2460	863	230	225	60																
Percentage:	39.09%	39.04%	13.70%	3.65%	3.57%	0.95%																

Additional Items

<p>9. My work group is constantly improving our services.</p> <div style="text-align: center;">  <p>65% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1423</td> <td>2657</td> <td>1514</td> <td>403</td> <td>211</td> <td>79</td> </tr> <tr> <td>Percentage:</td> <td>22.63%</td> <td>42.26%</td> <td>24.08%</td> <td>6.41%</td> <td>3.36%</td> <td>1.26%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1423	2657	1514	403	211	79	Percentage:	22.63%	42.26%	24.08%	6.41%	3.36%	1.26%	<p>65% Agreement</p> <p>SCORE: 3.75 Std. Dev.: 0.99 Total Respondents: 6287</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1423	2657	1514	403	211	79																
Percentage:	22.63%	42.26%	24.08%	6.41%	3.36%	1.26%																
<p>10. The Department is changing for the better.</p> <div style="text-align: center;">  <p>49% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>982</td> <td>2099</td> <td>2124</td> <td>582</td> <td>450</td> <td>64</td> </tr> <tr> <td>Percentage:</td> <td>15.58%</td> <td>33.31%</td> <td>33.71%</td> <td>9.24%</td> <td>7.14%</td> <td>1.02%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	982	2099	2124	582	450	64	Percentage:	15.58%	33.31%	33.71%	9.24%	7.14%	1.02%	<p>49% Agreement</p> <p>SCORE: 3.41 Std. Dev.: 1.09 Total Respondents: 6301</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	982	2099	2124	582	450	64																
Percentage:	15.58%	33.31%	33.71%	9.24%	7.14%	1.02%																
<p>11. The ability to communicate with department senior leadership has improved.</p> <div style="text-align: center;">  <p>44% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>838</td> <td>1917</td> <td>2033</td> <td>755</td> <td>589</td> <td>156</td> </tr> <tr> <td>Percentage:</td> <td>13.33%</td> <td>30.49%</td> <td>32.33%</td> <td>12.01%</td> <td>9.37%</td> <td>2.48%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	838	1917	2033	755	589	156	Percentage:	13.33%	30.49%	32.33%	12.01%	9.37%	2.48%	<p>44% Agreement</p> <p>SCORE: 3.27 Std. Dev.: 1.14 Total Respondents: 6288</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	838	1917	2033	755	589	156																
Percentage:	13.33%	30.49%	32.33%	12.01%	9.37%	2.48%																
<p>12. Employees have sufficient means available to suggest workplace-related ideas and change.</p> <div style="text-align: center;">  <p>53% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>926</td> <td>2401</td> <td>1669</td> <td>742</td> <td>487</td> <td>59</td> </tr> <tr> <td>Percentage:</td> <td>14.74%</td> <td>38.21%</td> <td>26.56%</td> <td>11.81%</td> <td>7.75%</td> <td>0.94%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	926	2401	1669	742	487	59	Percentage:	14.74%	38.21%	26.56%	11.81%	7.75%	0.94%	<p>53% Agreement</p> <p>SCORE: 3.41 Std. Dev.: 1.12 Total Respondents: 6284</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	926	2401	1669	742	487	59																
Percentage:	14.74%	38.21%	26.56%	11.81%	7.75%	0.94%																

Additional Items

<p>13. Our current values of Integrity, Teamwork, Accountability, and Excellence are on target.</p> <div style="text-align: center;">  <p>64% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1363</td> <td>2646</td> <td>1451</td> <td>490</td> <td>303</td> <td>40</td> </tr> <tr> <td>Percentage:</td> <td>21.66%</td> <td>42.05%</td> <td>23.06%</td> <td>7.79%</td> <td>4.81%</td> <td>0.64%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1363	2646	1451	490	303	40	Percentage:	21.66%	42.05%	23.06%	7.79%	4.81%	0.64%	<p>64% Agreement</p> <p>SCORE: 3.68 Std. Dev.: 1.05 Total Respondents: 6293</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1363	2646	1451	490	303	40																
Percentage:	21.66%	42.05%	23.06%	7.79%	4.81%	0.64%																
<p>14. In the last year, I have actively looked for transfer or promotional opportunities within the Department.</p> <div style="text-align: center;">  <p>45% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1203</td> <td>1620</td> <td>1042</td> <td>1181</td> <td>513</td> <td>743</td> </tr> <tr> <td>Percentage:</td> <td>19.09%</td> <td>25.71%</td> <td>16.53%</td> <td>18.74%</td> <td>8.14%</td> <td>11.79%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1203	1620	1042	1181	513	743	Percentage:	19.09%	25.71%	16.53%	18.74%	8.14%	11.79%	<p>45% Agreement</p> <p>SCORE: 3.33 Std. Dev.: 1.28 Total Respondents: 6302</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1203	1620	1042	1181	513	743																
Percentage:	19.09%	25.71%	16.53%	18.74%	8.14%	11.79%																
<p>15. My duty-station facility provides a productive, safe and clean work environment that enables me to fulfill the mission and objectives of my position.</p> <div style="text-align: center;">  <p>71% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1469</td> <td>3017</td> <td>984</td> <td>406</td> <td>241</td> <td>180</td> </tr> <tr> <td>Percentage:</td> <td>23.33%</td> <td>47.91%</td> <td>15.63%</td> <td>6.45%</td> <td>3.83%</td> <td>2.86%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1469	3017	984	406	241	180	Percentage:	23.33%	47.91%	15.63%	6.45%	3.83%	2.86%	<p>71% Agreement</p> <p>SCORE: 3.83 Std. Dev.: 1.00 Total Respondents: 6297</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1469	3017	984	406	241	180																
Percentage:	23.33%	47.91%	15.63%	6.45%	3.83%	2.86%																
<p>16. I am aware of the policies and avenues for reporting complaints that may fall under either OIG and/or EEO.</p> <div style="text-align: center;">  <p>84% Agreement</p> </div> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Response:</th> <th style="color: #008080;">Strongly Agree</th> <th style="color: #008080;">Agree</th> <th>Neutral</th> <th>Disagree</th> <th>Strongly Disagree</th> <th>Don't Know/NA</th> </tr> </thead> <tbody> <tr> <td>Respondents:</td> <td>1829</td> <td>3444</td> <td>645</td> <td>224</td> <td>101</td> <td>52</td> </tr> <tr> <td>Percentage:</td> <td>29.05%</td> <td>54.71%</td> <td>10.25%</td> <td>3.56%</td> <td>1.60%</td> <td>0.83%</td> </tr> </tbody> </table>	Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA	Respondents:	1829	3444	645	224	101	52	Percentage:	29.05%	54.71%	10.25%	3.56%	1.60%	0.83%	<p>84% Agreement</p> <p>SCORE: 4.07 Std. Dev.: 0.83 Total Respondents: 6295</p>
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA																
Respondents:	1829	3444	645	224	101	52																
Percentage:	29.05%	54.71%	10.25%	3.56%	1.60%	0.83%																

Additional Items

<p>17. I am comfortable bringing up problems and tough issues to leadership.</p>						<p>64% Agreement</p> <p>SCORE: 3.60 Std. Dev.: 1.20 Total Respondents: 6298</p>
<p style="text-align: center;">64% Agreement</p>						
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1494	2521	1051	655	536	41
Percentage:	23.72%	40.03%	16.69%	10.40%	8.51%	0.65%

<p>18. I am empowered to identify better ways to carry out my duties or operations of my unit.</p>						<p>68% Agreement</p> <p>SCORE: 3.76 Std. Dev.: 1.03 Total Respondents: 6284</p>
<p style="text-align: center;">68% Agreement</p>						
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1462	2815	1229	435	285	58
Percentage:	23.27%	44.80%	19.56%	6.92%	4.54%	0.92%

<p>19. I am aware of the services provided by the Dispute Resolution Office and Victim and Employee Support Services and how to access them.</p>						<p>79% Agreement</p> <p>SCORE: 3.98 Std. Dev.: 0.88 Total Respondents: 6293</p>
<p style="text-align: center;">79% Agreement</p>						
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1688	3301	823	281	134	66
Percentage:	26.82%	52.46%	13.08%	4.47%	2.13%	1.05%

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.

Engagement Items



2. In my work group, my opinions and ideas count.

70% Agreement

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1842	2544	1102	489	281	53
Percentage:	29.19%	40.31%	17.46%	7.75%	4.45%	0.84%

SCORE: **3.83**

Std. Dev.: 1.08

Total Respondents: 6311


BENCHMARKS

Past Score: 3.89

Similar Mission: 3.86

Similar Size: 3.82

All Orgs: 4.09



5. Our organization is known for the quality of work we provide.

77% Agreement

77% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2110	2731	968	292	154	47
Percentage:	33.48%	43.34%	15.36%	4.63%	2.44%	0.75%

SCORE: **4.02**

Std. Dev.: 0.95

Total Respondents: 6302


BENCHMARKS

Past Score: 4.10

Similar Mission: 3.77

Similar Size: 3.74

All Orgs: 4.10



6. I know how my work impacts others in the organization.

84% Agreement

84% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2566	2754	688	163	89	43
Percentage:	40.71%	43.69%	10.92%	2.59%	1.41%	0.68%

SCORE: **4.21**

Std. Dev.: 0.84

Total Respondents: 6303


BENCHMARKS

Past Score: 4.22

Similar Mission: 4.23

Similar Size: 4.22

All Orgs: 4.33



10. My supervisor provides me with a clear understanding of my work responsibilities.

82% Agreement

82% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2614	2540	673	254	199	33
Percentage:	41.41%	40.23%	10.66%	4.02%	3.15%	0.52%

SCORE: **4.13**

Std. Dev.: 0.98

Total Respondents: 6313

BENCHMARKS


Past Score: 4.09

Similar Mission: 4.03

Similar Size: 4.05

All Orgs: 4.19

Engagement Items



11. My supervisor recognizes outstanding work.

75% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2324	2390	924	368	257	30
Percentage:	36.93%	37.98%	14.68%	5.85%	4.08%	0.48%

75% Agreement

SCORE: **3.98**

Std. Dev.: 1.06

Total Respondents: 6293


BENCHMARKS

Past Score: 3.98

Similar Mission: 3.90

Similar Size: 3.88

All Orgs: 4.11



12. I am given the opportunity to do my best work.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2347	2650	784	323	167	21
Percentage:	37.30%	42.12%	12.46%	5.13%	2.65%	0.33%

79% Agreement

SCORE: **4.07**

Std. Dev.: 0.97

Total Respondents: 6292


BENCHMARKS

Past Score: 4.09

Similar Mission: 4.01

Similar Size: 3.98

All Orgs: 4.14



14. My supervisor evaluates my performance fairly.

79% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	2440	2547	824	243	196	46
Percentage:	38.75%	40.45%	13.09%	3.86%	3.11%	0.73%

79% Agreement

SCORE: **4.09**

Std. Dev.: 0.98

Total Respondents: 6296


BENCHMARKS

Past Score: 4.07

Similar Mission: 4.00

Similar Size: 3.98

All Orgs: 4.13



18. I have adequate resources and equipment to do my job.

74% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1709	2966	849	498	249	23
Percentage:	27.15%	47.12%	13.49%	7.91%	3.96%	0.37%

74% Agreement

SCORE: **3.86**

Std. Dev.: 1.03

Total Respondents: 6294

BENCHMARKS


Past Score: 3.90

Similar Mission: 3.73

Similar Size: 3.70

All Orgs: 4.04

Engagement Items



21. The people I work with care about my personal well-being.

71% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1659	2793	1255	351	202	43
Percentage:	26.32%	44.31%	19.91%	5.57%	3.20%	0.68%

71% Agreement

SCORE: 3.86

Std. Dev.: 0.98

Total Respondents: 6303


BENCHMARKS

Past Score: 3.91

Similar Mission: 3.83

Similar Size: 3.76

All Orgs: 4.03



22. I trust the people in my workplace.

64% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1492	2552	1481	458	283	35
Percentage:	23.68%	40.50%	23.50%	7.27%	4.49%	0.56%

64% Agreement

SCORE: 3.72

Std. Dev.: 1.05

Total Respondents: 6301


BENCHMARKS

Past Score: 3.79

Similar Mission: 3.66

Similar Size: 3.59

All Orgs: 3.84



37. Training is made available to me so that I can do my job better.

70% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1509	2908	1092	474	272	29
Percentage:	24.01%	46.28%	17.38%	7.54%	4.33%	0.46%

70% Agreement

SCORE: 3.78

Std. Dev.: 1.03

Total Respondents: 6284


BENCHMARKS

Past Score: 3.88

Similar Mission: 3.58

Similar Size: 3.77

All Orgs: 3.88



38. Training is made available to me for personal growth and development.

65% Agreement

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Respondents:	1369	2690	1278	576	346	32
Percentage:	21.76%	42.76%	20.31%	9.16%	5.50%	0.51%

65% Agreement

SCORE: 3.66

Std. Dev.: 1.09

Total Respondents: 6291

BENCHMARKS

Past Score: 3.79

Similar Mission: 3.43

Similar Size: 3.63

All Orgs: 3.76

Constructs and Related Items

The Survey of Employee Engagement framework is composed of twelve Survey Constructs designed to broadly profile areas of strength and concern so that interventions may be targeted appropriately. Survey Constructs are developed from the Primary Items (numbered 1-48). This Appendix contains a summary of the Survey Constructs and the related Primary Items. Constructs are scored differently from items to denote them as a separate measure. Using this scoring convention, construct scores can range from a low of 100 to a high of 500.

Your Data

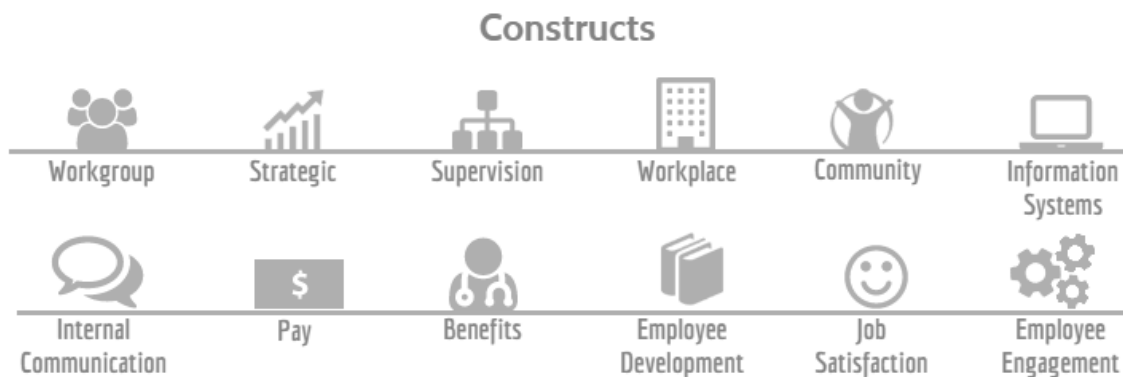
Current Score is calculated by averaging the mean score of the related primary items and then multiplying by 100. For example if the construct score is 389, then the average of the related primary items is 3.89.

Benchmark Data

- **Past Score** is your organization's score reported from the previous iteration. "None" is reported if there is no past score, if the construct is new or consists of new items, or if no comparative data is available.
- **All Respondents** is the average score from all participants from all organizations.
- **Size Category** is the average score from organizations that are similar size to your organization.
- **Mission** is the average score from organizations of similar mission to your organization.
- **Organizational Categories** are benchmarked against the organization as a whole.

What is a good score?

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. In general, most scores are between 300 and 400. Scores below a 325 are of concern because they indicate general dissatisfaction. Scores above 375 indicate positive perceptions.



Constructs and Related Items



Workgroup

Construct Score: 382

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.	4.15	0.89
2. In my work group, my opinions and ideas count.	3.83	1.08
3. My work group regularly uses performance data to improve the quality of our work.	3.57	1.07
4. In my work group, there is a real feeling of teamwork.	3.74	1.14



Strategic

Construct Score: 400

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.	4.02	0.95
6. I know how my work impacts others in the organization.	4.21	0.84
7. My organization develops services to match the needs of our customers/clients.	3.86	0.97
8. Our organization communicates effectively with the public.	3.72	1.02
9. I have a good understanding of our mission, vision, and strategic plan.	4.19	0.88



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.	4.13	0.98
11. My supervisor recognizes outstanding work.	3.98	1.06
12. I am given the opportunity to do my best work.	4.07	0.97
13. My supervisor is consistent when administering policies concerning employees.	3.86	1.14
14. My supervisor evaluates my performance fairly.	4.09	0.98



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.	4.00	0.99
16. My workplace is well maintained.	3.80	1.09
17. There are sufficient procedures to ensure the safety of employees in the workplace.	3.93	0.99
18. I have adequate resources and equipment to do my job.	3.86	1.03

Constructs and Related Items



Community

Construct Score: 392

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.	3.89	1.03
20. The people I work with come from diverse backgrounds.	4.20	0.76
21. The people I work with care about my personal well-being.	3.86	0.98
22. I trust the people in my workplace.	3.72	1.05



Information Systems

Construct Score: 392

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.	3.69	1.01
24. We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.	4.26	0.72
25. Support is available for the technologies we use.	4.03	0.87
26. Our computer systems enable me to quickly find the information I need.	3.68	1.07



Internal Communication

Construct Score: 366

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	0.97
28. My work atmosphere encourages open and honest communication.	3.59	1.17
29. The communications I receive at work are timely and informative.	3.64	1.04

\$ Pay

Construct Score: 272

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.	2.47	1.25
31. Salaries are competitive with similar jobs in the community.	2.81	1.22
32. I feel I am paid fairly for the work I do.	2.89	1.22

Constructs and Related Items



Benefits

Construct Score: 370

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.	3.62	0.98
34. Health insurance benefits are competitive with similar jobs in the community.	3.74	0.95
35. Benefits can be selected to meet individual needs.	3.74	0.87



Employee Development

Construct Score: 382

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.	4.03	0.94
37. Training is made available to me so that I can do my job better.	3.78	1.03
38. Training is made available to me for personal growth and development.	3.66	1.09



Job Satisfaction

Construct Score: 373

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.	3.49	1.20
40. I feel free to be myself at work.	3.65	1.09
41. The amount of work I am asked to do is reasonable.	3.67	1.01
42. I am proud to tell people that I work for this organization.	4.11	0.88



Climate

While not scored as a construct, the following six items assess the climate in which employees work. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions.	Score	Std. Dev.
43. Harassment is not tolerated at my workplace.	4.18	0.93
44. Employees are generally ethical in my workplace.	4.08	0.87
45. I believe we will use the information from this survey to improve our workplace.	3.23	1.25
46. I am satisfied with the opportunities I have to give feedback on my supervisor's performance.	3.60	1.17
47. Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.	3.38	1.21
48. I am treated fairly in my workplace.	3.88	0.99



Constructs and Related Items



Employee Engagement

Construct Score: 393

<p>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.</p>	Score	Std. Dev.
2. In my work group, my opinions and ideas count.	3.83	1.08
5. Our organization is known for the quality of work we provide.	4.02	0.95
6. I know how my work impacts others in the organization.	4.21	0.84
10. My supervisor provides me with a clear understanding of my work responsibilities.	4.13	0.98
11. My supervisor recognizes outstanding work.	3.98	1.06
12. I am given the opportunity to do my best work.	4.07	0.97
14. My supervisor evaluates my performance fairly.	4.09	0.98
18. I have adequate resources and equipment to do my job.	3.86	1.03
21. The people I work with care about my personal well-being.	3.86	0.98
22. I trust the people in my workplace.	3.72	1.05
37. Training is made available to me so that I can do my job better.	3.78	1.03
38. Training is made available to me for personal growth and development.	3.66	1.09



Survey Customization Sheet

Organizational Category Codes: Category 1

102 - DS Director's Staff	103 - CID Criminal Investigations
107 - DLD Driver License	109 - FIN Finance
111 - ICT Intelligence & Counterterrorism	113 - IT Information Technology
117 - TRD Texas Rangers	119 - RSD Regulatory Services
123 - THP Texas Highway Patrol	125 - AOD Aircraft Operations
127 - CAO Chief Auditor's Office	131 - TOD Training Operations
137 - OGC Office of General Counsel	139 - OIG Office of Inspector General
140 - IOD Infrastructure Operations	141 - HROD Human Resource Operations
143 - Cyber Security	144 - CLD Crime Lab Division
145 - CRD Crime Records Division	146 - EPB Executive Protection Bureau

Organizational Category Codes: Category 2

201 - Commissioned	203 - Non-Commissioned
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Organizational Category Codes: Category 3

300 - Headquarters	301 - North Texas
302 - Southeast Texas	303 - Central Texas
330 - South Texas	340 - West Texas
350 - Northwest Texas	360 - Capitol

Organizational Category Codes: Category 4

400 - CID HQ	401 - CID Region 1
402 - CID Region 2	403 - CID Region 3
404 - CID Region 4	405 - CID Region 5
406 - CID Region 6	407 - CID Region 7
408 - CLD Breath Alcohol Lab	409 - CLD Lab
410 - CLD Technical Services	411 - CRD Access & Dissemination/Biometric Services/CHRIIP
412 - CRD CIB/SORB/IBRB	413 - CRD CJIS ISO/Administration
414 - DLD Administration	415 - DLD Customer Service Center
416 - DLD Enforcement & Compliance	417 - DLD Issuance Services
418 - DLD License & Records	419 - DLD Region 1A Garland
420 - DLD Region 1B Ft Worth	421 - DLD Region 1C Carrollton
422 - DLD Region 2A Houston	423 - DLD Region 2B Conroe
424 - DLD Region 2C Rosenberg	425 - DLD Region 3 Weslaco
426 - DLD Region 4 El Paso	427 - DLD Region 5 Lubbock
428 - DLD Region 6A San Antonio	429 - DLD Region 6B Pflugerville
430 - FIN Accounting & Financial Reporting	431 - FIN Budget
432 - HROD DRO/EEO/BusinessOps	433 - HROD Human Resources
434 - HROD VESS	436 - ICT Intel & Counterterrorism
437 - ICT JCIC	438 - IOD Communications
439 - IOD Facilities	440 - IOD Supply Chain & Distribution
441 - IOD Strategy & Implementation	442 - IOD Vehicles & Technology
443 - IT Finance & Resource Planning	444 - IT Infrastructure & Operations
445 - IT Innovation & Application Services	446 - RSD Compliance & Enforcement
447 - RSD Licensing & Review	448 - RSD Operations & Shared Services
449 - THP Motor Carrier Bureau	450 - Texas Highway Patrol Program (K9, TMU, Crash Team)
451 - THP Region 1	452 - THP Region 2
453 - THP Region 3	454 - THP Region 4
455 - THP Region 5	456 - THP Region 6
457 - THP Region 7	458 - THP HQ

459 - TOD Law Enforcement Education
461 - TOD Tactical Training Center
463 - TOD Trooper Training Unit
465 - TRD Region 1
467 - TRD Region 3
469 - TRD Region 5
471 - TRD HQ

460 - TOD Recruiting
462 - TOD Training Operations Division
464 - TRD Special Operations
466 - TRD Region 2
468 - TRD Region 4
470 - TRD Region 6

Organizational Category Codes: Category 5

500 - Male

501 - Female

Organizational Category Codes: Category 6

600 - AIOAN (American Indian/Alaska Native)
602 - Black
604 - Multi
606 - White

601 - Asian
603 - Hispanic
605 - NHOPI (Native Hawaiian/Other Pacific Islander)

Additional Items

1. There is someone at work who encourages my development.
2. The mission/purpose of my work group makes me feel my job is important.
3. I would recommend the Department to others as a good place to work.
4. I intend to work for the Department for at least another year.
5. I have at least one friend at work.
6. In the last six months, my supervisor has talked to me about my progress.
7. I have the opportunity at work to learn and grow.
8. My direct supervisor exemplifies the Department's motto: "Courtesy-Service-Protection."
9. My work group is constantly improving our services.
10. The Department is changing for the better.
11. The ability to communicate with department senior leadership has improved.
12. Employees have sufficient means available to suggest workplace-related ideas and change.
13. Our current values of Integrity, Teamwork, Accountability, and Excellence are on target.
14. In the last year, I have actively looked for transfer or promotional opportunities within the Department.
15. My duty-station facility provides a productive, safe and clean work environment that enables me to fulfill the mission and objectives of my position.
16. I am aware of the policies and avenues for reporting complaints that may fall under either OIG and/or EEO.
17. I am comfortable bringing up problems and tough issues to leadership.
18. I am empowered to identify better ways to carry out my duties or operations of my unit.
19. I am aware of the services provided by the Dispute Resolution Office and Victim and Employee Support Services and how to access them.

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.

Selected Customer Service Related Performance Measures

- Percent of original handgun licenses issued within 60 days
 - 98.9% in FY 2021 (actual) and 100% in FY 2022 (targeted)
- Percent of renewal handgun licenses issued within 60 days
 - 99.2% in FY 2021 (actual) and 100% in FY 2022 (targeted)
- Number of Original and Renewal handgun licenses issued
 - 467,609 in FY 2021 (actual) and 414,880 in FY 2022 (targeted)
- Percent of Driver License applications completed within 45 minutes
 - 56% in FY 2021 (actual) and 50.8% in FY 2022 (targeted)

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
 - The anticipated time for a formal acknowledgement letter to be sent is 1-2 business days upon the Inspector General or Deputy Inspector General review and approval of the complaint, unless extenuating circumstances arise to prohibit immediate action. This could include the lack of contact information provided for the complainant, the need to obtain additional information prior to approval or the case could be considered for referral to another DPS division for criminal review.

- Mail:
 - Texas Department of Public Safety
 - Office of Inspector General
 - 13706 Research Blvd., Suite 100
 - Austin, TX 78750
 - The anticipated time for a formal acknowledgement letter to be sent is 1-2 business days upon the Inspector General or Deputy Inspector General review and approval of the complaint, unless extenuating circumstances arise to prohibit immediate action. This could include the lack of contact information provided for the complainant, the need to obtain additional information prior to approval or the case could be considered for referral to another DPS division for criminal review.

Customer satisfaction survey

- A customer interested in filling out a Driver License Customer Satisfaction Survey can find one online at: <https://www.orgexcel.net/surveyspa/?sc=405056>
- A copy of the most recent Driver License Customer Survey is attached.

Driver License Customer Information

Driver License

To get a Driver License for the first time, customers must:

1. Complete the driver license **application**.
2. Visit a driver license office. Appointments are available at all driver license offices and can be made by going online at <https://www.dps.texas.gov/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.

Regulatory Services Customer Information

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.

Capitol Access Pass

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)
- Pay a fee of \$42.95.

(Please note: The applicant will also have to pay a separate electronic fingerprinting fee during the fingerprinting process.)

Detailed information including applicable licensing procedures and eligibility requirements for a Capitol Access Pass can be found online at:

[Capitol Access Pass | Department of Public Safety \(texas.gov\)](http://www.texas.gov/Capitol-Access-Pass)

For questions about the Capitol Access Pass, customers can:

Fill out the web form found at:

<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=CAP>

- The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293.
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.

Compassionate Use Program

DPS licenses dispensing organizations to cultivate, process, and dispense low-THC cannabis products to qualified patients. The Department also registers all directors, managers, and employees of the dispensing organizations.

Low-THC cannabis may be prescribed if:

- The patient is a permanent resident of Texas
- The patient is diagnosed with an approved medical condition
- The qualified physician determines the benefits of treating a patient who has an approved medical condition with low-THC cannabis outweighs the risks

The Compassionate Use Registry of Texas (CURT) is a secure registry of qualified physicians that prescribe low THC-cannabis to patients. Physician qualifications are outlined in the [Texas Occupations Code Section §169.002](#) as follows:

- The physician must be licensed under Chapter 169 of the Texas Occupations Code;
- The physician must dedicate a significant portion of clinical practices to the evaluation and treatment of these conditions; and
- The physician must have proof of one or more board certifications in a medical specialty relevant to the treatment of each patient's particular medical condition by a specialty board approved by the American Board of Medical Specialties or the Bureau of Osteopathic Specialists.

The approved medical conditions for which low-THC cannabis may be prescribed are:

- Epilepsy
- A seizure disorder
- Multiple Sclerosis
- Spasticity
- Amyotrophic Lateral Sclerosis
- Autism
- Cancer
- Post-traumatic stress disorder
- Incurable neurodegenerative diseases
- Medical conditions designated by the Health and Human Services Commission as authorizing treatment with low-THC cannabis as part of an approved research program

To search the CURT database to find a participating physician that can prescribe low-THC cannabis please visit: <https://curt.dps.texas.gov/app/public/searchPhysician.xhtml>

Detailed information, including applicable licensing procedures and eligibility requirements for the Compassionate Use Program can be found online at:

[Compassionate Use Program | Department of Public Safety \(texas.gov\)](#)

For questions about the Compassionate Use Program customers can:

- Fill out the web form found at:
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=CUP>
 - The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293.
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.

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).
 - (Please note: if the applicant is between 18 and 21 years of age and has an active protective order under Title 4 family Code or SubA, CH 7B code of criminal procedure or Active Magistrate's order for emergency protection, they are eligible to apply for the license to carry a handgun. They applicant must provide a copy of the protective order indicating their status. This license will expire on the expiration date of the supporting document submitted or on their 22nd birthday, whichever occurs first.
- Provide current demographic, address, contact, and employment information
- Provide residential and employment information for the last five years
- Provide information related to their place of birth
- Provide information regarding any psychiatric, drug, alcohol, or criminal history

- Provide a valid email address and home phone number
- Have a valid credit card (Visa, MasterCard, Discover, or American Express)

Detailed information, including applicable licensing procedures and eligibility requirements for Handgun Licensing, can be found online at:

[Handgun Licensing | Department of Public Safety \(texas.gov\)](https://www.dps.texas.gov/handgun-licensing)

For questions about the Handgun Licensing Program customers can:

- Fill out the web form found at:
 - <https://www.dps.texas.gov/rsd/contact/Contact?sProgram=LTC>
 - The anticipated time for a response submitted by the web is immediate for most questions or up to 2 business days for requests involving additional research or investigation.
- Call (512) 424-7293.
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:
 - Mail Including Payment:
 - Texas Department of Public Safety
 - PO Box 15888
 - Austin, TX 78761-5888
 - Mail without payment to:
 - Texas Department of Public Safety
 - Handgun Licensing Program, MSC 0245
 - PO Box 4087
 - Austin, TX 78773-0245
 - The anticipated time for a response submitted by mail is within 7 business days.

Ignition Interlock

DPS establishes minimum standards for vendors of Ignition Interlock Devices (IID) who conduct business in Texas and procedures to ensure compliance with those standards, including device approval procedures for the inspection of a vendor's facilities and evaluating the eligibility of applicants through criminal history background checks. DPS staff authorizes vendors to install, download, remove, repair, replace and report all required data recorded by the device.

In order to maintain authorization, the vendor must have:

- All necessary equipment and tools for the proper installation, removal, inspection, calibration, repair, and maintenance, of the type of IID(s) to be installed or serviced by the vendor, as determined by the device manufacturer and standard industry protocols
- A designated waiting area separate from the installation area, to ensure customers do not observe the installation of the IID

- Proof of liability insurance providing coverage for damages arising out of the operation or use of IIDs with a minimum policy limit of \$1,000,000 per occurrence and \$3,000,000 aggregate total

An application is complete when:

- (1) It contains all of the items required pursuant to this section
- (2) \$450 fee has been paid
- (3) All requests for additional information have been satisfied.
- (4) All applicants pass a criminal history background check.

Detailed information about the Ignition Interlock Device program can be found at:

[Ignition Interlock Device | Department of Public Safety \(texas.gov\)](#)

For questions about the Ignition Interlock Device Program customers can:

- Fill out the web form found at:
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=IID>
 - The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293.
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:
 - Mail Including Payment:
Texas Department of Public Safety
PO Box 15888
Austin, TX 78761-5888
 - Mail without payment to:
Texas Department of Public Safety
Ignition Interlock Program, MSC 0542
PO Box 4087
Austin, TX 78773-0001
 - The anticipated time for a response submitted by mail is within 7 days.

Private Security

DPS regulates the private security profession in Texas. DPS protects the public by conducting fingerprint-based background checks on applicants, investigating and resolving complaints, 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)
 - Ownership Type Information (sole proprietor, corporation, partnership, LLC., or LLP.)
 - Percentage of Ownership held by owners
 - Identify Corporate Officer(s) of the business (if any)
 - For each Owner (Owner, Partner, Shareholder and/or Corporate Officer) provide:
 - First Name
 - Last Name
 - Date of Birth
 - Home Address
 - Electronic submission of [fingerprints](#)
 - Social Security Number
 - Demographic Information
 - Unique Email Address
 - Government Issued Driver License or Identification Card
- The required [experience](#) for licensure and to successfully pass an [examination](#) administered by DPS. Experience and examination criteria vary according to the type of company.
 - Guard Company: 3 years accumulated employment experience in the field, with 1 year of experience in a managerial or supervisory position.
 - Security Contractor Company (other than Guard Company): 2 consecutive years of full-time employment in each category of license that is sought.
 - Investigation Company: 3 consecutive years of investigation related experience, however various alternative educational and training substitutions are available.
 - Locksmith Company: 2 consecutive years of full-time locksmith-related experience, however various alternative educational and training substitutions are available.
 - Company Applicant Examination: The examination focuses on issues of general concern to company representatives of licensed companies, such as the eligibility criteria for individual licenses, pre-employment obligations and procedures, application requirements, record-keeping, and the procedures relating to disciplinary actions and administrative fines.

- The [Required Ownership Document](#). If the applicant is a Sole Proprietorship, the applicant will need to send DPS the Assumed Name Certificate or Doing Business As, also known as the DBA. This can be found 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](#).
- The Certificate of insurance or other documentary evidence of a general liability insurance policy meeting [minimum requirements](#).
- A [fingerprints](#) based FBI Criminal History background check.
- A Valid credit card or debit card with a credit card logo (MasterCard, Visa, Discover or American Express).

In addition, Business Owner(s) must not have a [disqualifying criminal history record](#).

To be eligible to be considered for an Individual Private Security license an applicant will need:

- To submit a complete application with payment [online](#).
- 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
- To meet any of the required [training](#) or [experience](#) for the type of application submitted. This includes Alarm Installers, Alarm Systems Monitor, Non-commissioned guards, Commissioned Security Officers, Personal Protection Officers, Level I Alarm Instructor, Level III Firearms Instructor, Level III Classroom Instructor and Level IV Personal Protection Instructor. (Please note: No training or examination required for the following individual licenses: Owner, Continuing Education Instructor, Locksmith, Private Investigator, Alarm Systems Monitor or Electronic Access Control Device Installer.)
- To submit to a [fingerprint](#) based FBI Criminal History background check.
- A valid credit card or debit card with a credit card logo (MasterCard, Visa, Discover or American Express).

In addition, an applicant may not have a [disqualifying criminal history record](#) and a pocket card will not be issued unless the individual is affiliated with a licensed company.

Eligibility for a private security license varies by individual license and business license types.

Detailed information about the Private Security Program can be found at:

[Private Security | Department of Public Safety \(texas.gov\)](#)

For questions about the Private Security Program customers can:
Fill out the web form found at:

<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=PS>

- The anticipated time for a response submitted by the web is immediate for most questions or 3-7 business days for requests involving additional research or investigation.
- Call (512) 424-7293
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:

Mail Including Payment:
Texas Department of Public Safety
PO Box 15999
Austin, TX 78761-5999

Mail without payment to:
Texas Department of Public Safety
Private Security - MSC 0241
PO Box 4087
Austin, TX 78773-0001

- The anticipated time for a response submitted by mail is within 7 business days.

Texas Metals Program

DPS registers and regulates all metal recycling entities (MRE). DPS licenses businesses, evaluates the eligibility of applicants through criminal history background checks, oversees transaction record keeping, and conducts routine inspections to ensure compliance with applicable laws and administrative rules. DPS also provides on-line training to all MRE owners.

To be eligible to be considered a Metal Recycling Entity an applicant will need to provide:

- A [Required Ownership Document](#). (The type of document depends on the type of business entity the applicant is)
- A valid e-mail address
- A valid credit card (MasterCard, Visa, Discover or American Express)
- Metal Recycling Entity location(s) of business and contact information
- Location permits (if any) issued by the city and county in which business is conducted
- Information (including Driver's License and Date of Birth) on all [Business Owner\(s\)](#) listed in the Required Ownership Document and [Statutory Agents](#) in the organization

In addition, Business Owner(s) must not have a [disqualifying criminal history record](#).

Detailed information for the Texas Metals Program can be found online at:
[Texas Metals Program | Department of Public Safety](#)

For questions about the Texas Metals Program customers can:

- Fill out the web form found at:
<https://www.dps.texas.gov/rsd/contact/Contact?sProgram=METALS>
- The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:
Texas Department of Public Safety
Metals Registration - MSC 0244
PO Box 4087
Austin, TX 78773-0001
 - The anticipated time for a response submitted by mail is within 7 business days.

Vehicle Inspection

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
 - (3) All fees required pursuant to Texas Transportation Code, Chapter 548 (the Act). The vehicle inspection station new and renewal application fee is nonrefundable.
- The new vehicle inspection station applicant has 60 calendar days after receipt of notice to provide the required information and submit a complete application. If an applicant fails to furnish the documentation, the application will be considered withdrawn and a new application must be submitted.

- A new vehicle inspection station application is complete when:
 - (1) It contains all items required by the department
 - (2) It conforms to the Texas vehicle inspection program's instructions
 - (3) \$100 fee has been paid
 - (4) All requests for additional information have been satisfied.

- For a new vehicle inspection station application to be approved, the owner must:
 - (1) be at least 18 years of age
 - (2) provide proof of identification as required by the department
 - (3) not be currently suspended or revoked in the Texas vehicle inspection program
 - (4) complete department provided training
 - (5) have a facility that meets the Department standards
 - (6) have equipment that meets the Department standards and
 - (7) meet all other eligibility criteria.

In addition, there are a series of standards for facilities, equipment, and signage as well as standards of conduct that must be adhered to in order to be certified as a vehicle inspection station. Detailed information about the Vehicle Inspection Program can be found at:

[Vehicle Inspection | Department of Public Safety \(texas.gov\)](https://www.dps.texas.gov/vehicle-inspection)

For questions about the Vehicle Inspection Program customers can:

- Fill out the web form found at:
 - <https://www.dps.texas.gov/rsd/contact/Contact?sProgram=VI>
 - The anticipated time for a response submitted by the web is two (2) business days.
- Call (512) 424-7293
 - The anticipated time for a response submitted by phone is immediate to within 5 minutes on average depending on call volumes.
- Contact by mail:

Mail Including Payment:
 Texas Department of Public Safety
 PO Box 15999
 Austin, TX 78761-5999

Mail without payment to:
 Texas Department of Public Safety
 Vehicle Inspection - MSC 0542
 PO Box 4087
 Austin, TX 78773-0001

- The anticipated time for a response submitted by mail is within 7 business days.

Compact with Texans Statutory Language

Government Code Sec. 2114.006. CUSTOMER RELATIONS REPRESENTATIVE; COMPACT WITH TEXANS.

- (a) A state agency shall appoint a customer relations representative.
- (b) The representative shall:
 - (1) coordinate the state agency's customer service performance measurement under this chapter;
 - (2) gather information and evaluations from the public about an agency's customer service;
 - (3) respond to customer concerns; and
 - (4) establish the agency's compact with Texans under Subsection (c).
- (c) Each state agency shall create a "Compact With Texans." The compact must be approved by the Governor's Office of Budget and Planning and the Legislative Budget Board. Each Compact With Texans shall set customer service standards and describe customer service principles for that agency and address:
 - (1) the agency's procedures for responding to public contacts and complaints;
 - (2) applicable licensing and certification procedures; and
 - (3) customer waiting time for access and service delivery and responses to complaints.
- (d) Each agency that maintains a website shall publish its Compact With Texans on that website.

INSTITUTE FOR ORGANIZATIONAL EXCELLENCE The University of Texas at Austin

Texas Department of Public Safety Driver License Division

Customer Service Assessment

Quarter 1 - (September 2020 - November 2020)

Quarter 2 - (December 2020 - February 2021)

Quarter 3 - (March 2021 - May 2021)

Quarter 4 - (June 2021 - August 2022)

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TABLE OF CONTENTS



Partners	4
Executive Summary	5
Statewide Assessment	8
Overview.....	8
Methodology.....	8
Rate of Response.....	10
Demographics.....	10
Service Characteristics.....	13
Item Analysis.....	15
Additional Analysis	22
New Driver License.....	22
New CDL.....	26
In-Person Service.....	31
Digital Driver License Pilot.....	32
Driver License Regions	35
Region 1A	35
Region 1B	42
Region 1C.....	52
Region 2A	61
Region 2B	70
Region 2C.....	79
Region 3	88
Region 4	97
Region 5	106
Region 6A.....	115
Region 6B.....	124
Region 101.....	133

About the IOE

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, 1C, 2A, 2B, 2C, 3, 4, 5, 6A, 6B, Online).

Beginning in September of 2018, monthly surveys of customers are occurring which

EXECUTIVE SUMMARY (cont'd)

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.

Lastly, the entire Texas Department of Public Safety participated in the Survey of Employee Engagement (SEE). The SEE is an assessment of human resources and is designed to measure the level of employee engagement within an organization. The assessment is conducted among state employees in Texas every two years and is used by various entities within state government and agency leadership.



STATEWIDE ASSESSMENT

Overview

Understanding the customer service experience is highly valued at the Texas DPS Driver License Division. The primary goal is for all employees to diligently work to make every customer's experience excellent. The stated vision of the Texas DPS Driver License Division is to strive to be outstanding in everything it does and to never settle for less. In order to reach this goal and measure the successes and challenges faced by the Division, a baseline survey for customer service delivery, measured both statewide and by region, was administered. This administration will continue on a monthly basis to continuously provide updated customer service data.

The overall purpose of the statewide survey was to establish a baseline of customer satisfaction with the services provided by the Texas DPS Driver License Division. Data collected was intended to be used as a comparison for other services, such as the Mega Center Customer Satisfaction survey. The IOE created a customized customer service survey that was made available to Texas DPS Driver License Division customers throughout the state by invitation. The respondents selected for this analysis were specifically drawn from those customers who had an email address contained within their customer information. Approximately half of all customers provided an email address in their personal information to Texas DPS.

Research Objectives

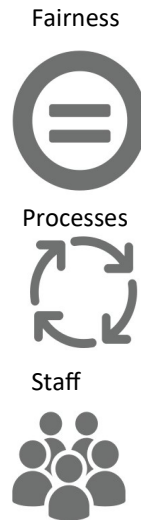
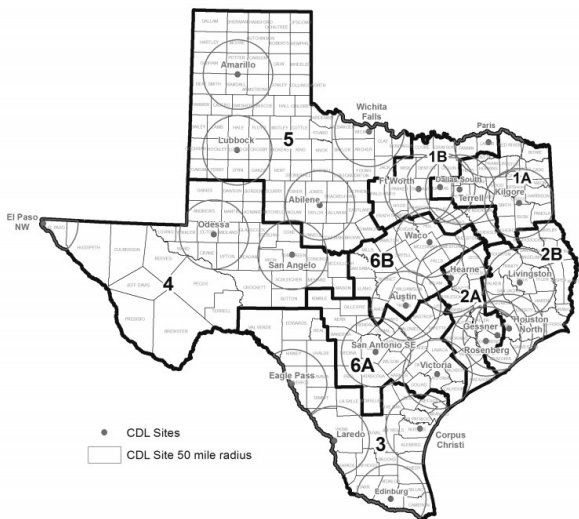
This survey aimed to find a basic standard for customer service being provided by the Texas DPS Driver License Division. The intent was to obtain general knowledge about customer satisfaction levels that could give insight and comparison for the more specific surveys that were conducted. Surveys were available via an online link and could be accessed on any device such as desktops, laptops, tablet or mobile devices. The survey was fully accessible to visual screen readers and available in English and Spanish. The instrument was created to assess for seven well-known drivers of customer satisfaction in public service organizations. The drivers of customer satisfaction include: staff, fairness, time, processes, trust, outcome, and overall satisfaction.

STATEWIDE ASSESSMENT (cont'd)

The STAFF driver encompasses both competence and attitude of employees. Competence includes skill, professionalism, and diligence, while attitude refers to friendliness, courtesy, care and attentiveness. The honesty and FAIRNESS with which customers are treated is also important. TIME refers to the speed and timeliness of service delivery. This includes the ability of the service provider to respond quickly to requests, with minimal wait and queue time for customers. Simple, intuitive, user-friendly and efficient PROCESSES can lead to customer satisfaction. TRUST emerges from the organization's culture and values, and its ability to accomplish its mission. OUTCOME refers to the end result of a customer's visit—the quality of the end product and the ability of customers to obtain what they wanted. The customer's OVERALL perception of satisfaction was the final driver evaluated in this study.



Texas Department of Public Safety
DRIVER LICENSE DIVISION



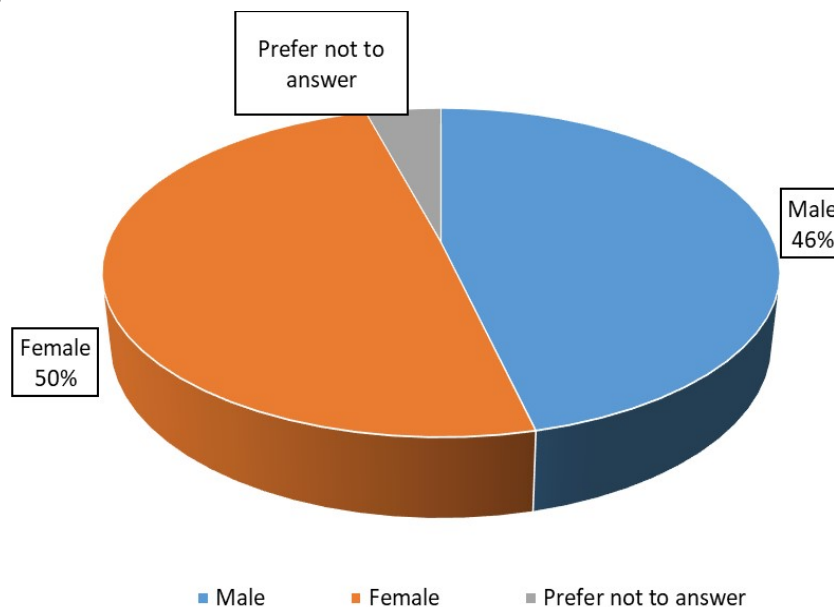
STATEWIDE: DEMOGRAPHICS

Rate of Response

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Estimated # of Participants	72000	69475	73493	73450
Total # of Responses	3325	3218	3808	3559
Rate of Response	4.62%	4.63%	5.18%	4.85%

Gender

The data below show the gender breakdown of participants: male, female, and those who indicated that they preferred not to answer.

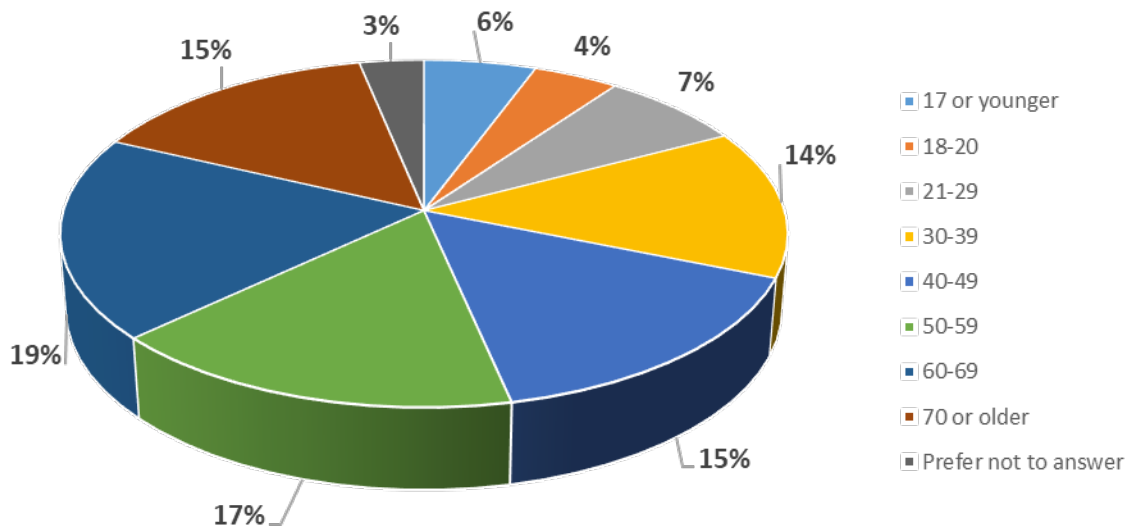


	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Male	1561	1569	1737	1629
	47.3%	49.2%	46.0%	46.3%
Female	1641	1520	1896	1742
	49.7%	47.7%	50.2%	49.5%
Prefer Not to Answer	99	99	145	151
	3.0%	3.1%	3.8%	4.3%
# Responses	3301	3188	3778	3522

STATEWIDE: AGE

Age

The data below show the current age breakdown of participants: 17 or younger, 18-20, 21-29, 30-39, 40-49, 50-59, 60-69, and 70 or older.

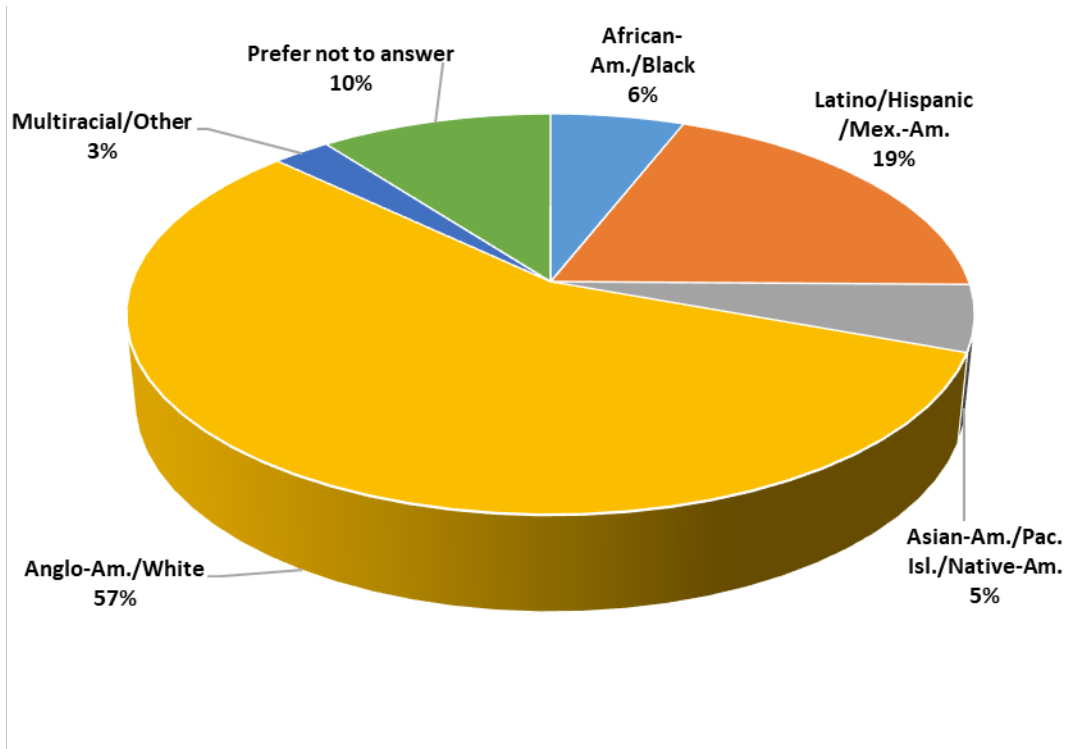


	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	138	4.2%	145	4.5%	176	4.6%	200	5.7%
18-20	84	2.5%	94	2.9%	135	3.6%	153	4.3%
21-29	171	5.2%	226	7.1%	247	6.5%	259	7.3%
30-39	404	12.2%	430	13.4%	522	13.8%	490	13.9%
40-49	552	16.7%	515	16.1%	588	15.5%	546	15.4%
50-59	619	18.7%	581	18.1%	673	17.8%	582	16.5%
60-69	656	19.8%	603	18.8%	725	19.1%	669	18.9%
70 or older	595	18.0%	540	16.9%	609	16.1%	522	14.8%
Prefer not to answer	91	2.7%	69	2.2%	113	3.0%	115	3.3%
# Responses	3310		3203		3788		3536	

STATEWIDE: ETHNICITY

Ethnicity

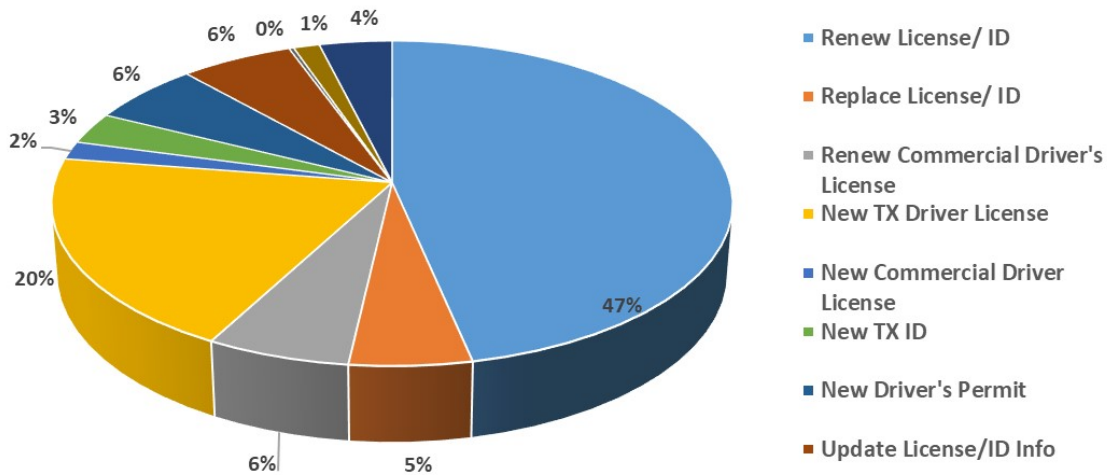
The data below show the ethnicity breakdown of participants: Anglo-American/White, Hispanic/Mexican-Am/Latino, African American/Black, Asian Am./Pacific Islander/Native Am., Multiracial/Other, and those who indicated that they preferred not to answer.



	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	223	6.8%	200	6.3%	231	6.1%	210	6.0%
Latino/Hispanic/Mex.-Am.	562	17.1%	688	21.5%	739	19.6%	680	19.3%
Asian-Am./Pac. Isl./Native-Am.	162	4.9%	150	4.7%	149	3.9%	189	5.4%
Anglo-Am./White	1997	60.6%	1800	56.3%	2181	57.7%	1992	56.5%
Multiracial/Other	53	1.6%	75	2.3%	83	2.2%	91	2.6%
Prefer not to answer	297	9.0%	283	8.9%	396	10.5%	365	10.3%
# Responses	3294		3196		3779		3527	

STATEWIDE: SERVICES SOUGHT

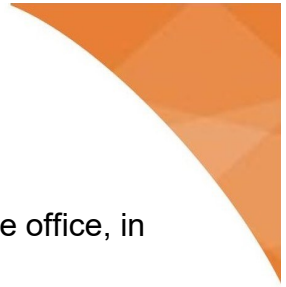
The data below show the percentage of participants who sought the following services from the Driver License office: renew license/ID, replace license/ID, renew CDL, new TX driver license, new CDL, new TX ID, new driver permit, update license/ID info, I needed assistance, update license/ID photo, and other.



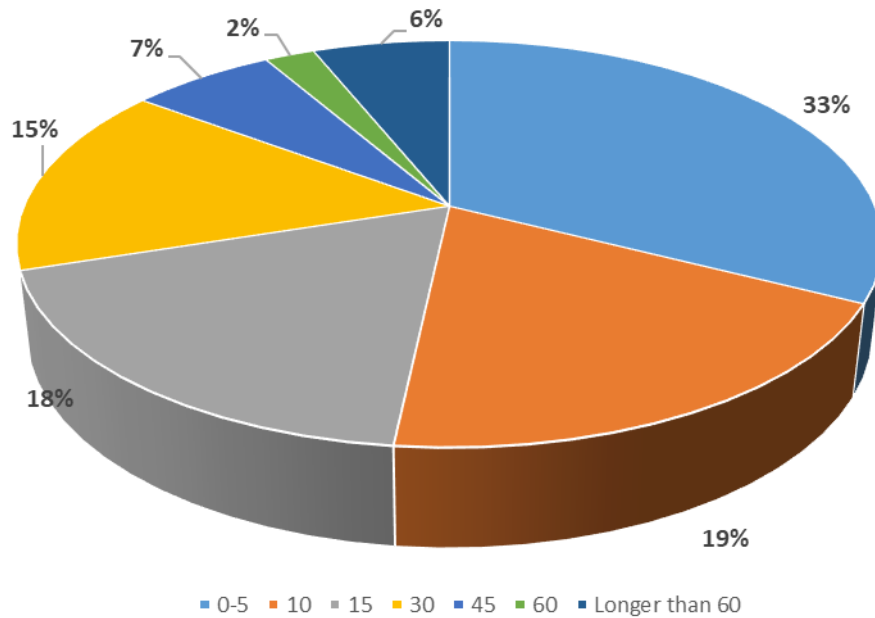
What did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	1988	60.3%	1595	50.0%	1935	51.3%	1638	46.7%
Replace License/ID	146	4.4%	141	4.4%	169	4.5%	181	5.2%
Renew CDL	181	5.5%	187	5.9%	229	6.1%	213	6.1%
New TX Driver License	502	15.2%	628	19.7%	748	19.8%	686	19.5%
New CDL	37	1.1%	49	1.5%	48	1.3%	63	1.8%
New TX ID	55	1.7%	71	2.2%	103	2.7%	110	3.1%
New Driver Permit	112	3.4%	143	4.5%	167	4.4%	212	6.0%
Update License/ID Info	145	4.4%	196	6.1%	210	5.6%	213	6.1%
I Needed Assistance	6	0.2%	8	0.3%	6	0.2%	9	0.3%
Update License/ID Photo	39	1.2%	35	1.1%	36	1.0%	49	1.4%
Other	88	2.7%	136	4.3%	123	3.3%	137	3.9%
# Responses	3299		3189		3774		3511	

STATEWIDE: WAIT TIME



The data below show how long participants waited after they arrived in the office, in minutes: 0-5, 10, 15, 30, 45, 60, or longer than 60.



Once you arrived at the office, how long did you wait (minutes)–

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
0-5	1157	35.2%	1146	36.0%
10	679	20.7%	670	21.1%
15	633	19.3%	597	18.8%
30	431	13.1%	415	13.0%
45	169	5.1%	168	5.3%
60	70	2.1%	68	2.1%
Longer than 60	147	4.5%	117	3.7%
# Responses	3286		3181	

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.

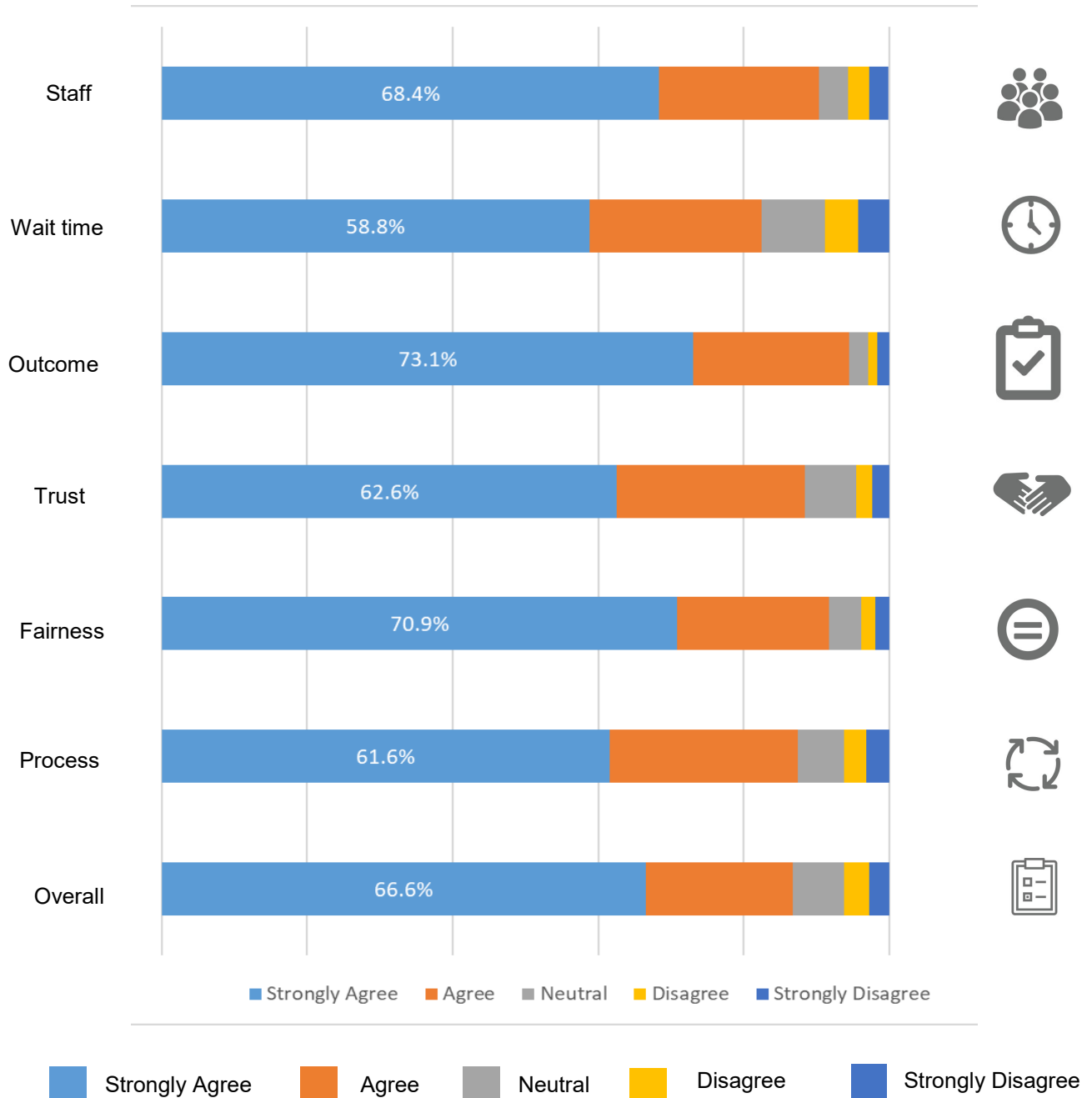
Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as Period 1 (September 2019 – November 2019), Period 2 (December 2019 – February 2020), Period 3 (March 2020 – May 2020), and Period 4 (June 2020 – July 2020).

Key Findings

- ◇ The item that participants scored the highest was “I received what I needed from my visit,” at 4.63.
- ◇ The item that participants scored the lowest was “My wait time was reasonable,” at 4.28.
- ◇ 86.8% of participants described their overall experience as “Excellent” or “Good.”
- ◇ 93.9% of participants waited an hour or less.
- ◇ 51.8% of participants came to the driver license office to renew or replace their license/ID.
 - ◇ 91.7% of participants agreed that “I was treated fairly”.

STATEWIDE: DRIVERS OF SATISFACTION






The chart below shows the statewide perceptions of the seven key drivers of customer satisfaction. The percentage of participants who strongly agreed that the driver was achieved is represented by the light blue portions of the bars.



STATEWIDE: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	2288 69.2%	2179 68.1%	2519 66.6%	2354 66.6%
	Good	653 19.7%	674 21.0%	759 20.1%	711 20.1%
	Fair	201 6.1%	180 5.6%	261 6.9%	250 7.1%
	Poor	105 3.2%	90 2.8%	126 3.3%	120 3.4%
	Very Poor	60 1.8%	79 2.5%	120 3.2%	98 2.8%
	Average	4.51	4.49	4.43	4.44



STATEWIDE: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	2044	62.6%	1919	60.6%	2208	58.9%	2041	58.8%
Agree	810	24.8%	823	26.0%	906	24.2%	822	23.7%
Neutral	203	6.2%	229	7.2%	279	7.4%	302	8.7%
Disagree	118	3.6%	112	3.5%	199	5.3%	158	4.5%
Strongly Disagree	92	2.8%	84	2.7%	155	4.1%	151	4.3%
Statewide Average	4.41		4.38		4.28		4.28	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	2435	74.2%	2352	74.4%	2690	71.9%	2542	73.1%
Agree	716	21.8%	638	20.2%	849	22.7%	745	21.4%
Neutral	42	1.3%	78	2.5%	80	2.1%	90	2.6%
Disagree	39	1.2%	41	1.3%	45	1.2%	46	1.3%
Strongly Disagree	48	1.5%	54	1.7%	78	2.1%	54	1.6%
Statewide Average	4.66		4.64		4.61		4.63	

STATEWIDE: ITEM ANALYSIS



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	2149	65.8%	2101	66.3%	2350	62.8%	2179	62.6%
Agree	807	24.7%	765	24.1%	959	25.6%	900	25.8%
Neutral	202	6.2%	192	6.1%	269	7.2%	249	7.1%
Disagree	59	1.8%	53	1.7%	80	2.1%	76	2.2%
Strongly Disagree	50	1.5%	60	1.9%	85	2.3%	79	2.3%
Statewide Average	4.51		4.51		4.45		4.44	



I was treated fairly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	2372	72.5%	2287	72.1%	2657	70.7%	2461	70.9%
Agree	668	20.4%	639	20.2%	783	20.8%	722	20.8%
Neutral	116	3.5%	131	4.1%	168	4.5%	157	4.5%
Disagree	62	1.9%	61	1.9%	67	1.8%	66	1.9%
Strongly Disagree	55	1.7%	52	1.6%	83	2.2%	65	1.9%
Statewide Average	4.60		4.59		4.56		4.57	



STATEWIDE: ITEM ANALYSIS

The process to receive my service was easy

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	2104	64.4%	2030	64.2%	2300	61.6%	2133	61.6%
Agree	852	26.1%	838	26.5%	1024	27.4%	898	25.9%
Neutral	160	4.9%	132	4.2%	180	4.8%	218	6.3%
Disagree	91	2.8%	83	2.6%	109	2.9%	104	3.0%
Strongly Disagree	62	1.9%	80	2.5%	122	3.3%	112	3.2%
Statewide Average	4.48		4.47		4.41		4.40	

If respondent expressed dissatisfaction with process, these reasons were selected

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	7	1.6%	10	2.4%	8	1.4%	10	1.6%
Understanding the process at the office.	92	21.2%	92	21.7%	133	23.2%	141	22.7%
Scheduling an appointment for additional services on site.	33	7.6%	46	10.8%	50	8.7%	59	9.5%
I could not find the information on the website.	43	9.9%	50	11.8%	58	10.1%	60	9.7%
The steps I needed to take, as provided on the website, were not clear.	73	16.9%	75	17.7%	99	17.2%	111	17.9%
I had problems scheduling an appointment for the service on the website.	74	17.1%	59	13.9%	82	14.3%	92	14.8%
Website did not properly function	22	5.1%	16	3.8%	25	4.4%	33	5.3%
Other	89	20.6%	76	17.9%	119	20.7%	114	18.4%

STATEWIDE: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	2300	70.1%	2218	69.9%	2583	68.8%	2382	68.4%
Agree	705	21.5%	658	20.7%	774	20.6%	763	21.9%
Neutral	129	3.9%	135	4.3%	179	4.8%	144	4.1%
Disagree	79	2.4%	80	2.5%	105	2.8%	101	2.9%
Strongly Disagree	68	2.1%	81	2.6%	112	3.0%	92	2.6%
Statewide Average	4.55		4.53		4.5		4.51	



If respondent expressed dissatisfaction with the staff, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	67	17.6%	77	18.8%	101	18.5%	69	15.6%
Staff did not address my concerns.	43	11.3%	33	8.1%	58	10.6%	45	10.2%
Staff were not friendly.	152	40.0%	189	46.2%	214	39.3%	184	41.6%
Staff were unable to answer my questions.	27	7.1%	37	9.0%	49	9.0%	40	9.0%
Language barrier.	9	2.4%	6	1.5%	10	1.8%	8	1.8%
Other	82	21.6%	67	16.4%	113	20.7%	96	21.7%

NEW DRIVER LICENSE ANALYSIS



How to read this report.

Participants obtaining their Texas driver license for the first time were assessed as to the perceptions of quality of the related processes, materials, and exams they experienced. In addition to indicating how they prepared for the driving exam, participants were asked to indicate their level of agreement with a number of positively phrased statements. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree.

Key Findings

- ◇ 49.9% of those obtaining a new driver license strongly agreed that the preparation materials were clear and helpful.
- ◇ 76.9% of participants were satisfied with the scheduling process, but 4.1% strongly disagreed that it was easy to schedule their exam and appointment.
- ◇ 62.7% 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?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Driving School	62	12.2%	54	8.5%	99	13.2%	95	13.9%
Parent-Taught	98	19.2%	115	18.0%	123	16.4%	123	18.0%
Self-Taught	56	11.0%	80	12.5%	111	14.8%	108	15.8%
No Exam	26	5.1%	29	4.5%	44	5.9%	28	4.1%
Other	268	52.5%	360	56.4%	375	49.9%	330	48.2%

The preparation materials were clear and helpful.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	164	48.4%	199	48.0%	270	51.3%	237	49.9%
Agree	122	36.0%	155	37.3%	178	33.8%	163	34.3%
Neutral	33	9.7%	38	9.2%	45	8.6%	47	9.9%
Disagree	9	2.7%	13	3.1%	17	3.2%	13	2.7%
Strongly Disagree	11	3.2%	10	2.4%	16	3.0%	15	3.2%
Statewide Average	4.24		4.25		4.27		4.25	

NEW DRIVER LICENSE ANALYSIS



I understood the requirements.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	216	52.3%	281	54.0%	337	53.8%	318	56.1%
Agree	155	37.5%	190	36.5%	215	34.3%	189	33.3%
Neutral	21	5.1%	32	6.2%	33	5.3%	30	5.3%
Disagree	12	2.9%	12	2.3%	23	3.7%	19	3.4%
Strongly Disagree	9	2.2%	5	1.0%	18	2.9%	11	1.9%
Statewide Average	4.35		4.40		4.33		4.38	

It was easy to schedule the exam by appointment.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	118	51.3%	129	46.9%	180	50.4%	177	51.8%
Agree	55	23.9%	76	27.6%	97	27.2%	86	25.1%
Neutral	24	10.4%	26	9.5%	32	9.0%	31	9.1%
Disagree	15	6.5%	22	8.0%	22	6.2%	34	9.9%
Strongly Disagree	18	7.8%	22	8.0%	26	7.3%	14	4.1%
Statewide Average	4.04		3.97		4.07		4.12	

NEW DRIVER LICENSE ANALYSIS

Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	133	66.8%	148	61.7%	216	67.5%	188	62.7%
Agree	47	23.6%	62	25.8%	75	23.4%	79	26.3%
Neutral	10	5.0%	20	8.3%	16	5.0%	21	7.0%
Disagree	4	2.0%	3	1.3%	6	1.9%	8	2.7%
Strongly Disagree	5	2.5%	7	2.9%	7	2.2%	4	1.3%
Statewide Average	4.50		4.42		4.52		4.46	



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

- ◇ 29.3% of participants drove less than 25 miles to obtain their Commercial Driver License.
- ◇ The item that scored highest among the CDL participants was “Instructions given by the examiner during the skills (behind the wheel) exam were clear.” with an average of 4.33, and the items that scored lowest was “The preparation materials were clear and helpful.” with an average of 4.0.
- ◇ 76.4% agreed the time waited to take the skills exam after making the appointment was reasonable, but 5.5% 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?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Driving school or college program	15	44%	18	35%	23	44%	28	44%
Self-Taught	16	47%	22	43%	20	38%	26	41%
Training program through work	2	6%	8	16%	6	12%	6	10%
Other	1	3%	3	6%	3	6%	3	5%

The preparation materials were clear and helpful.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	17	48.6%	24	48.0%	27	52.9%	25	41.0%
Agree	15	42.9%	19	38.0%	16	31.4%	19	31.1%
Neutral	1	2.9%	5	10.0%	6	11.8%	11	18.0%
Disagree	2	5.7%	1	2.0%	0	0.0%	4	6.6%
Strongly Disagree	0	0.0%	1	2.0%	2	3.9%	2	3.3%
Statewide Average	4.34		4.28		4.29		4.0	

COMMERCIAL DRIVER LICENSE ANALYSIS



I understood the requirements.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	26	72.2%	29	58.0%	31	59.6%	32	51.6%
Agree	6	16.7%	14	28.0%	16	30.8%	23	37.1%
Neutral	2	5.6%	5	10.0%	2	3.8%	3	4.8%
Disagree	2	5.6%	2	4.0%	2	3.8%	3	4.8%
Strongly Disagree	0	0.0%	0	0.0%	1	1.9%	1	1.6%
Statewide Average	4.56		4.4		4.42		4.32	

It was easy to schedule the exam by appointment.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	13	44.8%	19	55.9%	21	47.7%	29	55.8%
Agree	8	27.6%	11	32.4%	15	34.1%	17	32.7%
Neutral	3	10.3%	2	5.9%	2	4.5%	2	3.8%
Disagree	2	6.9%	0	0.0%	2	4.5%	1	1.9%
Strongly Disagree	3	10.3%	2	5.9%	4	9.1%	3	5.8%
Statewide Average	3.90		4.32		4.07		4.31	

COMMERCIAL DRIVER LICENSE ANALYSIS

Instructions given by the examiner during the skills (behind-the-wheel) exam were clear.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	17	68.0%	20	60.6%	24	61.5%	31	64.6%
Agree	2	8.0%	7	21.2%	12	30.8%	9	18.8%
Neutral	1	4.0%	5	15.2%	1	2.6%	4	8.3%
Disagree	4	16.0%	0	0.0%	0	0.0%	1	2.1%
Strongly Disagree	1	4.0%	1	3.0%	2	5.1%	3	6.3%
Statewide Average	4.2		4.34		4.44		4.33	

The time I waited to take my skills exam after making the appointment was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	14	48.3%	14	42.4%	16	38.1%	27	49.1%
Agree	8	27.6%	10	30.3%	17	40.5%	15	27.3%
Neutral	2	6.9%	6	18.2%	2	4.8%	4	7.3%
Disagree	3	10.3%	1	3.0%	3	7.1%	6	10.9%
Strongly Disagree	2	6.9%	2	6.1%	4	9.5%	3	5.5%
Statewide Average	4.0		4.0		3.9		4.04	

COMMERCIAL DRIVER LICENSE ANALYSIS

Approximately how many miles (round-trip) did you travel to take the CDL exam?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-25	16	47.1%	18	40.0%	20	43.5%	17	29.3%
26-50	10	29.4%	14	31.1%	13	28.3%	18	31.0%
51-75	2	5.9%	4	8.9%	6	13.0%	10	17.2%
75+	6	17.6%	9	20.0%	7	15.2%	13	22.4%

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?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Received a letter indicating I had to go in person	1439	53.2%	1092	45.2%	1326	47.1%	1130	45.1%
No internet access	25	0.9%	9	0.4%	24	0.9%	24	1.0%
Prefer to complete in person	170	6.3%	191	7.9%	207	7.4%	201	8.0%
I did not know if the service was available online	32	1.2%	74	3.1%	57	2.0%	55	2.2%
I do not provide personal information online	16	0.6%	21	0.9%	12	0.4%	20	0.8%
Website was difficult to use	47	1.7%	52	2.2%	72	2.6%	47	1.9%
My issue was not addressed on the website	158	5.8%	183	7.6%	171	6.1%	154	6.2%
I'm from out of state	51	1.9%	64	2.7%	66	2.3%	59	2.4%
I was 18 years or younger	28	1.0%	27	1.1%	28	1.0%	27	1.1%
I needed a new photo	187	6.9%	147	6.1%	171	6.1%	157	6.3%
Replacing lost or damaged License/ID	48	1.8%	50	2.1%	59	2.1%	54	2.2%
Needed an eye exam	53	2.0%	54	2.2%	81	2.9%	59	2.4%
Updating personal information	169	6.3%	168	7.0%	199	7.1%	213	8.5%
My License/ID was lost or stolen	21	0.8%	31	1.3%	39	1.4%	24	1.0%
Other	260	9.6%	251	10.4%	303	10.8%	279	11.1%
Total Responses	2704		2414		2815		2503	

DIGITAL DRIVER LICENSE PILOT



How to read this report.

Participants were asked a series of pilot items regarding their perceptions of digital driver licenses. Participants were asked to indicate their level of agreement with a number of positively phrased statements. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree.

Key Findings

- ◇ 60.6% of participants were interested in having a digital driver license in addition to their hard copy license
- ◇ 33.1% of participants strongly agreed that they would be confident in the security of having a digital driver license, but 11.9% strongly disagreed that they would be confident in the security of having a digital driver license
- ◇ 18.8% of participants strongly agreed that they would be willing to pay an extra fee for a digital driver license, but 25.1% 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.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	1162	38.2%	1224	41.5%	1414	40.7%	1336	41.0%
Agree	603	19.8%	594	20.1%	671	19.3%	639	19.6%
Neutral	638	21.0%	589	20.0%	725	20.9%	661	20.3%
Disagree	347	11.4%	277	9.4%	326	9.4%	301	9.2%
Strongly Disagree	293	9.6%	266	9.0%	341	9.8%	319	9.8%
Statewide Average	3.66		3.76		3.72		3.73	

I would be confident in the security of having a digital driver license (on my mobile device).

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	956	31.3%	989	33.4%	1138	32.6%	1079	33.1%
Agree	587	19.2%	603	20.4%	705	20.2%	648	19.9%
Neutral	726	23.7%	688	23.2%	815	23.3%	742	22.7%
Disagree	429	14.0%	348	11.8%	413	11.8%	405	12.4%
Strongly Disagree	359	11.7%	333	11.2%	425	12.2%	390	11.9%
Statewide Average	3.44		3.53		3.49		3.50	



DIGITAL DRIVER LICENSE PILOT



I would be willing to pay an extra fee for a digital driver license.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	500	16.4%	522	17.6%	594	17.0%	611	18.8%
Agree	396	13.0%	374	12.6%	448	12.8%	405	12.4%
Neutral	696	22.8%	694	23.4%	805	23.0%	738	22.7%
Disagree	668	21.9%	651	21.9%	738	21.1%	686	21.1%
Strongly Disagree	793	26.0%	729	24.5%	910	26.0%	818	25.1%
Statewide Average	2.72		2.77		2.74		2.79	

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 FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 67.9% of respondents rated their overall experience as Excellent, and 21.7% rated it as Good.
- ◇ The item participants scored highest was “I received what I needed from my visit.” with an average of 4.63, and the item scored lowest was “My wait time was reasonable.” at 4.32, which is consistent with statewide trends.

REGION 1A: DEMOGRAPHIC PROFILE



 **Gender I am:**

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	159	53.0%	135	48.0%	154	44.1%	143	48.0%
Female	130	43.3%	139	49.5%	182	52.1%	145	48.7%
Prefer Not to Answer	11	3.7%	7	2.5%	13	3.7%	10	3.4%
# Responses	300		281		349		298	

 **Age**

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	20	6.6%	11	3.9%	15	4.3%	13	4.3%
18-20	3	1.0%	5	1.8%	14	4.0%	6	2.0%
21-29	13	4.3%	12	4.3%	10	2.9%	14	4.7%
30-39	28	9.3%	34	12.1%	38	10.9%	36	12.0%
40-49	44	14.6%	37	13.1%	62	17.7%	51	17.1%
50-59	66	21.9%	60	21.3%	63	18.0%	52	17.4%
60-69	59	19.6%	50	17.7%	81	23.1%	74	24.7%
70 or older	57	18.9%	67	23.8%	57	16.3%	43	14.4%
Prefer not to answer	11	3.7%	6	2.1%	10	2.9%	10	3.3%
# Responses	301		282		350		299	

REGION 1A: DEMOGRAPHIC PROFILE



Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

African-Am./Black	25	8.4%	27	9.6%	35	10.0%	22	7.4%
Latino/Hispanic/Mex.-Am.	27	9.1%	26	9.2%	30	8.6%	29	9.7%
Asian-Am./Pac. Isl./Native-Am.	7	2.3%	12	4.3%	8	2.3%	10	3.4%
Anglo-Am./White	205	68.8%	192	68.1%	237	67.9%	204	68.5%
Multiracial/Other	5	1.7%	6	2.1%	5	1.4%	6	2.0%
Prefer not to answer	29	9.7%	19	6.7%	34	9.7%	27	9.1%
# Responses	298		282		349		298	



REGION 1A: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	164	54.8%	150	53.8%	182	52.1%	153	51.3%
Replace License/ID	10	3.3%	17	6.1%	20	5.7%	11	3.7%
Renew CDL	24	8.0%	21	7.5%	30	8.6%	26	8.7%
New TX Driver License	44	14.7%	42	15.1%	57	16.3%	56	18.8%
New CDL	10	3.3%	3	1.1%	8	2.3%	4	1.3%
New TX ID	6	2.0%	4	1.4%	8	2.3%	5	1.7%
New Driver Permit	5	1.7%	6	2.2%	8	2.3%	12	4.0%
Update License/ID Info	18	6.0%	18	6.5%	19	5.4%	17	5.7%
I Needed Assistance	1	0.3%	1	0.4%	1	0.3%	0	0.0%
Update License/ID Photo	3	1.0%	5	1.8%	4	1.1%	3	1.0%
Other	14	4.7%	12	4.3%	12	3.4%	11	3.7%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	119	39.9%	110	39.1%	133	37.9%	111	37.0%
10	59	19.8%	62	22.1%	70	19.9%	65	21.7%
15	50	16.8%	56	19.9%	62	17.7%	47	15.7%
30	38	12.8%	35	12.5%	46	13.1%	40	13.3%
45	17	5.7%	11	3.9%	17	4.8%	20	6.7%
60	5	1.7%	1	0.4%	5	1.4%	5	1.7%
Longer than 60	10	3.4%	6	2.1%	18	5.1%	12	4.0%

REGION 1A: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	215 71.4%	186 66.2%	234 67.4%	203 67.9%
	Good	51 16.9%	65 23.1%	68 19.6%	65 21.7%
	Fair	14 4.7%	17 6.0%	21 6.1%	18 6.0%
	Poor	17 5.6%	6 2.1%	9 2.6%	5 1.7%
	Very Poor	4 1.3%	7 2.5%	15 4.3%	8 2.7%
	Region Average	4.51	4.48	4.43	4.51



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	206 68.7%	186 66.9%	212 60.9%	185 61.9%
Agree	65 21.7%	68 24.5%	80 23.0%	78 26.1%
Neutral	18 6.0%	14 5.0%	35 10.1%	21 7.0%
Disagree	6 2.0%	4 1.4%	8 2.3%	8 2.7%
Strongly Disagree	5 1.7%	6 2.2%	13 3.7%	7 2.3%
Region Average	4.54	4.53	4.35	4.42

REGION 1A: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	200	66.7%	177	63.0%	216	62.6%	173	57.7%
Agree	68	22.7%	76	27.0%	72	20.9%	79	26.3%
Neutral	14	4.7%	15	5.3%	25	7.2%	30	10.0%
Disagree	11	3.7%	5	1.8%	21	6.1%	8	2.7%
Strongly Disagree	7	2.3%	8	2.8%	11	3.2%	10	3.3%
Region Average	4.48		4.46		4.34		4.32	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	223	74.3%	207	73.7%	245	71.0%	215	71.9%
Agree	67	22.3%	59	21.0%	85	24.6%	70	23.4%
Neutral	4	1.3%	9	3.2%	6	1.7%	5	1.7%
Disagree	2	0.7%	3	1.1%	5	1.4%	4	1.3%
Strongly Disagree	4	1.3%	3	1.1%	4	1.2%	5	1.7%
Region Average	4.68		4.65		4.63		4.63	

REGION 1A: ITEM ANALYSIS



I was treated fairly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	226	75.6%	203	72.2%	248	70.9%	212	70.7%
Agree	52	17.4%	58	20.6%	73	20.9%	70	23.3%
Neutral	16	5.4%	13	4.6%	17	4.9%	6	2.0%
Disagree	3	1.0%	4	1.4%	6	1.7%	6	2.0%
Strongly Disagree	2	0.7%	3	1.1%	6	1.7%	6	2.0%
Region Average	4.66		4.62		4.57		4.59	



REGION 1A: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	207	69.2%	176	62.9%
Agree	64	21.4%	78	27.9%
Neutral	10	3.3%	10	3.6%
Disagree	11	3.7%	7	2.5%
Strongly Disagree	7	2.3%	9	3.2%
Region Average	4.52		4.45	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Getting answers to questions at the office.	4	9.1%	5	12.5%
Understanding the process at the office.	8	18.2%	7	17.5%
Scheduling an appointment for additional services on site.	1	2.3%	3	7.5%
I could not find the information on the website.	4	9.1%	5	12.5%
The steps I needed to take, as provided on the website, were not clear.	6	13.6%	11	27.5%
I had problems scheduling an appointment for the service on the website.	6	13.6%	2	5.0%
Website was not functioning.	5	11.4%	1	2.5%
Other.	10	22.7%	6	15.0%

REGION 1A: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	216	72.0%	191	67.7%	241	68.7%	203	67.7%
Agree	56	18.7%	65	23.0%	77	21.9%	74	24.7%
Neutral	13	4.3%	10	3.5%	18	5.1%	7	2.3%
Disagree	8	2.7%	9	3.2%	7	2.0%	8	2.7%
Strongly Disagree	7	2.3%	7	2.5%	8	2.3%	8	2.7%
Region Average	4.55		4.50		4.53		4.52	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	7	22.6%	9	20.9%	8	19.5%	10	23.8%
Staff did not address my concerns.	3	9.7%	3	7.0%	3	7.3%	6	14.3%
Staff were not friendly.	11	35.5%	21	48.8%	16	39.0%	12	28.6%
Staff were unable to answer my questions.	1	3.2%	2	4.7%	5	12.2%	5	11.9%
Language barrier.	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other.	9	29.0%	8	18.6%	9	22.0%	9	21.4%

REGION 1B: OVERVIEW



How to read this report.

Participants in Region 1B were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 62.2% of respondents rated their overall experience as Excellent, and 23.4% rated it as Good.
- ◇ The item participants scored highest was “I received what I needed from my visit.” with an average of 4.66, and the item scored lowest was “My wait time was reasonable.” at 4.16. This is consistent with statewide trends.

REGION 1B: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	134	47.5%	159	46.6%	177	45.5%	137	42.0%
Female	135	47.9%	171	50.1%	195	50.1%	175	53.7%
Prefer Not to Answer	13	4.6%	11	3.2%	17	4.4%	14	4.3%
# Responses	282		341		389		326	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	15	5.3%	17	4.9%	22	5.7%	23	7.1%
18-20	7	2.5%	9	2.6%	6	1.5%	15	4.6%
21-29	16	5.7%	16	4.6%	30	7.7%	21	6.4%
30-39	30	10.6%	41	11.9%	65	16.7%	44	13.5%
40-49	43	15.2%	54	15.7%	55	14.1%	45	13.8%
50-59	52	18.4%	69	20.0%	75	19.3%	58	17.8%
60-69	49	17.3%	70	20.3%	67	17.2%	59	18.1%
70 or older	58	20.5%	60	17.4%	57	14.7%	52	16.0%
Prefer not to answer	13	4.6%	9	2.6%	12	3.1%	9	2.8%
# Responses	283		345		389		326	

REGION 1B: DEMOGRAPHIC PROFILE



Ethnicity

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	17	6.0%	25	7.3%	33	8.5%	26	8.0%
Latino/Hispanic/Mex.-Am.	26	9.3%	34	9.9%	43	11.1%	33	10.1%
Asian-Am./Pac. Isl./Native-Am.	17	6.0%	17	5.0%	17	4.4%	17	5.2%
Anglo-Am./White	193	68.7%	221	64.4%	241	62.0%	214	65.6%
Multiracial/Other	3	1.1%	10	2.9%	9	2.3%	7	2.1%
Prefer not to answer	25	8.9%	36	10.5%	46	11.8%	29	8.9%
# Responses	281		343		389		326	

REGION 1B: ITEM ANALYSIS



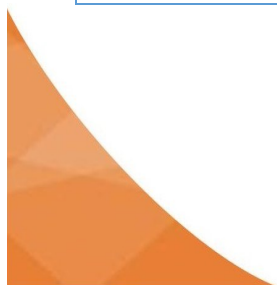
Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21				
	Excellent	201	71.0%	233	67.7%	256	65.8%	202	62.2%
	Good	49	17.3%	69	20.1%	85	21.9%	76	23.4%
	Fair	16	5.7%	21	6.1%	25	6.4%	23	7.1%
	Poor	11	3.9%	10	2.9%	16	4.1%	14	4.3%
	Very Poor	6	2.1%	11	3.2%	7	1.8%	10	3.1%
	Region Average	4.51		4.46		4.46		4.37	



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21				
Strongly Agree	180	64.3%	211	62.1%	240	62.5%	188	57.7%
Agree	71	25.4%	84	24.7%	96	25.0%	93	28.5%
Neutral	16	5.7%	24	7.1%	35	9.1%	28	8.6%
Disagree	6	2.1%	12	3.5%	7	1.8%	7	2.1%
Strongly Disagree	7	2.5%	9	2.6%	6	1.6%	10	3.1%
Region Average	4.47		4.40		4.45		4.36	



REGION 1B: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	183	64.9%	177	51.6%	198	51.3%	139	42.9%
Replace License/ID	9	3.2%	16	4.7%	12	3.1%	24	7.4%
Renew CDL	12	4.3%	19	5.5%	12	3.1%	9	2.8%
New TX Driver License	44	15.6%	58	16.9%	106	27.5%	70	21.6%
New CDL	2	0.7%	7	2.0%	6	1.6%	8	2.5%
New TX ID	0	0.0%	1	0.3%	8	2.1%	12	3.7%
New Driver Permit	7	2.5%	17	5.0%	18	4.7%	25	7.7%
Update License/ID Info	13	4.6%	21	6.1%	17	4.4%	18	5.6%
I Needed Assistance	1	0.4%	2	0.6%	0	0.0%	0	0.0%
Update License/ID Photo	3	1.1%	6	1.7%	2	0.5%	2	0.6%
Other	8	2.8%	19	5.5%	7	1.8%	17	5.2%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	90	31.8%	99	28.7%	114	29.3%	81	25.0%
10	64	22.6%	68	19.7%	76	19.5%	60	18.5%
15	68	24.0%	81	23.5%	85	21.9%	60	18.5%
30	36	12.7%	51	14.8%	68	17.5%	57	17.6%
45	13	4.6%	21	6.1%	23	5.9%	22	6.8%
60	5	1.8%	9	2.6%	4	1.0%	8	2.5%
Longer than 60	7	2.5%	16	4.6%	19	4.9%	36	11.1%

REGION 1B: ITEM ANALYSIS



My wait time was reasonable.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	176 62.6%	197 57.4%	229 59.2%	184 57.1%
Agree	73 26.0%	96 28.0%	94 24.3%	66 20.5%
Neutral	12 4.3%	20 5.8%	30 7.8%	34 10.6%
Disagree	13 4.6%	17 5.0%	16 4.1%	16 5.0%
Strongly Disagree	7 2.5%	13 3.8%	18 4.7%	22 6.8%
Region Average	4.42	4.30	4.29	4.16



I received what I need from my visit.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	208 73.5%	251 73.6%	286 73.7%	232 71.8%
Agree	63 22.3%	72 21.1%	90 23.2%	80 24.8%
Neutral	5 1.8%	9 2.6%	3 0.8%	6 1.9%
Disagree	3 1.1%	3 0.9%	3 0.8%	2 0.6%
Strongly Disagree	4 1.4%	6 1.8%	6 1.5%	3 0.9%
Region Average	4.65	4.64	4.67	4.66

REGION 1B: ITEM ANALYSIS



I was treated fairly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	196	69.8%	252	73.7%	273	70.2%	222	68.3%
Agree	59	21.0%	65	19.0%	86	22.1%	70	21.5%
Neutral	10	3.6%	14	4.1%	16	4.1%	20	6.2%
Disagree	8	2.8%	7	2.0%	7	1.8%	6	1.8%
Strongly Disagree	8	2.8%	4	1.2%	7	1.8%	7	2.2%
Region Average	4.52		4.62		4.57		4.52	

REGION 1B: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	183	65.4%	210	61.4%	241	62.1%	196	60.9%
Agree	73	26.1%	97	28.4%	108	27.8%	81	25.2%
Neutral	15	5.4%	11	3.2%	21	5.4%	17	5.3%
Disagree	6	2.1%	9	2.6%	6	1.5%	15	4.7%
Strongly Disagree	3	1.1%	15	4.4%	12	3.1%	13	4.0%
Region Average	4.53		4.40		4.44		4.34	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	5	13.5%	5	8.9%	8	10.5%	5	6.8%
Understanding the process at the office.	9	24.3%	8	14.3%	15	19.7%	13	17.6%
Scheduling an appointment for additional services on site.	3	8.1%	6	10.7%	5	6.6%	4	5.4%
I could not find the information on the website.	3	8.1%	6	10.7%	8	10.5%	8	10.8%
The steps I needed to take, as provided on the website, were not clear.	4	10.8%	8	14.3%	13	17.1%	9	12.2%
I had problems scheduling an appointment for the service on the website.	3	8.1%	10	17.9%	15	19.7%	17	23.0%
Website was not functioning.	3	8.1%	2	3.6%	6	7.9%	5	6.8%
Other.	7	18.9%	11	19.6%	6	7.9%	13	17.6%

REGION 1B: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	191	67.7%	243	70.4%	265	68.3%	214	66.3%
Agree	64	22.7%	69	20.0%	88	22.7%	72	22.3%
Neutral	11	3.9%	16	4.6%	12	3.1%	17	5.3%
Disagree	9	3.2%	11	3.2%	16	4.1%	12	3.7%
Strongly Disagree	7	2.5%	6	1.7%	7	1.8%	8	2.5%
Region Average	4.5		4.54		4.52		4.46	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	12	26.1%	5	13.2%	13	25.5%	7	16.7%
Staff did not address my concerns.	7	15.2%	2	5.3%	7	13.7%	0	0.0%
Staff were not friendly.	18	39.1%	18	47.4%	17	33.3%	19	45.2%
Staff were unable to answer my questions.	4	8.7%	3	7.9%	5	9.8%	2	4.8%
Language barrier.	0	0.0%	1	2.6%	0	0.0%	1	2.4%
Other.	5	10.9%	9	23.7%	9	17.6%	13	31.0%

REGION 1C: OVERVIEW

How to read this report.

Participants in Region 1C were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 63.0% of respondents rated their overall experience as Excellent, and 21.7% rated it as Good.
- ◇ The item participants scored highest was “I received what I needed from my visit.” with an average of 4.61, and the item scored lowest was “My wait time was reasonable” at 3.95. This is consistent with statewide trends.

REGION 1C: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	178	48.0%	124	51.0%	161	42.8%	182	46.4%
Female	177	47.7%	105	43.2%	203	54.0%	189	48.2%
Prefer Not to Answer	16	4.3%	14	5.8%	12	3.2%	21	5.4%
# Responses	371		243		376		392	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	17	4.6%	13	5.3%	20	5.3%	32	8.2%
18-20	4	1.1%	6	2.5%	6	1.6%	17	4.3%
21-29	18	4.8%	17	7.0%	17	4.5%	17	4.3%
30-39	35	9.4%	33	13.6%	49	13.0%	42	10.7%
40-49	71	19.1%	40	16.5%	75	19.9%	65	16.6%
50-59	56	15.1%	47	19.3%	59	15.6%	61	15.6%
60-69	71	19.1%	36	14.8%	76	20.2%	75	19.1%
70 or older	86	23.1%	43	17.7%	64	17.0%	70	17.9%
Prefer not to answer	14	3.8%	8	3.3%	11	2.9%	13	3.3%
# Responses	372		243		377		392	

REGION 1C: DEMOGRAPHIC PROFILE



Ethnicity

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	30	8.1%	15	6.2%	17	4.5%	19	4.8%
Latino/Hispanic/Mex.-Am.	20	5.4%	22	9.1%	27	7.2%	30	7.7%
Asian-Am./Pac. Isl./Native-Am.	27	7.3%	20	8.2%	29	7.7%	40	10.2%
Anglo-Am./White	244	65.6%	150	61.7%	252	66.8%	253	64.5%
Multiracial/Other	7	1.9%	6	2.5%	6	1.6%	8	2.0%
Prefer not to answer	44	11.8%	30	12.3%	46	12.2%	42	10.7%
# Responses	372		243		377		392	



REGION 1C: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	228	61.1%	122	50.4%	202	53.7%	188	48.5%
Replace License/ID	19	5.1%	7	2.9%	15	4.0%	18	4.6%
Renew CDL	19	5.1%	8	3.3%	16	4.3%	26	6.7%
New TX Driver License	64	17.2%	61	25.2%	77	20.5%	72	18.6%
New CDL	1	0.3%	1	0.4%	1	0.3%	0	0.0%
New TX ID	6	1.6%	6	2.5%	13	3.5%	12	3.1%
New Driver Permit	14	3.8%	9	3.7%	20	5.3%	29	7.5%
Update License/ID Info	13	3.5%	18	7.4%	14	3.7%	20	5.2%
I Needed Assistance	0	0.0%	2	0.8%	1	0.3%	2	0.5%
Update License/ID Photo	5	1.3%	3	1.2%	4	1.1%	7	1.8%
Other	4	1.1%	5	2.1%	13	3.5%	14	3.6%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	141	38.1%	75	30.7%	124	33.2%	107	27.3%
10	70	18.9%	46	18.9%	63	16.8%	60	15.3%
15	64	17.3%	47	19.3%	75	20.1%	63	16.1%
30	49	13.2%	39	16.0%	54	14.4%	57	14.5%
45	13	3.5%	13	5.3%	20	5.3%	30	7.7%
60	9	2.4%	5	2.0%	7	1.9%	10	2.6%
Longer than 60	24	6.5%	19	7.8%	31	8.3%	65	16.6%

REGION 1C: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	160 69.9%	157 68.3%	145 63.9%	145 63.0%
	Good	47 20.5%	51 22.2%	52 22.9%	50 21.7%
	Fair	16 7.0%	12 5.2%	21 9.3%	17 7.4%
	Poor	4 1.7%	5 2.2%	4 1.8%	8 3.5%
	Very Poor	2 0.9%	5 2.2%	5 2.2%	10 4.3%
	Region Average	4.57	4.52	4.44	4.36



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	249 67.3%	167 68.4%	222 59.7%	220 56.3%
Agree	88 23.8%	59 24.2%	114 30.6%	117 29.9%
Neutral	25 6.8%	11 4.5%	26 7.0%	35 9.0%
Disagree	5 1.4%	2 0.8%	7 1.9%	8 2.0%
Strongly Disagree	3 0.8%	5 2.0%	3 0.8%	11 2.8%
Region Average	4.55	4.56	4.47	4.35

REGION 1C: ITEM ANALYSIS



My wait time was reasonable.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	236 63.8%	131 53.9%	217 58.0%	199 50.9%
Agree	79 21.4%	79 32.5%	96 25.7%	85 21.7%
Neutral	32 8.6%	14 5.8%	18 4.8%	35 9.0%
Disagree	18 4.9%	5 2.1%	25 6.7%	32 8.2%
Strongly Disagree	5 1.4%	14 5.8%	18 4.8%	40 10.2%
Region Average	4.41	4.27	4.25	3.95



I received what I needed from my visit.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	284 76.5%	186 76.9%	271 72.5%	278 71.1%
Agree	69 18.6%	45 18.6%	93 24.9%	90 23.0%
Neutral	8 2.2%	6 2.5%	5 1.3%	12 3.1%
Disagree	6 1.6%	2 0.8%	2 0.5%	6 1.5%
Strongly Disagree	4 1.1%	3 1.2%	3 0.8%	5 1.3%
Region Average	4.68	4.69	4.68	4.61

REGION 1C: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	271	72.8%	170	70.0%	273	72.8%	267	68.8%
Agree	82	22.0%	62	25.5%	74	19.7%	93	24.0%
Neutral	6	1.6%	5	2.1%	18	4.8%	16	4.1%
Disagree	10	2.7%	3	1.2%	5	1.3%	6	1.5%
Strongly Disagree	3	0.8%	3	1.2%	5	1.3%	6	1.5%
Region Average	4.63		4.62		4.61		4.57	



REGION 1C: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	239	64.4%	157	64.3%	225	60.2%	221	56.5%
Agree	104	28.0%	67	27.5%	120	32.1%	103	26.3%
Neutral	13	3.5%	11	4.5%	11	2.9%	33	8.4%
Disagree	9	2.4%	5	2.0%	10	2.7%	15	3.8%
Strongly Disagree	6	1.6%	4	1.6%	8	2.1%	19	4.9%
Region Average	4.51		4.51		4.45		4.26	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	3	7.7%	5	14.3%	2	6.7%	14	13.2%
Understanding the process at the office.	5	12.8%	6	17.1%	9	30.0%	15	14.2%
Scheduling an appointment for additional services on site.	2	5.1%	3	8.6%	2	6.7%	11	10.4%
I could not find the information on the website.	6	15.4%	3	8.6%	1	3.3%	7	6.6%
The steps I needed to take, as provided on the website, were not clear.	8	20.5%	5	14.3%	5	16.7%	14	13.2%
I had problems scheduling an appointment for the service on the website.	8	20.5%	4	11.4%	2	6.7%	17	16.0%
Website was not functioning.	1	2.6%	2	5.7%	0	0.0%	5	4.7%
Other.	6	15.4%	7	20.0%	9	30.0%	23	21.7%

REGION 1C: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	265	71.0%	171	70.1%	265	70.7%	257	65.9%
Agree	83	22.3%	59	24.2%	78	20.8%	104	26.7%
Neutral	13	3.5%	7	2.9%	17	4.5%	13	3.3%
Disagree	5	1.3%	2	0.8%	5	1.3%	8	2.1%
Strongly Disagree	7	1.9%	5	2.0%	10	2.7%	8	2.1%
Region Average	4.59		4.59		4.55		4.52	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	6	21.4%	5	23.8%	11	22.0%	5	14.3%
Staff did not address my concerns.	4	14.3%	4	19.0%	3	6.0%	2	5.7%
Staff were not friendly.	9	32.1%	7	33.3%	17	34.0%	18	51.4%
Staff were unable to answer my questions.	0	0.0%	2	9.5%	5	10.0%	2	5.7%
Language barrier.	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other.	9	32.1%	3	14.3%	14	28.0%	8	22.9%

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 FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 69.8% of respondents rated their overall experience as Excellent, and 16.7% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.69, and the lowest-scoring item was “My wait time was reasonable” at 4.42. This is consistent with statewide trends.

REGION 2A: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	147	46.7%	153	48.1%	168	45.7%	153	50.5%
Female	161	51.1%	154	48.4%	184	50.0%	138	45.5%
Prefer Not to Answer	7	2.2%	11	3.5%	16	4.3%	12	4.0%
# Responses	315		318		368		303	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	5	1.6%	14	4.4%	13	3.5%	8	2.6%
18-20	8	2.5%	13	4.1%	16	4.3%	9	2.9%
21-29	17	5.3%	22	6.9%	30	8.1%	33	10.8%
30-39	43	13.5%	45	14.1%	52	14.1%	62	20.3%
40-49	54	17.0%	60	18.8%	52	14.1%	37	12.1%
50-59	58	18.2%	58	18.2%	67	18.1%	55	18.0%
60-69	66	20.8%	58	18.2%	60	16.2%	47	15.4%
70 or older	63	19.8%	42	13.2%	67	18.1%	45	14.7%
Prefer not to answer	4	1.3%	7	2.2%	13	3.5%	10	3.3%
# Responses	318		319		370		306	

REGION 2A: DEMOGRAPHIC PROFILE



Ethnicity

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	42	13.2%	34	10.7%	36	9.8%	27	8.8%
Latino/Hispanic/Mex.-Am.	60	18.9%	70	21.9%	76	20.6%	65	21.2%
Asian-Am./Pac. Isl./Native-Am.	23	7.3%	19	6.0%	25	6.8%	25	8.2%
Anglo-Am./White	166	52.4%	158	49.5%	182	49.3%	151	49.3%
Multiracial/Other	4	1.3%	10	3.1%	10	2.7%	13	4.2%
Prefer not to answer	22	6.9%	28	8.8%	40	10.8%	25	8.2%
# Responses	317		319		369		306	

REGION 2A: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	220	69.8%	179	56.5%	224	60.7%	147	48.4%
Replace License/ID	12	3.8%	14	4.4%	18	4.9%	16	5.3%
Renew CDL	10	3.2%	15	4.7%	15	4.1%	13	4.3%
New TX Driver License	29	9.2%	58	18.3%	49	13.3%	64	21.1%
New CDL	3	1.0%	3	0.9%	1	0.3%	3	1.0%
New TX ID	4	1.3%	5	1.6%	11	3.0%	8	2.6%
New Driver Permit	9	2.9%	10	3.2%	24	6.5%	17	5.6%
Update License/ID Info	18	5.7%	22	6.9%	18	4.9%	23	7.6%
I Needed Assistance	0	0.0%	0	0.0%	0	0.0%	1	0.3%
Update License/ID Photo	5	1.6%	1	0.3%	3	0.8%	3	1.0%
Other	5	1.6%	10	3.2%	6	1.6%	9	3.0%






Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	103	32.5%	117	36.9%	128	34.6%	95	31.3%
10	64	20.2%	59	18.6%	86	23.2%	71	23.4%
15	58	18.3%	62	19.6%	70	18.9%	61	20.1%
30	46	14.5%	46	14.5%	45	12.2%	42	13.8%
45	21	6.6%	19	6.0%	22	5.9%	14	4.6%
60	10	3.2%	8	2.5%	5	1.4%	8	2.6%
Longer than 60	15	4.7%	6	1.9%	14	3.8%	13	4.3%

REGION 2A: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
	Excellent	163	71.2%	157	69.8%	188	68.6%	192	69.8%
	Good	44	19.2%	42	18.7%	57	20.8%	46	16.7%
	Fair	16	7.0%	19	8.4%	15	5.5%	22	8.0%
	Poor	6	2.6%	4	1.8%	7	2.6%	10	3.6%
	Very Poor	0	0.0%	3	1.3%	7	2.6%	5	1.8%
	Region Average	4.59		4.54		4.5		4.49	



I trust the Texas Driver License Division to do a good job.

		Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
	Strongly Agree	218	69.9%	203	64.4%	244	65.9%	189	62.8%
	Agree	73	23.4%	83	26.3%	96	25.9%	83	27.6%
	Neutral	17	5.4%	23	7.3%	19	5.1%	17	5.6%
	Disagree	3	1.0%	3	1.0%	7	1.9%	9	3.0%
	Strongly Disagree	1	0.3%	3	1.0%	4	1.1%	3	1.0%
	Region Average	4.62		4.52		4.54		4.48	

REGION 2A: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	206	66.0%	193	60.9%	233	63.5%	200	66.0%
Agree	71	22.8%	88	27.8%	78	21.3%	61	20.1%
Neutral	20	6.4%	26	8.2%	30	8.2%	21	6.9%
Disagree	10	3.2%	9	2.8%	20	5.4%	12	4.0%
Strongly Disagree	5	1.6%	1	0.3%	6	1.6%	9	3.0%
Region Average	4.48		4.46		4.4		4.42	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	248	79.2%	232	73.2%	279	76.0%	231	76.7%
Agree	59	18.8%	73	23.0%	73	19.9%	54	17.9%
Neutral	3	1.0%	9	2.8%	3	0.8%	9	3.0%
Disagree	2	0.6%	3	0.9%	3	0.8%	6	2.0%
Strongly Disagree	1	0.3%	0	0.0%	9	2.5%	1	0.3%
Region Average	4.76		4.68		4.66		4.69	

REGION 2A: ITEM ANALYSIS



 **I was treated fairly.**

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	233	74.2%	229	71.8%	273	74.2%	212	70.2%
Agree	64	20.4%	66	20.7%	69	18.8%	60	19.9%
Neutral	10	3.2%	15	4.7%	13	3.5%	16	5.3%
Disagree	4	1.3%	5	1.6%	8	2.2%	7	2.3%
Strongly Disagree	3	1.0%	4	1.3%	5	1.4%	7	2.3%
Region Average	4.66		4.60		4.62		4.53	

REGION 2A: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	205	65.3%	209	65.3%	245	66.6%	203	66.8%
Agree	85	27.1%	86	26.9%	96	26.1%	70	23.0%
Neutral	11	3.5%	17	5.3%	16	4.3%	22	7.2%
Disagree	9	2.9%	8	2.5%	4	1.1%	3	1.0%
Strongly Disagree	4	1.3%	0	0.0%	7	1.9%	6	2.0%
Region Average	4.52		4.55		4.54		4.52	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	5	13.5%	4	14.8%	4	8.9%	8	17.8%
Understanding the process at the office.	8	21.6%	10	37.0%	8	17.8%	13	28.9%
Scheduling an appointment for additional services on site.	3	8.1%	0	0.0%	1	2.2%	2	4.4%
I could not find the information on the website.	3	8.1%	0	0.0%	6	13.3%	4	8.9%
The steps I needed to take, as provided on the website, were not clear.	5	13.5%	2	7.4%	11	24.4%	6	13.3%
I had problems scheduling an appointment for the service on the website.	5	13.5%	2	7.4%	6	13.3%	3	6.7%
Website was not functioning.	1	2.7%	0	0.0%	1	2.2%	3	6.7%
Other.	7	18.9%	9	33.3%	8	17.8%	6	13.3%

REGION 2A: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	225	71.2%	218	68.3%	265	71.8%	212	69.5%
Agree	72	22.8%	70	21.9%	71	19.2%	55	18.0%
Neutral	12	3.8%	16	5.0%	15	4.1%	13	4.3%
Disagree	3	0.9%	8	2.5%	10	2.7%	13	4.3%
Strongly Disagree	4	1.3%	7	2.2%	8	2.2%	12	3.9%
Region Average	4.62		4.52		4.56		4.45	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	3	11.1%	5	12.2%	7	15.9%	8	15.4%
Staff did not address my concerns.	4	14.8%	2	4.9%	3	6.8%	5	9.6%
Staff were not friendly.	10	37.0%	19	46.3%	22	50.0%	22	42.3%
Staff were unable to answer my questions.	2	7.4%	6	14.6%	3	6.8%	4	7.7%
Language barrier.	2	7.4%	0	0.0%	1	2.3%	2	3.8%
Other.	6	22.2%	9	22.0%	8	18.2%	11	21.2%

REGION 2B: OVERVIEW

How to read this report.

Participants in Region 2B were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 63.0% of respondents rated their overall experience as Excellent, and 19.4% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit.” at 4.59, and the lowest-scoring item was “My wait time was reasonable.” at 4.23, which is consistent with statewide trends.

REGION 2B: DEMOGRAPHIC PROFILE



 **Gender**
I am:

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Male	131 43.0%	125 48.6%	127 42.2%	123 42.1%
Female	164 53.8%	124 48.2%	157 52.2%	151 51.7%
Prefer Not to Answer	10 3.3%	8 3.1%	17 5.6%	18 6.2%
# Responses	305	257	301	292

 **Age**

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
17 or younger	12 3.9%	12 4.7%	15 5.0%	29 9.9%
18-20	8 2.6%	9 3.5%	10 3.3%	10 3.4%
21-29	19 6.2%	22 8.5%	21 7.0%	20 6.8%
30-39	36 11.8%	25 9.7%	33 11.0%	32 10.9%
40-49	45 14.8%	38 14.7%	53 17.6%	49 16.7%
50-59	57 18.7%	42 16.3%	52 17.3%	45 15.3%
60-69	70 23.0%	52 20.2%	50 16.6%	58 19.7%
70 or older	47 15.4%	54 20.9%	54 17.9%	41 13.9%
Prefer not to answer	11 3.6%	4 1.6%	13 4.3%	10 3.4%
# Responses	305	258	301	294

REGION 2B: DEMOGRAPHIC PROFILE



Ethnicity

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	20	6.6%	19	7.4%	15	5.0%	23	7.9%
Latino/Hispanic/Mex.-Am.	24	7.9%	33	12.8%	42	14.0%	47	16.1%
Asian-Am./Pac. Isl./Native-Am.	16	5.3%	9	3.5%	7	2.3%	14	4.8%
Anglo-Am./White	209	68.8%	171	66.5%	195	65.0%	167	57.2%
Multiracial/Other	8	2.6%	6	2.3%	4	1.3%	7	2.4%
Prefer not to answer	27	8.9%	19	7.4%	37	12.3%	34	11.6%
# Responses	304				300		292	



REGION 2B: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	183	59.8%	120	46.7%	153	51.5%	127	43.5%
Replace License/ID	13	4.2%	10	3.9%	14	4.7%	21	7.2%
Renew CDL	20	6.5%	19	7.4%	17	5.7%	17	5.8%
New TX Driver License	36	11.8%	55	21.4%	54	18.2%	59	20.2%
New CDL	7	2.3%	5	1.9%	3	1.0%	6	2.1%
New TX ID	6	2.0%	8	3.1%	9	3.0%	10	3.4%
New Driver Permit	18	5.9%	13	5.1%	18	6.1%	24	8.2%
Update License/ID Info	6	2.0%	15	5.8%	19	6.4%	15	5.1%
I Needed Assistance	1	0.3%	0	0.0%	0	0.0%	0	0.0%
Update License/ID Photo	5	1.6%	1	0.4%	0	0.0%	6	2.1%
Other	11	3.6%	11	4.3%	10	3.4%	7	2.4%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	103	33.7%	79	30.7%	89	29.6%	78	26.6%
10	67	21.9%	64	24.9%	52	17.3%	65	22.2%
15	66	21.6%	48	18.7%	57	18.9%	55	18.8%
30	31	10.1%	31	12.1%	53	17.6%	50	17.1%
45	16	5.2%	16	6.2%	21	7.0%	21	7.2%
60	4	1.3%	8	3.1%	8	2.7%	8	2.7%
Longer than 60	19	6.2%	11	4.3%	21	7.0%	16	5.5%

REGION 2B: ITEM ANALYSIS



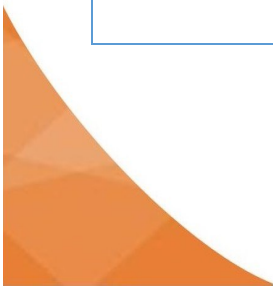
Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	156 68.4%	149 65.1%	126 55.0%	143 63.0%
	Good	41 18.0%	51 22.3%	62 27.1%	44 19.4%
	Fair	14 6.1%	14 6.1%	18 7.9%	22 9.7%
	Poor	8 3.5%	8 3.5%	11 4.8%	10 4.4%
	Very Poor	9 3.9%	7 3.1%	12 5.2%	8 3.5%
	Region Average	4.43	4.43	4.22	4.34



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	190 62.3%	176 69.0%	164 55.4%	182 63.0%
Agree	83 27.2%	49 19.2%	84 28.4%	75 26.0%
Neutral	17 5.6%	20 7.8%	23 7.8%	20 6.9%
Disagree	8 2.6%	8 3.1%	12 4.1%	5 1.7%
Strongly Disagree	7 2.3%	2 0.8%	13 4.4%	7 2.4%
Region Average	4.44	4.53	4.26	4.45



REGION 2B: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	202	66.9%	150	58.6%	159	53.0%	165	56.5%
Agree	67	22.2%	64	25.0%	89	29.7%	75	25.7%
Neutral	14	4.6%	25	9.8%	21	7.0%	22	7.5%
Disagree	5	1.7%	12	4.7%	12	4.0%	15	5.1%
Strongly Disagree	14	4.6%	5	2.0%	19	6.3%	15	5.1%
Region Average	4.45		4.34		4.19		4.23	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	235	76.8%	185	72.8%	198	66.0%	213	72.7%
Agree	58	19.0%	55	21.7%	80	26.7%	60	20.5%
Neutral	5	1.6%	5	2.0%	7	2.3%	7	2.4%
Disagree	5	1.6%	2	0.8%	4	1.3%	7	2.4%
Strongly Disagree	3	1.0%	7	2.8%	11	3.7%	6	2.0%
Region Average	4.69		4.61		4.5		4.59	

REGION 2B: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	223 73.6%	175 68.1%	197 65.7%	204 69.9%
Agree	57 18.8%	51 19.8%	67 22.3%	62 21.2%
Neutral	8 2.6%	18 7.0%	20 6.7%	16 5.5%
Disagree	3 1.0%	7 2.7%	3 1.0%	5 1.7%
Strongly Disagree	12 4.0%	6 2.3%	13 4.3%	5 1.7%
Region Average	4.57	4.49	4.44	4.56



REGION 2B: ITEM ANALYSIS



The process to receive my service was easy.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	210 68.6%	159 62.1%	170 56.9%	179 61.3%
Agree	70 22.9%	64 25.0%	84 28.1%	79 27.1%
Neutral	9 2.9%	12 4.7%	17 5.7%	16 5.5%
Disagree	5 1.6%	11 4.3%	12 4.0%	6 2.1%
Strongly Disagree	12 3.9%	10 3.9%	16 5.4%	12 4.1%
Region Average	4.51	4.37	4.27	4.39



If respondent expressed dissatisfaction with the process, these reasons were selected:

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Getting answers to questions at the office.	10 18.5%	9 16.1%	12 18.2%	4 7.5%
Understanding the process at the office.	8 14.8%	12 21.4%	14 21.2%	14 26.4%
Scheduling an appointment for additional services on site.	3 5.6%	5 8.9%	7 10.6%	4 7.5%
I could not find the information on the website.	5 9.3%	5 8.9%	6 9.1%	7 13.2%
The steps I needed to take, as provided on the website, were not clear.	10 18.5%	9 16.1%	5 7.6%	12 22.6%
I had problems scheduling an appointment for the service on the website.	7 13.0%	4 7.1%	5 7.6%	4 7.5%
Website was not functioning.	1 1.9%	3 5.4%	2 3.0%	2 3.8%
Other.	10 18.5%	9 16.1%	15 22.7%	6 11.3%

REGION 2B: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	215	70.7%	174	67.4%	186	62.0%	194	66.2%
Agree	58	19.1%	52	20.2%	65	21.7%	75	25.6%
Neutral	13	4.3%	19	7.4%	16	5.3%	15	5.1%
Disagree	10	3.3%	6	2.3%	14	4.7%	5	1.7%
Strongly Disagree	8	2.6%	7	2.7%	19	6.3%	4	1.4%
Region Average	4.52		4.47		4.28		4.54	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	7	17.1%	7	18.4%	15	19.2%	2	7.4%
Staff did not address my concerns.	5	12.2%	2	5.3%	11	14.1%	2	7.4%
Staff were not friendly.	18	43.9%	20	52.6%	30	38.5%	13	48.1%
Staff were unable to answer my questions.	3	7.3%	2	5.3%	8	10.3%	3	11.1%
Language barrier.	0	0.0%	0	0.0%	2	2.6%	2	7.4%
Other.	8	19.5%	7	18.4%	12	15.4%	5	18.5%



REGION 2C: OVERVIEW

How to read this report.

Participants in Region 2C were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 69.1% 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 4.63, and the lowest-scoring item was “My wait time was reasonable” at 4.3. This is consistent with statewide trends.

REGION 2C: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	118	45.0%	93	47.4%	140	44.3%	120	47.8%
Female	137	52.3%	100	51.0%	164	51.9%	123	49.0%
Prefer Not to Answer	7	2.7%	3	1.5%	12	3.8%	8	3.2%
# Responses	262		196		316		251	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	7	2.7%	7	3.6%	13	4.1%	13	5.2%
18-20	9	3.4%	7	3.6%	11	3.5%	9	3.6%
21-29	17	6.5%	17	8.7%	17	5.4%	16	6.4%
30-39	29	11.1%	35	17.9%	49	15.5%	45	17.9%
40-49	46	17.6%	36	18.4%	53	16.8%	37	14.7%
50-59	53	20.2%	32	16.3%	64	20.3%	35	13.9%
60-69	48	18.3%	32	16.3%	62	19.6%	60	23.9%
70 or older	46	17.6%	28	14.3%	39	12.3%	29	11.6%
Prefer not to answer	7	2.7%	2	1.0%	8	2.5%	7	2.8%
# Responses	262		196		316		251	

REGION 2C: DEMOGRAPHIC PROFILE



	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	37	14.1%	22	11.2%	33	10.5%	30	12.0%
Latino/Hispanic/Mex.-Am.	36	13.7%	38	19.4%	54	17.1%	44	17.6%
Asian-Am./Pac. Isl./Native-Am.	21	8.0%	18	9.2%	18	5.7%	25	10.0%
Anglo-Am./White	139	53.1%	106	54.1%	168	53.3%	119	47.6%
Multiracial/Other	6	2.3%	5	2.6%	9	2.9%	3	1.2%
Prefer not to answer	23	8.8%	7	3.6%	33	10.5%	29	11.6%
# Responses	262		196		315		250	

REGION 2C: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	165	63.5%	104	53.6%	177	56.4%	130	52.0%
Replace License/ID	12	4.6%	3	1.5%	9	2.9%	12	4.8%
Renew CDL	10	3.8%	9	4.6%	16	5.1%	12	4.8%
New TX Driver License	42	16.2%	37	19.1%	49	15.6%	40	16.0%
New CDL	2	0.8%	2	1.0%	7	2.2%	8	3.2%
New TX ID	3	1.2%	7	3.6%	11	3.5%	7	2.8%
New Driver Permit	8	3.1%	11	5.7%	16	5.1%	15	6.0%
Update License/ID Info	8	3.1%	13	6.7%	18	5.7%	17	6.8%
I Needed Assistance	0	0.0%	0	0.0%	1	0.3%	0	0.0%
Update License/ID Photo	3	1.2%	1	0.5%	2	0.6%	1	0.4%
Other	7	2.7%	7	3.6%	8	2.5%	8	3.2%






Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	53	20.2%	32	16.4%	74	23.6%	65	25.9%
10	44	16.8%	38	19.5%	61	19.4%	44	17.5%
15	58	22.1%	42	21.5%	56	17.8%	55	21.9%
30	57	21.8%	44	22.6%	64	20.4%	49	19.5%
45	22	8.4%	20	10.3%	24	7.6%	17	6.8%
60	12	4.6%	5	2.6%	8	2.5%	10	4.0%
Longer than 60	16	6.1%	14	7.2%	27	8.6%	11	4.4%

REGION 2C: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
	Excellent	149	65.1%	127	65.1%	143	62.4%	159	69.1%
	Good	48	21.0%	45	23.1%	55	24.0%	48	20.9%
	Fair	21	9.2%	13	6.7%	17	7.4%	11	4.8%
	Poor	8	3.5%	6	3.1%	7	3.1%	8	3.5%
	Very Poor	3	1.3%	4	2.1%	7	3.1%	4	1.7%
	Region Average	4.45		4.46		4.4		4.52	



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	157	60.4%	131	66.8%
Agree	69	26.5%	50	25.5%
Neutral	27	10.4%	11	5.6%
Disagree	3	1.2%	1	0.5%
Strongly Disagree	4	1.5%	3	1.5%
Region Average	4.43		4.56	

REGION 2C: ITEM ANALYSIS



My wait time was reasonable.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	130 49.8%	110 56.4%	163 52.1%	143 57.0%
Agree	79 30.3%	41 21.0%	86 27.5%	64 25.5%
Neutral	29 11.1%	26 13.3%	28 8.9%	28 11.2%
Disagree	12 4.6%	10 5.1%	14 4.5%	8 3.2%
Strongly Disagree	11 4.2%	8 4.1%	22 7.0%	8 3.2%
Region Average	4.17	4.21	4.13	4.30



I received what I needed from my visit.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	184 70.2%	154 78.6%	216 69.0%	184 74.2%
Agree	67 25.6%	37 18.9%	80 25.6%	46 18.5%
Neutral	1 0.4%	1 0.5%	7 2.2%	11 4.4%
Disagree	3 1.1%	2 1.0%	3 1.0%	4 1.6%
Strongly Disagree	7 2.7%	2 1.0%	7 2.2%	3 1.2%
Region Average	4.60	4.73	4.58	4.63

REGION 2C: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	178 68.2%	142 73.2%	208 66.2%	173 68.9%
Agree	58 22.2%	35 18.0%	75 23.9%	58 23.1%
Neutral	16 6.1%	11 5.7%	17 5.4%	9 3.6%
Disagree	4 1.5%	2 1.0%	3 1.0%	7 2.8%
Strongly Disagree	5 1.9%	4 2.1%	11 3.5%	4 1.6%
Region Average	4.53	4.59	4.48	4.55

REGION 2C: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	151	58.1%	126	64.9%	182	58.3%	156	62.2%
Agree	80	30.8%	53	27.3%	97	31.1%	63	25.1%
Neutral	18	6.9%	10	5.2%	13	4.2%	21	8.4%
Disagree	6	2.3%	3	1.5%	7	2.2%	4	1.6%
Strongly Disagree	5	1.9%	2	1.0%	13	4.2%	7	2.8%
Region Average	4.41		4.54		4.37		4.42	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	8	20.0%	3	14.3%	11	20.4%	5	11.6%
Understanding the process at the office.	10	25.0%	5	23.8%	11	20.4%	11	25.6%
Scheduling an appointment for additional services on site.	2	5.0%	1	4.8%	4	7.4%	3	7.0%
I could not find the information on the website.	3	7.5%	2	9.5%	4	7.4%	2	4.7%
The steps I needed to take, as provided on the website, were not clear.	4	10.0%	3	14.3%	7	13.0%	5	11.6%
I had problems scheduling an appointment for the service on the website.	5	12.5%	3	14.3%	4	7.4%	6	14.0%
Website was not functioning.	0	0.0%	0	0.0%	3	5.6%	1	2.3%
Other.	8	20.0%	4	19.0%	10	18.5%	10	23.3%

REGION 2C: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21				
Strongly Agree	168	64.1%	141	71.9%	205	65.3%	165	66.3%
Agree	68	26.0%	34	17.3%	68	21.7%	65	26.1%
Neutral	16	6.1%	11	5.6%	23	7.3%	5	2.0%
Disagree	4	1.5%	5	2.6%	6	1.9%	7	2.8%
Strongly Disagree	6	2.3%	5	2.6%	12	3.8%	7	2.8%
Region Average	4.48		4.54		4.43		4.50	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21				
Staff were unprofessional.	5	12.5%	7	22.6%	5	10.4%	4	16.0%
Staff did not address my concerns.	6	15.0%	3	9.7%	5	10.4%	3	12.0%
Staff were not friendly.	14	35.0%	14	45.2%	21	43.8%	12	48.0%
Staff were unable to answer my questions.	4	10.0%	1	3.2%	5	10.4%	3	12.0%
Language barrier.	3	7.5%	2	6.5%	3	6.3%	0	0.0%
Other.	8	20.0%	4	12.9%	9	18.8%	3	12.0%

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 FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 64.9% of respondents rated their overall experience as Excellent, and 21.9% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.63, and the lowest-scoring item was “My wait time was reasonable” at 4.33. This is consistent with statewide trends.

REGION 3: DEMOGRAPHIC PROFILE



Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	113	49.6%	106	46.7%	135	52.7%	118	47.8%
Female	111	48.7%	117	51.5%	117	45.7%	123	49.8%
Prefer Not to Answer	4	1.8%	4	1.8%	4	1.6%	6	2.4%
# Responses	228		227		256		247	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	7	3.1%	11	4.8%	6	2.3%	14	5.6%
18-20	10	4.4%	13	5.7%	17	6.6%	20	8.1%
21-29	14	6.1%	14	6.1%	26	10.0%	27	10.9%
30-39	35	15.4%	33	14.5%	41	15.8%	29	11.7%
40-49	34	14.9%	44	19.3%	42	16.2%	37	14.9%
50-59	48	21.1%	38	16.7%	46	17.8%	50	20.2%
60-69	44	19.3%	40	17.5%	45	17.4%	40	16.1%
70 or older	33	14.5%	32	14.0%	32	12.4%	25	10.1%
Prefer not to answer	3	1.3%	3	1.3%	4	1.5%	6	2.4%
# Responses	228		228		259		248	

REGION 3: DEMOGRAPHIC PROFILE



	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	6	2.6%	0	0.0%	2	0.8%	6	2.4%
Latino/Hispanic/Mex.-Am.	119	52.4%	146	64.0%	151	58.8%	152	61.3%
Asian-Am./Pac. Isl./Native-Am.	5	2.2%	7	3.1%	6	2.3%	2	0.8%
Anglo-Am./White	81	35.7%	65	28.5%	80	31.1%	64	25.8%
Multiracial/Other	3	1.3%	0	0.0%	2	0.8%	7	2.8%
Prefer not to answer	13	5.7%	10	4.4%	16	6.2%	17	6.9%
# Responses	227		228		257		248	



REGION 3: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	130	58.0%	126	55.0%	121	47.3%	99	40.1%
Replace License/ID	11	4.9%	6	2.6%	13	5.1%	16	6.5%
Renew CDL	12	5.4%	14	6.1%	24	9.4%	19	7.7%
New TX Driver License	33	14.7%	34	14.8%	56	21.9%	51	20.6%
New CDL	1	0.4%	2	0.9%	1	0.4%	4	1.6%
New TX ID	8	3.6%	8	3.5%	13	5.1%	15	6.1%
New Driver Permit	9	4.0%	14	6.1%	5	2.0%	13	5.3%
Update License/ID Info	13	5.8%	13	5.7%	10	3.9%	14	5.7%
I Needed Assistance	0	0.0%	1	0.4%	0	0.0%	1	0.4%
Update License/ID Photo	1	0.4%	2	0.9%	3	1.2%	4	1.6%
Other	6	2.7%	9	3.9%	10	3.9%	11	4.5%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	94	41.2%	91	40.3%	80	30.9%	75	30.5%
10	50	21.9%	54	23.9%	55	21.2%	45	18.3%
15	47	20.6%	36	15.9%	52	20.1%	50	20.3%
30	17	7.5%	27	11.9%	36	13.9%	46	18.7%
45	9	3.9%	7	3.1%	11	4.2%	19	7.7%
60	3	1.3%	5	2.2%	4	1.5%	6	2.4%
Longer than 60	8	3.5%	6	2.7%	21	8.1%	5	2.0%

REGION 3: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	156 69.0%	164 71.6%	145 63.9%	148 64.9%
	Good	48 21.2%	45 19.7%	43 18.9%	50 21.9%
	Fair	13 5.8%	8 3.5%	21 9.3%	18 7.9%
	Poor	3 1.3%	4 1.7%	11 4.8%	4 1.8%
	Very Poor	6 2.7%	8 3.5%	7 3.1%	8 3.5%
	Region Average	4.53	4.54	4.36	4.43



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	160 71.4%	164 71.9%	165 64.7%	165 67.1%
Agree	54 24.1%	47 20.6%	62 24.3%	60 24.4%
Neutral	7 3.1%	11 4.8%	16 6.3%	14 5.7%
Disagree	0 0.0%	1 0.4%	7 2.7%	3 1.2%
Strongly Disagree	3 1.3%	5 2.2%	5 2.0%	4 1.6%
Region Average	4.64	4.60	4.47	4.54

REGION 3: ITEM ANALYSIS



My wait time was reasonable.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	144 63.2%	149 65.1%	146 56.6%	131 53.3%
Agree	63 27.6%	50 21.8%	59 22.9%	79 32.1%
Neutral	11 4.8%	15 6.6%	24 9.3%	26 10.6%
Disagree	9 3.9%	10 4.4%	13 5.0%	7 2.8%
Strongly Disagree	1 0.4%	5 2.2%	16 6.2%	3 1.2%
Region Average	4.49	4.43	4.19	4.33



I received what I needed from my visit.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	163 71.8%	173 75.5%	176 68.5%	177 72.2%
Agree	59 26.0%	40 17.5%	59 23.0%	57 23.3%
Neutral	3 1.3%	8 3.5%	10 3.9%	5 2.0%
Disagree	1 0.4%	4 1.7%	4 1.6%	1 0.4%
Strongly Disagree	1 0.4%	4 1.7%	8 3.1%	5 2.0%
Region Average	4.68	4.63	4.52	4.63

REGION 3: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20

Dec20 - Feb21

Mar21 - May21

Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	165 72.7%	163 71.2%	171 66.3%	161 66.0%
Agree	51 22.5%	52 22.7%	62 24.0%	63 25.8%
Neutral	5 2.2%	7 3.1%	11 4.3%	13 5.3%
Disagree	3 1.3%	5 2.2%	5 1.9%	4 1.6%
Strongly Disagree	3 1.3%	2 0.9%	9 3.5%	3 1.2%
Region Average	4.64	4.62	4.48	4.54



REGION 3: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	153	67.7%	157	69.5%	155	60.3%	148	61.2%
Agree	49	21.7%	50	22.1%	73	28.4%	66	27.3%
Neutral	14	6.2%	10	4.4%	14	5.4%	18	7.4%
Disagree	7	3.1%	5	2.2%	7	2.7%	5	2.1%
Strongly Disagree	3	1.3%	4	1.8%	8	3.1%	5	2.1%
Region Average	4.51		4.55		4.4		4.43	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	5	15.2%	4	12.9%	7	15.9%	4	11.1%
Understanding the process at the office.	4	12.1%	5	16.1%	14	31.8%	8	22.2%
Scheduling an appointment for additional services on site.	2	6.1%	4	12.9%	6	13.6%	6	16.7%
I could not find the information on the website.	1	3.0%	3	9.7%	1	2.3%	2	5.6%
The steps I needed to take, as provided on the website, were not clear.	4	12.1%	4	12.9%	3	6.8%	2	5.6%
I had problems scheduling an appointment for the service on the website.	4	12.1%	6	19.4%	4	9.1%	5	13.9%
Website was not functioning.	3	9.1%	0	0.0%	2	4.5%	4	11.1%
Other.	10	30.3%	5	16.1%	7	15.9%	5	13.9%

REGION 3: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	166	72.8%	163	71.2%
Agree	49	21.5%	43	18.8%
Neutral	6	2.6%	9	3.9%
Disagree	5	2.2%	9	3.9%
Strongly Disagree	2	0.9%	5	2.2%
Region Average	4.63		4.53	



If respondent expressed dissatisfaction with the staff these reasons were selected:

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Staff were unprofessional.	2	11.8%	2	6.7%
Staff did not address my concerns.	2	11.8%	5	16.7%
Staff were not friendly.	7	41.2%	15	50.0%
Staff were unable to answer my questions.	1	5.9%	4	13.3%
Language barrier.	2	11.8%	1	3.3%
Other.	3	17.6%	3	10.0%

REGION 4: OVERVIEW

How to read this report.

Participants in Region 4 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 65.8% of respondents rated their overall experience as Excellent, and 18.4% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit” at 4.58, and the lowest-scoring item was “My wait time was reasonable.” at 4.34. This is consistent with statewide trends.

REGION 4: DEMOGRAPHIC PROFILE



Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	111	47.2%	144	56.3%	163	58.2%	125	48.3%
Female	119	50.6%	110	43.0%	109	38.9%	123	47.5%
Prefer Not to Answer	5	2.1%	2	0.8%	8	2.9%	11	4.2%
# Responses	235		256		280		259	



Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	10	4.3%	11	4.3%	19	6.8%	20	7.7%
18-20	8	3.4%	4	1.6%	10	3.6%	23	8.8%
21-29	13	5.5%	29	11.3%	20	7.1%	30	11.5%
30-39	43	18.3%	38	14.8%	52	18.6%	27	10.4%
40-49	45	19.1%	45	17.6%	51	18.2%	50	19.2%
50-59	49	20.9%	60	23.4%	48	17.1%	36	13.8%
60-69	32	13.6%	34	13.3%	43	15.4%	46	17.7%
70 or older	32	13.6%	34	13.3%	31	11.1%	18	6.9%
Prefer not to answer	3	1.3%	1	0.4%	6	2.1%	10	3.8%
# Responses	235		256		280		260	

REGION 4: DEMOGRAPHIC PROFILE



Ethnicity



Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	8	3.4%	8	3.1%	8	2.9%	5	1.9%
Latino/Hispanic/Mex.-Am.	98	41.9%	129	50.6%	126	45.0%	98	37.8%
Asian-Am./Pac. Isl./Native-Am.	5	2.1%	4	1.6%	3	1.1%	6	2.3%
Anglo-Am./White	104	44.4%	90	35.3%	114	40.7%	110	42.5%
Multiracial/Other	4	1.7%	3	1.2%	5	1.8%	5	1.9%
Prefer not to answer	15	6.4%	21	8.2%	24	8.6%	35	13.5%
# Responses	234		255		280		259	

REGION 4: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	127	54.5%	122	48.2%	112	40.1%	93	36.5%
Replace License/ID	16	6.9%	19	7.5%	14	5.0%	16	6.3%
Renew CDL	15	6.4%	20	7.9%	27	9.7%	18	7.1%
New TX Driver License	38	16.3%	44	17.4%	71	25.4%	68	26.7%
New CDL	2	0.9%	7	2.8%	3	1.1%	6	2.4%
New TX ID	7	3.0%	5	2.0%	8	2.9%	9	3.5%
New Driver Permit	9	3.9%	11	4.3%	14	5.0%	13	5.1%
Update License/ID Info	10	4.3%	6	2.4%	15	5.4%	17	6.7%
I Needed Assistance	1	0.4%	0	0.0%	1	0.4%	3	1.2%
Update License/ID Photo	1	0.4%	6	2.4%	3	1.1%	4	1.6%
Other	7	3.0%	13	5.1%	11	3.9%	8	3.1%






Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	101	43.0%	99	38.7%	138	49.6%	109	42.1%
10	48	20.4%	61	23.8%	46	16.5%	53	20.5%
15	41	17.4%	45	17.6%	34	12.2%	34	13.1%
30	32	13.6%	30	11.7%	32	11.5%	37	14.3%
45	7	3.0%	9	3.5%	15	5.4%	11	4.2%
60	1	0.4%	6	2.3%	6	2.2%	4	1.5%
Longer than 60	5	2.1%	6	2.3%	7	2.5%	11	4.2%

REGION 4: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
	Excellent	156	67.8%	162	70.4%	165	72.1%	150	65.8%
	Good	42	18.3%	47	20.4%	35	15.3%	42	18.4%
	Fair	16	7.0%	13	5.7%	14	6.1%	16	7.0%
	Poor	9	3.9%	7	3.0%	7	3.1%	10	4.4%
	Very Poor	7	3.0%	1	0.4%	8	3.5%	10	4.4%
	Region Average	4.44		4.57		4.49		4.37	



I trust the Texas Driver License Division to do a good job.

		Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
	Strongly Agree	154	66.7%	187	73.0%	196	71.0%	161	62.4%
	Agree	45	19.5%	46	18.0%	53	19.2%	61	23.6%
	Neutral	21	9.1%	18	7.0%	16	5.8%	19	7.4%
	Disagree	8	3.5%	2	0.8%	5	1.8%	9	3.5%
	Strongly Disagree	3	1.3%	3	1.2%	6	2.2%	8	3.1%
	Region Average	4.47		4.61		4.55		4.39	

REGION 4: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	153	65.7%	164	64.1%	187	67.3%	156	60.5%
Agree	54	23.2%	66	25.8%	50	18.0%	64	24.8%
Neutral	13	5.6%	14	5.5%	21	7.6%	16	6.2%
Disagree	5	2.1%	7	2.7%	15	5.4%	13	5.0%
Strongly Disagree	8	3.4%	5	2.0%	5	1.8%	9	3.5%
Region Average	4.45		4.47		4.44		4.34	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	174	74.0%	193	75.7%	207	74.7%	181	69.9%
Agree	45	19.1%	47	18.4%	49	17.7%	63	24.3%
Neutral	4	1.7%	5	2.0%	9	3.2%	5	1.9%
Disagree	6	2.6%	5	2.0%	4	1.4%	5	1.9%
Strongly Disagree	6	2.6%	5	2.0%	8	2.9%	5	1.9%
Region Average	4.60		4.64		4.6		4.58	

REGION 4: ITEM ANALYSIS



 **I was treated fairly.**

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

Strongly Agree	169	72.5%	193	75.7%	204	72.9%	177	68.9%
Agree	37	15.9%	39	15.3%	54	19.3%	55	21.4%
Neutral	15	6.4%	15	5.9%	9	3.2%	13	5.1%
Disagree	6	2.6%	5	2.0%	5	1.8%	6	2.3%
Strongly Disagree	6	2.6%	3	1.2%	8	2.9%	6	2.3%
Region Average	4.53		4.62		4.59		4.52	

REGION 4: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	146	62.4%	174	68.2%	185	66.8%	167	64.5%
Agree	60	25.6%	57	22.4%	65	23.5%	59	22.8%
Neutral	15	6.4%	8	3.1%	12	4.3%	15	5.8%
Disagree	7	3.0%	10	3.9%	8	2.9%	8	3.1%
Strongly Disagree	6	2.6%	6	2.4%	7	2.5%	10	3.9%
Region Average	4.42		4.50		4.49		4.41	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	10	21.3%	8	17.4%	11	22.4%	6	10.0%
Understanding the process at the office.	6	12.8%	6	13.0%	11	22.4%	15	25.0%
Scheduling an appointment for additional services on site.	5	10.6%	7	15.2%	4	8.2%	3	5.0%
I could not find the information on the website.	7	14.9%	4	8.7%	4	8.2%	5	8.3%
The steps I needed to take, as provided on the website, were not clear.	8	17.0%	7	15.2%	5	10.2%	14	23.3%
I had problems scheduling an appointment for the service on the website.	5	10.6%	5	10.9%	6	12.2%	10	16.7%
Website was not functioning.	1	2.1%	2	4.3%	1	2.0%	3	5.0%
Other.	5	10.6%	7	15.2%	7	14.3%	4	6.7%

REGION 4: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	164	69.8%	189	74.7%	204	72.9%	176	67.7%
Agree	44	18.7%	37	14.6%	46	16.4%	55	21.2%
Neutral	10	4.3%	14	5.5%	14	5.0%	7	2.7%
Disagree	8	3.4%	7	2.8%	7	2.5%	13	5.0%
Strongly Disagree	9	3.8%	6	2.4%	9	3.2%	9	3.5%
Region Average	4.47		4.57		4.53		4.45	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	10	23.8%	6	16.7%	5	11.9%	7	16.7%
Staff did not address my concerns.	3	7.1%	4	11.1%	6	14.3%	5	11.9%
Staff were not friendly.	15	35.7%	14	38.9%	14	33.3%	14	33.3%
Staff were unable to answer my questions.	2	4.8%	5	13.9%	7	16.7%	6	14.3%
Language barrier.	2	4.8%	1	2.8%	1	2.4%	0	0.0%
Other.	10	23.8%	6	16.7%	9	21.4%	10	23.8%

REGION 5: OVERVIEW

How to read this report.

Participants in Region 5 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 73.5% of respondents rated their overall experience as Excellent, and 18.3% of respondents rated it as Good.
- ◇ The highest-rated item was “I was treated fairly” at 4.69, and the lowest-scoring item was “The process to receive my service was easy.” at 4.53. This is inconsistent with statewide trends. Usually “My wait time was reasonable.” is the lowest scoring item.

REGION 5: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	124	50.0%	142	50.5%	136	45.8%	150	47.6%
Female	121	48.8%	125	44.5%	153	51.5%	155	49.2%
Prefer Not to Answer	3	1.2%	14	5.0%	8	2.7%	10	3.2%
# Responses	248		281		297		315	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	14	5.6%	21	7.4%	21	7.0%	21	6.7%
18-20	10	4.0%	7	2.5%	18	6.0%	14	4.5%
21-29	10	4.0%	23	8.1%	16	5.4%	19	6.1%
30-39	23	9.2%	29	10.2%	32	10.7%	48	15.3%
40-49	42	16.8%	37	13.0%	32	10.7%	44	14.0%
50-59	54	21.6%	63	22.2%	51	17.1%	54	17.2%
60-69	57	22.8%	51	18.0%	62	20.8%	60	19.1%
70 or older	38	15.2%	40	14.1%	57	19.1%	48	15.3%
Prefer not to answer	2	0.8%	13	4.6%	9	3.0%	6	1.9%
# Responses	250		284		298		314	

REGION 5: DEMOGRAPHIC PROFILE



Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

African-Am./Black	4	1.6%	6	2.1%	5	1.7%	9	2.9%
Latino/Hispanic/Mex.-Am.	32	12.8%	49	17.3%	44	14.8%	49	15.6%
Asian-Am./Pac. Isl./Native-Am.	5	2.0%	1	0.4%	4	1.3%	9	2.9%
Anglo-Am./White	192	76.8%	190	67.1%	215	72.1%	212	67.3%
Multiracial/Other	4	1.6%	10	3.5%	4	1.3%	7	2.2%
Prefer not to answer	13	5.2%	27	9.5%	26	8.7%	29	9.2%
# Responses	250		283		298		315	



REGION 5: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	137	55.0%	119	42.7%	144	48.6%	136	43.9%
Replace License/ID	9	3.6%	7	2.5%	10	3.4%	15	4.8%
Renew CDL	30	12.0%	26	9.3%	27	9.1%	34	11.0%
New TX Driver License	30	12.0%	62	22.2%	55	18.6%	56	18.1%
New CDL	4	1.6%	6	2.2%	2	0.7%	7	2.3%
New TX ID	7	2.8%	5	1.8%	6	2.0%	7	2.3%
New Driver Permit	9	3.6%	15	5.4%	19	6.4%	20	6.5%
Update License/ID Info	13	5.2%	19	6.8%	18	6.1%	19	6.1%
I Needed Assistance	0	0.0%	1	0.4%	0	0.0%	1	0.3%
Update License/ID Photo	3	1.2%	5	1.8%	5	1.7%	4	1.3%
Other	7	2.8%	14	5.0%	10	3.4%	11	3.5%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	130	52.0%	158	55.8%	164	55.0%	167	53.0%
10	47	18.8%	57	20.1%	53	17.8%	57	18.1%
15	35	14.0%	39	13.8%	45	15.1%	48	15.2%
30	26	10.4%	17	6.0%	28	9.4%	25	7.9%
45	5	2.0%	4	1.4%	3	1.0%	7	2.2%
60	2	0.8%	4	1.4%	0	0.0%	6	1.9%
Longer than 60	5	2.0%	4	1.4%	5	1.7%	5	1.6%

REGION 5: ITEM ANALYSIS



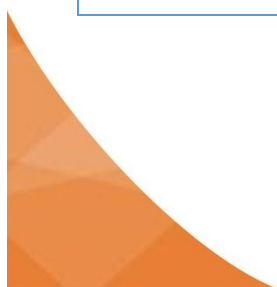
Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	159 70.4%	149 65.1%	162 70.7%	169 73.5%
	Good	42 18.6%	57 24.9%	40 17.5%	42 18.3%
	Fair	15 6.6%	11 4.8%	15 6.6%	11 4.8%
	Poor	8 3.5%	6 2.6%	7 3.1%	5 2.2%
	Very Poor	2 0.9%	6 2.6%	5 2.2%	3 1.3%
	Region Average	4.54	4.47	4.52	4.60



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	169 67.9%	195 68.9%	189 63.9%	221 70.8%
Agree	60 24.1%	64 22.6%	82 27.7%	61 19.6%
Neutral	13 5.2%	15 5.3%	17 5.7%	18 5.8%
Disagree	5 2.0%	4 1.4%	3 1.0%	6 1.9%
Strongly Disagree	2 0.8%	5 1.8%	5 1.7%	6 1.9%
Region Average	4.56	4.55	4.51	4.55



REGION 5: ITEM ANALYSIS



My wait time was reasonable.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	166 66.7%	188 66.2%	200 66.9%	219 70.2%
Agree	63 25.3%	72 25.4%	75 25.1%	60 19.2%
Neutral	12 4.8%	16 5.6%	13 4.3%	20 6.4%
Disagree	5 2.0%	4 1.4%	7 2.3%	9 2.9%
Strongly Disagree	3 1.2%	4 1.4%	4 1.3%	4 1.3%
Region Average	4.54	4.54	4.54	4.54



I received what I needed from my visit.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	184 74.2%	209 74.6%	219 73.2%	242 77.3%
Agree	59 23.8%	58 20.7%	65 21.7%	57 18.2%
Neutral	1 0.4%	5 1.8%	5 1.7%	7 2.2%
Disagree	0 0.0%	2 0.7%	6 2.0%	3 1.0%
Strongly Disagree	4 1.6%	6 2.1%	4 1.3%	4 1.3%
Region Average	4.68	4.65	4.64	4.69

REGION 5: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	191 76.7%	206 72.8%	216 72.5%	254 81.7%
Agree	46 18.5%	58 20.5%	61 20.5%	36 11.6%
Neutral	8 3.2%	8 2.8%	13 4.4%	11 3.5%
Disagree	2 0.8%	4 1.4%	4 1.3%	3 1.0%
Strongly Disagree	2 0.8%	7 2.5%	4 1.3%	7 2.3%
Region Average	4.69	4.60	4.61	4.69



REGION 5: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	166	67.2%	186	66.4%	180	61.2%	217	69.8%
Agree	60	24.3%	76	27.1%	82	27.9%	67	21.5%
Neutral	10	4.0%	10	3.6%	10	3.4%	10	3.2%
Disagree	8	3.2%	2	0.7%	13	4.4%	8	2.6%
Strongly Disagree	3	1.2%	6	2.1%	9	3.1%	9	2.9%
Region Average	4.53		4.55		4.4		4.53	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	2	7.1%	4	14.3%	3	6.5%	2	4.9%
Understanding the process at the office.	5	17.9%	5	17.9%	10	21.7%	5	12.2%
Scheduling an appointment for additional services on site.	3	10.7%	3	10.7%	4	8.7%	8	19.5%
I could not find the information on the website.	1	3.6%	5	17.9%	3	6.5%	4	9.8%
The steps I needed to take, as provided on the website, were not clear.	5	17.9%	4	14.3%	5	10.9%	8	19.5%
I had problems scheduling an appointment for the service on the website.	5	17.9%	4	14.3%	6	13.0%	6	14.6%
Website was not functioning.	0	0.0%	2	7.1%	1	2.2%	2	4.9%
Other.	7	25.0%	1	3.6%	14	30.4%	6	14.6%

REGION 5: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	186	74.4%	205	72.4%	211	71.5%	248	78.7%
Agree	47	18.8%	58	20.5%	58	19.7%	44	14.0%
Neutral	7	2.8%	8	2.8%	15	5.1%	9	2.9%
Disagree	5	2.0%	5	1.8%	6	2.0%	6	1.9%
Strongly Disagree	5	2.0%	7	2.5%	5	1.7%	8	2.5%
Region Average	4.62		4.59		4.57		4.64	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	3	15.8%	8	26.7%	4	11.1%	3	13.6%
Staff did not address my concerns.	0	0.0%	1	3.3%	4	11.1%	1	4.5%
Staff were not friendly.	11	57.9%	16	53.3%	15	41.7%	12	54.5%
Staff were unable to answer my questions.	0	0.0%	3	10.0%	2	5.6%	1	4.5%
Language barrier.	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other.	5	26.3%	2	6.7%	11	30.6%	5	22.7%

REGION 6A: OVERVIEW

How to read this report.

Participants in Region 6A were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 62.4% 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 4.67, and the lowest-scoring item was “My wait time was reasonable” at 4.38. This is consistent with statewide trends.

REGION 6A: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	138	44.2%	157	50.2%	149	41.4%	134	42.4%
Female	166	53.2%	148	47.3%	189	52.5%	167	52.8%
Prefer Not to Answer	8	2.6%	8	2.6%	22	6.1%	15	4.7%
# Responses	312		313		360		316	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	18	5.8%	13	4.1%	14	3.9%	11	3.4%
18-20	4	1.3%	7	2.2%	11	3.1%	16	5.0%
21-29	14	4.5%	16	5.1%	21	5.8%	17	5.3%
30-39	35	11.3%	43	13.7%	37	10.3%	35	11.0%
40-49	46	14.8%	43	13.7%	46	12.8%	41	12.9%
50-59	48	15.4%	46	14.6%	62	17.2%	56	17.6%
60-69	76	24.4%	76	24.2%	82	22.8%	63	19.7%
70 or older	63	20.3%	64	20.4%	74	20.6%	63	19.7%
Prefer not to answer	7	2.3%	6	1.9%	13	3.6%	17	5.3%
# Responses	311		314		360		319	

REGION 6A: DEMOGRAPHIC PROFILE



Ethnicity

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
African-Am./Black	6	1.9%	15	4.8%	9	2.5%	10	3.1%
Latino/Hispanic/Mex.-Am.	59	19.1%	75	23.9%	91	25.3%	66	20.8%
Asian-Am./Pac. Isl./Native-Am.	10	3.2%	13	4.1%	6	1.7%	10	3.1%
Anglo-Am./White	199	64.4%	170	54.1%	199	55.4%	185	58.2%
Multiracial/Other	2	0.6%	6	1.9%	10	2.8%	10	3.1%
Prefer not to answer	33	10.7%	35	11.1%	44	12.3%	37	11.6%
# Responses	309		314		359		318	

REGION 6A: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	186	60.0%	133	42.6%	188	52.1%	164	51.6%
Replace License/ID	17	5.5%	17	5.4%	17	4.7%	11	3.5%
Renew CDL	14	4.5%	23	7.4%	25	6.9%	14	4.4%
New TX Driver License	54	17.4%	76	24.4%	70	19.4%	67	21.1%
New CDL	3	1.0%	6	1.9%	4	1.1%	5	1.6%
New TX ID	2	0.6%	10	3.2%	6	1.7%	12	3.8%
New Driver Permit	15	4.8%	14	4.5%	12	3.3%	11	3.5%
Update License/ID Info	10	3.2%	19	6.1%	25	6.9%	15	4.7%
I Needed Assistance	0	0.0%	0	0.0%	1	0.3%	0	0.0%
Update License/ID Photo	5	1.6%	3	1.0%	3	0.8%	6	1.9%
Other	4	1.3%	11	3.5%	10	2.8%	13	4.1%






Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	88	28.4%	112	35.7%	106	29.4%	100	31.3%
10	73	23.5%	75	23.9%	65	18.0%	63	19.7%
15	68	21.9%	60	19.1%	66	18.3%	65	20.4%
30	41	13.2%	39	12.4%	67	18.6%	43	13.5%
45	23	7.4%	17	5.4%	24	6.6%	27	8.5%
60	6	1.9%	4	1.3%	11	3.0%	6	1.9%
Longer than 60	11	3.5%	7	2.2%	22	6.1%	15	4.7%

REGION 6A: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
	Excellent	158	68.7%	166	72.8%	151	65.7%	141	62.4%
	Good	51	22.2%	37	16.2%	40	17.4%	54	23.9%
	Fair	11	4.8%	12	5.3%	25	10.9%	16	7.1%
	Poor	7	3.0%	7	3.1%	9	3.9%	10	4.4%
	Very Poor	3	1.3%	6	2.6%	5	2.2%	5	2.2%
	Region Average	4.54		4.54		4.4		4.4	



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	207	67.0%	199	64.2%	230	63.7%	212	66.7%
Agree	69	22.3%	86	27.7%	91	25.2%	75	23.6%
Neutral	18	5.8%	16	5.2%	27	7.5%	17	5.3%
Disagree	9	2.9%	8	2.6%	9	2.5%	7	2.2%
Strongly Disagree	6	1.9%	1	0.3%	4	1.1%	7	2.2%
Region Average	4.50		4.53		4.48		4.50	

REGION 6A: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	182	58.5%	190	60.7%	194	53.7%	193	60.9%
Agree	82	26.4%	84	26.8%	94	26.0%	81	25.6%
Neutral	22	7.1%	23	7.3%	33	9.1%	20	6.3%
Disagree	13	4.2%	11	3.5%	27	7.5%	15	4.7%
Strongly Disagree	12	3.9%	5	1.6%	13	3.6%	8	2.5%
Region Average	4.32		4.42		4.19		4.38	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	225	72.1%	231	74.5%	257	71.8%	238	74.6%
Agree	73	23.4%	66	21.3%	81	22.6%	68	21.3%
Neutral	4	1.3%	8	2.6%	10	2.8%	6	1.9%
Disagree	4	1.3%	4	1.3%	6	1.7%	2	0.6%
Strongly Disagree	6	1.9%	1	0.3%	4	1.1%	5	1.6%
Region Average	4.63		4.68		4.62		4.67	

REGION 6A: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

Strongly Agree	229	73.4%	232	73.9%	266	73.7%	235	73.9%
Agree	58	18.6%	59	18.8%	61	16.9%	62	19.5%
Neutral	14	4.5%	12	3.8%	21	5.8%	13	4.1%
Disagree	9	2.9%	7	2.2%	10	2.8%	4	1.3%
Strongly Disagree	2	0.6%	4	1.3%	3	0.8%	4	1.3%
Region Average	4.61		4.62		4.6		4.64	

REGION 6A: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	184	59.4%	194	61.8%	216	60.7%	192	60.8%
Agree	90	29.0%	94	29.9%	95	26.7%	88	27.8%
Neutral	24	7.7%	11	3.5%	25	7.0%	20	6.3%
Disagree	12	3.9%	10	3.2%	11	3.1%	10	3.2%
Strongly Disagree	0	0.0%	5	1.6%	9	2.5%	6	1.9%
Region Average	4.44		4.47		4.4		4.42	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Getting answers to questions at the office.	10	17.2%	2	4.5%	5	7.7%	5	8.8%
Understanding the process at the office.	15	25.9%	8	18.2%	18	27.7%	15	26.3%
Scheduling an appointment for additional services on site.	4	6.9%	5	11.4%	4	6.2%	4	7.0%
I could not find the information on the website.	2	3.4%	9	20.5%	5	7.7%	5	8.8%
The steps I needed to take, as provided on the website, were not clear.	6	10.3%	8	18.2%	14	21.5%	9	15.8%
I had problems scheduling an appointment for the service on the website.	9	15.5%	8	18.2%	5	7.7%	5	8.8%
Website was not functioning.	3	5.2%	0	0.0%	1	1.5%	2	3.5%
Other.	9	15.5%	4	9.1%	13	20.0%	12	21.1%

REGION 6A: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	222	71.4%	215	68.7%	257	71.4%	224	70.2%
Agree	63	20.3%	67	21.4%	64	17.8%	68	21.3%
Neutral	13	4.2%	11	3.5%	17	4.7%	11	3.4%
Disagree	9	2.9%	11	3.5%	14	3.9%	7	2.2%
Strongly Disagree	4	1.3%	9	2.9%	8	2.2%	9	2.8%
Region Average	4.58		4.50		4.52		4.54	



If respondent expressed dissatisfaction with the staff these reasons were selected:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Staff were unprofessional.	5	13.2%	9	20.9%	11	20.8%	6	15.8%
Staff did not address my concerns.	3	7.9%	1	2.3%	3	5.7%	6	15.8%
Staff were not friendly.	19	50.0%	23	53.5%	23	43.4%	17	44.7%
Staff were unable to answer my questions.	4	10.5%	3	7.0%	2	3.8%	3	7.9%
Language barrier.	0	0.0%	0	0.0%	2	3.8%	0	0.0%
Other.	7	18.4%	7	16.3%	12	22.6%	6	15.8%

REGION 6B: OVERVIEW

How to read this report.

Participants in Region 6B were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).

Key Findings



- ◇ 64.9% of respondents rated their overall experience as Excellent, and 18.1% of respondents rated it as Good.
- ◇ The highest-rated item was “I received what I needed from my visit.” at 4.63, and the lowest-scoring item was “My wait time was reasonable” at 4.21. This is consistent with statewide trends.

REGION 6B: DEMOGRAPHIC PROFILE

Gender I am:

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Male	162	46.3%	185	47.3%	191	48.2%	168	44.4%
Female	174	49.7%	194	49.6%	192	48.5%	190	50.3%
Prefer Not to Answer	14	4.0%	12	3.1%	13	3.3%	20	5.3%
# Responses	350		391		396		378	

Age

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
17 or younger	10	2.8%	15	3.8%	13	3.3%	15	3.9%
18-20	9	2.6%	11	2.8%	12	3.0%	10	2.6%
21-29	15	4.3%	27	6.9%	27	6.8%	30	7.9%
30-39	52	14.8%	65	16.6%	64	16.1%	63	16.6%
40-49	61	17.4%	59	15.1%	56	14.1%	71	18.7%
50-59	66	18.8%	56	14.3%	73	18.3%	59	15.5%
60-69	68	19.4%	87	22.2%	77	19.3%	54	14.2%
70 or older	60	17.1%	65	16.6%	65	16.3%	63	16.6%
Prefer not to answer	10	2.8%	7	1.8%	11	2.8%	15	3.9%
# Responses	351		392		398		380	

REGION 6B: DEMOGRAPHIC PROFILE



Ethnicity

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
African-Am./Black	20 5.7%	22 5.6%	27 6.8%	28 7.4%
Latino/Hispanic/Mex.-Am.	42 12.0%	49 12.5%	36 9.1%	44 11.6%
Asian-Am./Pac. Isl./Native-Am.	21 6.0%	21 5.4%	25 6.3%	24 6.3%
Anglo-Am./White	218 62.1%	251 64.0%	253 63.7%	232 61.4%
Multiracial/Other	6 1.7%	9 2.3%	14 3.5%	10 2.6%
Prefer not to answer	44 12.5%	40 10.2%	42 10.6%	40 10.6%
# Responses	351	392	397	378



REGION 6B: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	208	59.6%	203	51.7%	202	50.9%	183	48.5%
Replace License/ID	12	3.4%	14	3.6%	17	4.3%	8	2.1%
Renew CDL	15	4.3%	10	2.5%	18	4.5%	23	6.1%
New TX Driver License	73	20.9%	94	23.9%	93	23.4%	74	19.6%
New CDL	1	0.3%	7	1.8%	10	2.5%	10	2.7%
New TX ID	6	1.7%	10	2.5%	7	1.8%	11	2.9%
New Driver Permit	9	2.6%	18	4.6%	11	2.8%	31	8.2%
Update License/ID Info	14	4.0%	17	4.3%	22	5.5%	15	4.0%
I Needed Assistance	0	0.0%	1	0.3%	0	0.0%	0	0.0%
Update License/ID Photo	3	0.9%	1	0.3%	5	1.3%	5	1.3%
Other	8	2.3%	18	4.6%	12	3.0%	17	4.5%






Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	100	28.6%	142	36.2%	115	29.0%	95	25.1%
10	84	24.0%	78	19.9%	86	21.7%	70	18.5%
15	61	17.4%	72	18.4%	76	19.2%	85	22.5%
30	52	14.9%	46	11.7%	60	15.2%	73	19.3%
45	20	5.7%	28	7.1%	24	6.1%	31	8.2%
60	10	2.9%	8	2.0%	11	2.8%	7	1.9%
Longer than 60	23	6.6%	18	4.6%	24	6.1%	17	4.5%

REGION 6B: ITEM ANALYSIS



Overall, how was your experience?

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
 Excellent	179 68.6%	174 66.9%	180 69.0%	168 64.9%
 Good	53 20.3%	58 22.3%	51 19.5%	47 18.1%
 Fair	17 6.5%	13 5.0%	15 5.7%	29 11.2%
 Poor	7 2.7%	6 2.3%	5 1.9%	8 3.1%
 Very Poor	5 1.9%	9 3.5%	10 3.8%	7 2.7%
Region Average	4.51	4.50	4.48	4.40



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	209 60.4%	242 61.9%	254 64.0%	222 59.5%
Agree	105 30.3%	103 26.3%	98 24.7%	98 26.3%
Neutral	20 5.8%	27 6.9%	27 6.8%	35 9.4%
Disagree	6 1.7%	6 1.5%	8 2.0%	9 2.4%
Strongly Disagree	6 1.7%	13 3.3%	10 2.5%	9 2.4%
Region Average	4.46	4.42	4.46	4.38

REGION 6B: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	202	57.9%	240	61.4%	232	58.6%	210	55.6%
Agree	93	26.6%	90	23.0%	86	21.7%	91	24.1%
Neutral	24	6.9%	31	7.9%	32	8.1%	40	10.6%
Disagree	14	4.0%	16	4.1%	28	7.1%	20	5.3%
Strongly Disagree	16	4.6%	14	3.6%	18	4.5%	17	4.5%
Region Average	4.29		4.35		4.23		4.21	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	255	73.1%	286	73.3%	296	74.7%	274	72.7%
Agree	79	22.6%	70	17.9%	77	19.4%	80	21.2%
Neutral	4	1.1%	13	3.3%	14	3.5%	15	4.0%
Disagree	6	1.7%	11	2.8%	4	1.0%	2	0.5%
Strongly Disagree	5	1.4%	10	2.6%	5	1.3%	6	1.6%
Region Average	4.64		4.57		4.65		4.63	

REGION 6B: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

Strongly Agree	242	69.3%	281	71.5%	290	73.2%	264	70.2%
Agree	85	24.4%	81	20.6%	77	19.4%	76	20.2%
Neutral	7	2.0%	11	2.8%	10	2.5%	19	5.1%
Disagree	9	2.6%	12	3.1%	11	2.8%	11	2.9%
Strongly Disagree	6	1.7%	8	2.0%	8	2.0%	6	1.6%
Region Average	4.57		4.56		4.49		4.55	



REGION 6B: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	217	62.2%	246	62.8%
Agree	95	27.2%	99	25.3%
Neutral	16	4.6%	20	5.1%
Disagree	11	3.2%	10	2.6%
Strongly Disagree	10	2.9%	17	4.3%
Region Average	4.43		4.40	



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Getting answers to questions at the office.	5	8.6%	7	9.2%
Understanding the process at the office.	9	15.5%	15	19.7%
Scheduling an appointment for additional services on site.	4	6.9%	9	11.8%
I could not find the information on the website.	5	8.6%	7	9.2%
The steps I needed to take, as provided on the website, were not clear.	11	19.0%	13	17.1%
I had problems scheduling an appointment for the service on the website.	13	22.4%	10	13.2%
Website was not functioning.	3	5.2%	4	5.3%
Other.	8	13.8%	11	14.5%

REGION 6B: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	235 67.3%	264 67.7%	283 71.3%	254 67.2%
Agree	86 24.6%	94 24.1%	81 20.4%	77 20.4%
Neutral	11 3.2%	11 2.8%	12 3.0%	23 6.1%
Disagree	11 3.2%	7 1.8%	11 2.8%	15 4.0%
Strongly Disagree	6 1.7%	14 3.6%	10 2.5%	9 2.4%
Region Average	4.53	4.51	4.55	4.46



If respondent expressed dissatisfaction with the staff these reasons were selected:

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Staff were unprofessional.	5 13.5%	12 23.5%	9 19.1%	10 14.5%
Staff did not address my concerns.	4 10.8%	6 11.8%	7 14.9%	9 13.0%
Staff were not friendly.	15 40.5%	19 37.3%	17 36.2%	28 40.6%
Staff were unable to answer my questions.	3 8.1%	5 9.8%	5 10.6%	8 11.6%
Language barrier.	0 0.0%	1 2.0%	0 0.0%	2 2.9%
Other.	10 27.0%	8 15.7%	9 19.1%	12 17.4%

REGION 101 Online: OVERVIEW

How to read this report.

Participants in Region 101 were asked a series of items via the electronic survey. Presented in the following section is a detailed quantitative analysis broken down by each item. There were two types of items. The first is demographic items created to contextualize the respondents into various categories such as age or gender, as well as to assist in identifying what services were utilized and when respondents accessed services. For all of these items, respondents had the option of answering or opting out of answering the item. The second type of items asked about specific customer service drivers. Participants were asked to indicate their level of agreement with each positively phrased statement. If participants did not have information or the item did not apply, they had the option of selecting “Prefer Not to Answer” or “N/A” or they could simply skip the item. The average score was calculated by averaging all item responses on a five point scale ranging from 5 = Strongly Agree to 1 = Strongly Disagree. If participants expressed dissatisfaction on certain items, then they were shown follow-up questions about that experience. This option was available on items regarding both staff and process.

Each table presented is based on the most current data collection period. Each of the iterations (the various columns in the tables) represents a different timeframe. The first data collection period was Spring/Summer of FY 2016. The upcoming data collection periods will be collected each month, but summarized into 4 quarters for overall reporting purposes. These quarters are denoted as FY1920 Period 1 (September – November), FY1920 Period 2 (December - February), FY1920 Period 3 (March – May), and FY1920 Period 4 (June – August).



Key Findings

- ◇ 74.6% of respondents rated their overall experience as Excellent, and 15.6% of respondents rated it as Good.
- ◇ The highest-rated item was “I was treated fairly.” at 4.55 and the lowest-scoring items were “The process to receive my service was easy.” and “My wait time was reasonable both at 4.32.

REGION 101 Online: DEMOGRAPHIC PROFILE

Gender I am:

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Male	24 47.1%	27 50.9%	25 44.6%	64 55.7%
Female	26 51.0%	24 45.3%	31 55.4%	46 40.0%
Prefer Not to Answer	1 2.0%	2 3.8%	0 0.0%	5 4.3%
# Responses	51	53	56	115

Age

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
17 or younger	1 1.9%	0 0.0%	0 0.0%	0 0.0%
18-20	2 3.8%	3 5.5%	2 3.6%	3 2.6%
21-29	4 7.7%	3 5.5%	7 12.5%	15 12.8%
30-39	8 15.4%	5 9.1%	6 10.7%	23 19.7%
40-49	9 17.3%	18 32.7%	10 17.9%	15 12.8%
50-59	9 17.3%	7 12.7%	9 16.1%	16 13.7%
60-69	11 21.2%	14 25.5%	12 21.4%	26 22.2%
70 or older	5 9.6%	4 7.3%	10 17.9%	18 15.4%
Prefer not to answer	3 5.8%	1 1.8%	0 0.0%	1 0.9%
# Responses	52	55	56	117

REGION 101 Online: DEMOGRAPHIC PROFILE



Ethnicity

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

African-Am./Black	3	6.1%	3	5.7%	9	16.4%	4	3.5%
Latino/Hispanic/Mex.-Am.	15	30.6%	12	22.6%	11	20.0%	20	17.4%
Asian-Am./Pac. Isl./Native-Am.	2	4.1%	3	5.7%	1	1.8%	6	5.2%
Anglo-Am./White	22	44.9%	25	47.2%	27	49.1%	60	52.2%
Multiracial/Other	1	2.0%	4	7.5%	3	5.5%	7	6.1%
Prefer not to answer	6	12.2%	6	11.3%	4	7.3%	18	15.7%
# Responses	49		53		55		115	

REGION 101 Online: RESPONDENT PROFILE

What service did you come in for?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Renew License/ID	28	49.1%	21	35.0%	16	25.4%	66	54.5%
Replace License/ID	6	10.5%	11	18.3%	10	15.9%	10	8.3%
Renew CDL	0	0.0%	0	0.0%	0	0.0%	1	0.8%
New TX Driver License	3	5.3%	2	3.3%	5	7.9%	5	4.1%
New CDL	0	0.0%	0	0.0%	0	0.0%	0	0.0%
New TX ID	0	0.0%	0	0.0%	2	3.2%	1	0.8%
New Driver Permit	0	0.0%	3	5.0%	0	0.0%	0	0.0%
Update License/ID Info	9	15.8%	15	25.0%	14	22.2%	23	19.0%
I Needed Assistance	2	3.5%	0	0.0%	0	0.0%	1	0.8%
Update License/ID Photo	2	3.5%	1	1.7%	2	3.2%	4	3.3%
Other	7	12.3%	7	11.7%	14	22.2%	10	8.3%

Once you arrived at the office, about how long did you wait (minutes)?

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
0-5	15	42.9%	25	62.5%	18	46.2%	47	50.5%
10	4	11.4%	1	2.5%	5	12.8%	16	17.2%
15	7	20.0%	6	15.0%	5	12.8%	13	14.0%
30	2	5.7%	1	2.5%	9	23.1%	8	8.6%
45	2	5.7%	3	7.5%	1	2.6%	2	2.2%
60	3	8.6%	2	5.0%	0	0.0%	0	0.0%
Longer than 60	2	5.7%	2	5.0%	1	2.6%	7	7.5%

REGION 101 Online: ITEM ANALYSIS



Overall, how was your experience?

		Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
	Excellent	42 73.7%	39 65.0%	44 71.0%	91 74.6%
	Good	8 14.0%	11 18.3%	8 12.9%	19 15.6%
	Fair	1 1.8%	4 6.7%	5 8.1%	2 1.6%
	Poor	1 1.8%	4 6.7%	2 3.2%	4 3.3%
	Very Poor	5 8.8%	2 3.3%	3 4.8%	6 4.9%
Region Average		4.42	4.35	4.42	4.52



I trust the Texas Driver License Division to do a good job.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	28 71.8%	22 50.0%	28 62.2%	63 64.9%
Agree	7 17.9%	15 34.1%	11 24.4%	19 19.6%
Neutral	2 5.1%	1 2.3%	3 6.7%	8 8.2%
Disagree	0 0.0%	2 4.5%	1 2.2%	3 3.1%
Strongly Disagree	2 5.1%	4 9.1%	2 4.4%	4 4.1%
Region Average	4.51	4.11	4.38	4.38

REGION 101 Online: ITEM ANALYSIS



My wait time was reasonable.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	20	69.0%	16	57.1%	18	51.4%	52	65.8%
Agree	5	17.2%	6	21.4%	9	25.7%	11	13.9%
Neutral	0	0.0%	0	0.0%	4	11.4%	9	11.4%
Disagree	2	6.9%	4	14.3%	0	0.0%	3	3.8%
Strongly Disagree	2	6.9%	2	7.1%	4	11.4%	4	5.1%
Region Average	4.34		4.07		4.06		4.32	



I received what I needed from my visit.

	Sep20 - Nov20		Dec20 - Feb21		Mar21 - May21		Jun21 - Aug21	
Strongly Agree	26	81.3%	23	62.2%	21	56.8%	59	70.2%
Agree	3	9.4%	7	18.9%	10	27.0%	16	19.0%
Neutral	0	0.0%	0	0.0%	1	2.7%	1	1.2%
Disagree	1	3.1%	0	0.0%	1	2.7%	3	3.6%
Strongly Disagree	2	6.3%	7	18.9%	4	10.8%	5	6.0%
Region Average	4.56		4.05		4.16		4.44	

REGION 101 Online: ITEM ANALYSIS



I was treated fairly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

Strongly Agree	23	74.2%	21	72.4%	21	60.0%	62	75.6%
Agree	6	19.4%	5	17.2%	9	25.7%	12	14.6%
Neutral	0	0.0%	0	0.0%	2	5.7%	3	3.7%
Disagree	0	0.0%	0	0.0%	0	0.0%	1	1.2%
Strongly Disagree	2	6.5%	3	10.3%	3	8.6%	4	4.9%
Region Average	4.55		4.41		4.29		4.55	

REGION 101 Online: ITEM ANALYSIS



The process to receive my service was easy.

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Strongly Agree	23 74.2%	19 65.5%	18 54.5%	51 64.6%
Agree	5 16.1%	7 24.1%	7 21.2%	15 19.0%
Neutral	1 3.2%	0 0.0%	2 6.1%	6 7.6%
Disagree	0 0.0%	1 3.4%	2 6.1%	1 1.3%
Strongly Disagree	2 6.5%	2 6.9%	4 12.1%	6 7.6%
Region Average	4.52	4.38	4.0	4.32



If respondent expressed dissatisfaction with the process, these reasons were selected:

	Sep20 - Nov20	Dec20 - Feb21	Mar21 - May21	Jun21 - Aug21
Getting answers to questions at the office.	1 16.7%	2 25.0%	3 27.3%	0 0.0%
Understanding the process at the office.	1 16.7%	2 25.0%	0 0.0%	2 10.5%
Scheduling an appointment for additional services on site.	0 0.0%	0 0.0%	0 0.0%	3 15.8%
I could not find the information on the website.	2 33.3%	1 12.5%	1 9.1%	3 15.8%
The steps I needed to take, as provided on the website, were not clear.	1 16.7%	1 12.5%	3 27.3%	2 10.5%
I had problems scheduling an appointment for the service on the website.	0 0.0%	1 12.5%	2 18.2%	1 5.3%
Website was not functioning.	0 0.0%	0 0.0%	1 9.1%	0 0.0%
Other.	1 16.7%	1 12.5%	1 9.1%	8 42.1%

REGION 101 Online: ITEM ANALYSIS



Staff were professional, knowledgeable and friendly.

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

Strongly Agree	19	65.5%	22	75.9%	18	51.4%	60	75.0%
Agree	7	24.1%	4	13.8%	9	25.7%	11	13.8%
Neutral	1	3.4%	1	3.4%	4	11.4%	3	3.8%
Disagree	0	0.0%	0	0.0%	1	2.9%	1	1.3%
Strongly Disagree	2	6.9%	2	6.9%	3	8.6%	5	6.3%
Region Average	4.41		4.52		4.09		4.5	



If respondent expressed dissatisfaction with the staff these reasons were selected:

Sep20 - Nov20 Dec20 - Feb21 Mar21 - May21 Jun21 - Aug21

Staff were unprofessional.	2	25.0%	1	50.0%	3	42.9%	2	18.2%
Staff did not address my concerns.	2	25.0%	0	0.0%	0	0.0%	2	18.2%
Staff were not friendly.	1	12.5%	0	0.0%	2	28.6%	2	18.2%
Staff were unable to answer my questions.	2	25.0%	1	50.0%	0	0.0%	1	9.1%
Language barrier.	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other.	1	12.5%	0	0.0%	2	28.6%	4	36.4%

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 Aaron Escajeda, Graduate Research Assistant and Nicole Duson, Database Coordinator.

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